

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Andrew J. Norris,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>Case No. WC-2026-0372</u>
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

ORDER SETTING PREHEARING CONFERENCE

Issue Date: August 21, 2026

Effective Date: August 21, 2026

On June 24, 2026,¹ Andrew J. Norris filed a complaint with the Commission against Missouri-American Water Company (Missouri-American). On July 27, Missouri-American filed its *Answer*. The Staff of the Commission (Staff) file its *Staff Report* on August 19. This matter is ready to discuss next steps.

In order to discuss a procedural schedule leading up to an evidentiary hearing or other potential resolutions of this matter including settlement or mediation, the Commission will set a prehearing conference. For the convenience of the parties, the Commission will set a virtual prehearing conference so that parties may appear by telephone or computer as set out below. The Commission notes that the failure of

¹ All dates refer to 2026 unless otherwise specified.

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 September 3, 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 Andrew J. Norris and to counsel of record for all other parties.

2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell".

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 21st day of August, 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 21st day of August, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 21, 2026

Case No: WC-2026-0372

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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.