

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Nizama Junuzovic,	)	
	)	
Complainant,	)	
	)	
vs.	)	File No. WC-2026-0028
	)	
Missouri-American Water Company,)	)	
	)	
Respondent.	)	

RESPONSE TO REQUEST FOR MEDIATION

COMES NOW the Respondent, Missouri-American Water Company (“MAWC” or “Company”), and Complainant, Nizama Junuzovic (“Complainant”), collectively referred to as the Parties, respectfully states as follows to the Missouri Public Service Commission (“Commission”):

1. On July 30, 2025, Nizama Junuzovic (“Complainant” or “Ms. Junuzovic”) filed a complaint with the Commission.
2. On July 30, 2025, the Commission issued *Order Giving Notice of Contested Case and Directing Answer and Staff Investigation* giving the Company until August 29, 2025, to file its answer or request for mediation.
3. On August 29, 2025, MAWC filed a *Request for Mediation in Lieu of Filing An Answer*.
4. On September 2, 2025, the Commission issued *Order Directing Response to Mediation Request*.
5. MAWC contacted Ms. Junuzovic, and on September 2, 2025, Ms. Junuzovic communicated her willingness to participate in mediation. See the attached email communication labeled Exhibit A.
6. In response to the Commission’s order issued on September 2, 2025, the Complainant has granted the undersigned attorney permission to file this document and to notify the

Commission mediation should proceed.

7. The Parties jointly request that discovery and procedural schedule be tolled pending completion of the mediation process, pursuant to 20 C.S.R. 4240-2.125(2)(C).

WHEREFORE, the Parties request that the Commission accept this *Response to Request for Mediation* and toll the procedural schedule and grant any other relief it deems appropriate.

Respectfully submitted,

MISSOURI-AMERICAN WATER COMPANY

/s/ Rachel L. Niemeier

Rachel Niemeier, #56073
Jennifer Coleman #77721
Corporate Counsel
Missouri-American Water Company
727 Craig Road
St. Louis, MO 63141
(314) 996-2390 (telephone)
Rachel.niemeier@amwater.com
Jennifer.Coleman01@amwater.com

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic mail or U.S. Mail on September 9th, 2025, to the following:

Office of the Staff Counsel
Governor Office Building
Jefferson City, MO 65101
staffcounsel@psc.mo.gov

Mr. Nizama Junuzovic
3628 Park Lawn Drive
St. Louis, MO 63125
nizamajunuzovic@yahoo.com

Office of the Public Counsel
Governor Office Building
Jefferson City, MO 65101
opcservice@opc.mo.gov

Rachel Niemeier
727 Craig Road
St. Louis, MO 63141
rachel.niemeier@amwater.com

/s/ Jennifer Coleman

From: [nizama junuzovic](#)
To: [Jennifer Coleman](#)
Cc: [Rachel Niemeier](#)
Subject: Re: Service Copy-Request for Mediation WC-2026-0028
Date: Tuesday, September 2, 2025 10:32:37 AM

CAUTION: This is the first message you've received from this External Email Address
Verify the sender before responding or opening links or attachments.

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Dear Ms. Coleman,

Thank you for your email and the attached Commission Order. I appreciate the offer to prepare a response confirming my willingness to participate in mediation.

While I am pleased to confirm my participation, my travel schedule requires careful coordination. I will be unavailable from September 2nd until September 24th. To facilitate my full engagement in the mediation, please provide details regarding the proposed date, time, and location at your earliest convenience. Information on the mediation procedure would also be beneficial in preparing for my participation.

I look forward to a productive mediation session.

Sincerely,

nizama junuzovic

[Sent from Yahoo Mail for iPhone](#)

On Tuesday, September 2, 2025, 5:09 PM, Jennifer Coleman <Jennifer.Coleman01@amwater.com> wrote:

Thank you Nizama, would it be helpful for me to prepare a response to the Commission Order today, stating that you are willing to participate in mediation? I would send you a copy of the filing to review prior to filing it. If you have not had a chance to see the order, I have attached it for your convenience.

Best,

From: nizama junuzovic <nizamajunuzovic@yahoo.com>
Sent: Tuesday, September 2, 2025 10:02 AM
To: Jennifer Coleman <Jennifer.Coleman01@amwater.com>
Subject: Fw: Service Copy-Request for Mediation WC-2026-0028

Dear Ms. Coleman,

Following up on your email, I am pleased to confirm my willingness to participate in the proposed mediation. I have carefully reviewed the details and look forward to a productive session.

Sincerely,

nizama junuzovic

Begin forwarded message:

Begin forwarded message:

On Tuesday, September 2, 2025, 1:37 PM, Jennifer Coleman <Jennifer.Coleman01@amwater.com> wrote:

Hello Nizama,

I hope you are doing well. Late Friday afternoon I received an undeliverable notification regarding the below filing; it appears I mistyped your email address. Please let me know if you have any questions or would like to discuss our request for mediation.

Best,

Jennifer Coleman
Corporate Counsel
jennifer.coleman01@amwater.com
C: 573-645-3080



From: Jennifer Coleman
Sent: Friday, August 29, 2025 12:14 PM

To: Poston, Marc
<opcservice@opc.mo.gov>; Johnson,
Mark <staffcounsel@psc.mo.gov>;
Graham, Paul
<paul.graham@psc.mo.gov>;
nizamalunuzovic@yahoo.com
Cc: Rachel Niemeier
<Rachel.Niemeier@amwater.com>
Subject: Service Copy-Request for
Mediation WC-2026-0028

Hello,

On behalf of Missouri American Water
Company, please see the attached filing
submitted in the above referenced
docket today. Best,

Jennifer Coleman
Corporate Counsel
Iowa-American Water Company
Illinois-American Water Company
Missouri-American Water Company
jennifer.coleman01@amwater.com
C: 573-645-3080
www.amwater.com



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solely those of the author and do not
necessarily represent those of American
Water Works Company Inc. or its
affiliates. The recipient should check this
email and any attachments for the
presence of viruses. American Water
accepts no liability for any damage
caused by any virus transmitted by this
email. American Water Works Company
Inc., 1 Water St. Camden, NJ. 08102
www.amwater.com

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