

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

Ryan Christopher Matthews,)	
)	
Complainant,)	
)	
v.)	<u>Case No. WC-2026-0243</u>
)	
Missouri-American Water Company,)	
)	
Respondent)	

ORDER SETTING PREHEARING CONFERENCE

Issue Date: June 30, 2026

Effective Date: June 30, 2026

On March 19, 2026,¹ Ryan Christopher Matthews filed a complaint with the Commission against Missouri-American Water Company (Missouri-American). On April 20, Missouri-American filed its *Answer*. The Staff of the Commission (Staff) file its *Staff Report* on May 19. This matter is ready to be set for hearing.

In order to discuss a procedural schedule leading up to an evidentiary hearing and *possible settlement or mediation* of this matter, the Commission will set a prehearing conference. For their convenience, the parties may appear by telephone or computer as set

¹ All dates refer to 2026 unless otherwise specified.

out below. The Commission notes that the failure of Complainant to appear at a prehearing conference may result in the dismissal of the complaint.²

THE COMMISSION ORDERS THAT:

1. A prehearing conference shall be held on July 16, 2026, beginning at 9:00 a.m., to be conducted via WebEx telephone and video conference. The WebEx link, access telephone numbers, and access code will be distributed by email to Complainant Ryan Christopher Matthews and to all counsel of record for the other parties.
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell
Secretary

Charles Hatcher, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 30th day of June, 2026.

² Commission Rule 20 CSR 4240-2.090(5).

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

Pursuant to 386.290, RSMo., 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 30th day of June, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

June 30, 2026

Case No: WC-2026-0243

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



**Nancy Dippell
Secretary**

¹

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