

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Sarah Nangle,)	
)	
Complainant,)	
)	<u>File No. WC-2021-0227</u>
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent)	

SECOND ORDER DIRECTING RESPONSE TO MEDIATION REQUEST

Issue Date: February 24, 2021

Effective Date: February 24, 2021

On January 19, 2021, Sarah Nangle filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (MAWC). On February 2, 2021, MAWC filed a request for mediation. The Commission issued an order directing Ms. Nangle to respond stating whether she agrees to mediation by February 9, 2021. Ms. Nangle failed to timely respond to the Commission's order. The Commission will give Ms. Nangle one more opportunity to respond.

The Commission will again order Ms. Nangle to state whether she agrees to mediation of the formal complaint.

THE COMMISSION ORDERS THAT:

1. No later than March 5, 2021, Sarah Nangle shall respond to MAWC's mediation request and state whether she agrees to enter into mediation.
2. All procedural deadlines are stayed until the Commission rules on MAWC's mediation request.

3. This order is effective when issued.



BY THE COMMISSION

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 24th day of February, 2021.

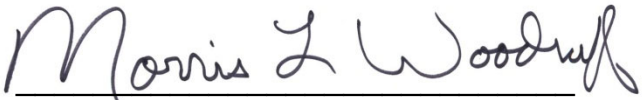
STATE OF MISSOURI

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 24th day of February, 2021.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

February 24, 2021

File/Case No. WC-2021-0227

**Missouri Public Service
Commission**

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**Missouri-American Water
Company**

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Sarah Nangle

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

Sincerely,



**Morris L. Woodruff
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.