

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

In the Matter of a Working Case for	)	
Commission Review and Consideration of	)	Case No. OW-2026-0085
Utility Assistance Programs and Special	)	
Alternative Residential Customer Rates	)	

MAWC’S RESPONSE TO COMMISSION ORDER

COMES NOW Missouri-American Water Company (“MAWC”) and for its *Response to Commission Order* states as follows to the Missouri Public Service Commission (“Commission”):

1. On October 1, 2025, the Commission opened this working case to review existing utility affordability programs to allow representatives from the Commission, the Office of the Public Counsel, and any other interested stakeholders the opportunity to review the currently existing utility affordability programs designed for low-income and senior residential customers and to make recommendations or engage in further dialogue.

2. The Commission’s *Order Opening Working Case and Directing Responses* (“Order”) further directed that regulated utilities with a customer assistance program respond by completing an attached spreadsheet and returning it to the Commission no later than November 14, 2025.

3. MAWC’s response to such direction is attached as **Appendix A**.

WHEREFORE, MAWC requests the Commission consider this response to comply with

its Order.

Respectfully submitted,



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CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document was sent by electronic mail to all counsel of record this 14th day of November 2025.

