

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

Nizama Junuzovic,

Complainant,

V.

Missouri-American Water Company,

Respondent.

Case No. WC-2026-0028

ORDER REGARDING PUBLIC COUNSEL'S RESPONSE TO COMMISSION ORDER

Issue Date: September 11, 2025

Effective Date: September 11, 2025

On August 29, 2025, Missouri-American Water Company (MAWC) filed a request for mediation. The Commission directed a response regarding mediation from Complainant, Nizama Junuzovic, and also suspended all procedural deadlines pending the Commission's ruling on mediation. The Complainant responded and has agreed to mediation in an effort to resolve this complaint (evidenced by an email assenting to mediation in an exhibit attached to MAWC's response filed at 6:50 a.m. on September 9, 2025). On September 9, 2025, at 10:17 a.m., the Commission appointed a mediator.

On September 9, 2025, at 2:45 p.m., the Office of the Public Counsel (Public Counsel) filed its *Response to Commission Order* (Response). The Response expresses two concerns: that a potential legal argument expressed in a third-party letter sent to Complainant regarding liability may no longer be valid; and that MAWC has not filed its answer. Public Counsel requests that (1) the Commission require MAWC to file an answer

to the complaint prior to the start of mediation, and (2) the Commission “address” the legal argument expressed in a third-party letter sent to Complainant regarding liability.

Commission Rule 20 CSR 4240-2.125(2) establishes the procedures for mediation. The rule directs that, pending completion of the mediation process, all other actions on the case shall cease and all time limitations shall be tolled.¹ Therefore, pursuant to the plain language of the rule, the Commission will cease all other actions in the case and toll all time limitations. MAWC’s answer to the complaint will be addressed subsequent to the completion of the mediation process.

Public Counsel’s request that the Commission address the liability of MAWC is a question of both fact and law that, at this point in the proceedings, would require the Commission to issue an advisory opinion – an action for which the Commission lacks authority.²

THE COMMISSION ORDERS THAT:

1. Public Counsel’s requests are denied.
2. This order is effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

¹ Commission Rule 20 CSR 4240-2.125(2)(C).

² See *State ex rel. Laclede Gas Co. v. Pub. Serv. Comm'n of State of Missouri*, 392 S.W.3d 24, 38 (Mo. App. 2012).

Kenneth J. Seyer, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri
on this 11th day of September, 2025.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 11th day of September 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 11, 2025

File/Case No. WC-2026-0028

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.