BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Andrew J. Norris,	)	
	)	
Complainant,	)	
	)	
v.	)	**Case No. WC-2026-0372**
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

ORDER SETTING PROCEDURAL SCHEDULE

Issue Date: October 16, 2026 Effective Date: October 16, 2026

On June 24, 2026,[1] Andrew J. Norris filed a complaint with the Commission against Missouri-American Water Company (Missouri-American). Missouri-American has filed its *Answer*, and the Staff of the Commission (Staff) has filed its *Staff Report*. Subsequently, the Commission directed the parties to file a proposed procedural schedule.

On October 5, Staff filed, on behalf of all the parties, a *Joint Proposed Procedural Schedule*. As the parties have unanimously agreed, the Commission will adopt the proposed schedule unchanged except for the date of the evidentiary hearing. The originally suggested date for the evidentiary hearing conflicted with the scheduling needs of the

[1] All dates refer to 2026 unless otherwise specified.

Commission; therefore, the presiding officer communicated via email with the parties about alternative dates and will set the evidentiary hearing for January 26, 2027.

THE COMMISSION ORDERS THAT:

1. The following procedural schedule is established:

November 5, 2026	Settlement Conference
November 20, 2026	Direct Testimony (optional for Mr. Norris)
December 16, 2026	Rebuttal Testimony (optional)
January 14, 2027	List of Issues, Order of Witnesses, Order Of Cross-Examination, Order of Opening Statements, List of Exhibits [2]
January 26, 2027	Evidentiary Hearing

2. The parties shall comply with the following agreed-to procedures:

   a. For written testimony, all parties must comply with the requirements of Commission Rule 20 CSR 4240-2.130 for prepared testimony, including the requirement that testimony be filed using line-numbered pages.

   b. Mr. Norris may offer his complaint as a pre-filed testimony exhibit without the line-numbering requirement of the previous paragraph.

   c. Mr. Norris may present live additional direct testimony himself or via other witnesses during the evidentiary hearing. Missouri-American Water Company may present live additional rebuttal testimony during the evidentiary hearing.

   d. For any data requests propounded on or after October 14, 2026, responses to data requests shall be made within five calendar days and objections or notice of need for more time to respond to data requests shall be made within two business days.

[2] Staff shall consult with all parties and file this pleading.

e. Although not all parties may agree upon how each issue should be described or on whether a listed issue is in fact a proper issue in this case, the parties shall agree upon and file a list of the issues to be heard, the witnesses to appear on each day of the hearing, the order in which they will be called, and the order of cross-examination for each witness. The Commission will view any issue not contained in this list of issues as not requiring resolution by the Commission.

f. All pleadings, briefs, and amendments shall be filed in accordance with Commission Rule 20 CSR 4240-2.080.

g. If part of the testimony or documents are pre-filed and served upon the parties before a hearing, a party need only provide a copy of the testimony or document to the court reporter to be marked as an exhibit at the hearing. If not pre-filed and served upon the parties, then a party who has a document marked for use at the hearing shall have sufficient copies of the document to provide a copy to the court reporter, each Commissioner, the presiding officer, and to each other party.

h. Each party shall prepare a list of its pre-filed, pre-marked exhibits and file a copy of that list in the EFIS file. Exhibits that may be offered during cross examination, but which have not been pre-filed, need not be included on the list. However, when those documents are offered during the hearing, they will be assigned a number from that party's number group.

3. Exhibit numbers are assigned as follows:

1-99	Andrew Norris
100-199	Missouri-American Water Company
200-299	Staff

Exhibits shall be marked as set forth in Commission Rule 20 CSR 4240-2.135(10)(C); for example, "Exhibit 2" is public, whereas "Exhibit 2C" is the confidential version.

4. The evidentiary hearing shall be held on January 26, 2027, at the Commission's office at the Governor Office Building, Room 310, 200 Madison Street,

Jefferson City, Missouri, and will begin at 9:00 a.m. This building meets accessibility standards required by the Americans with Disabilities Act. If you need an accommodation to participate in the evidentiary hearing, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the hearing.

5. Requests for witnesses or counsel to appear remotely must be filed no later than January 12, 2027.

6. This order shall be effective when issued.

BY THE COMMISSION

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 16th day of October, 2026.

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 16th day of October, 2026.

Nancy Dippell
Secretary

MOPSC
Digitally signed by MOPSC
Date: 2026.10.16 14:10:04 -05'00'

MISSOURI PUBLIC SERVICE COMMISSION

October 16, 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

Nancy Dippell
Secretary

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[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.