

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

Diana J. Miller,

Complainant,

V.

Missouri American Water Company,

Respondent

File No. WC-2024-0025

ORDER GRANTING MEDIATION

Issue Date: August 31, 2023

Effective Date: August 31, 2023

On July 31, 2023, Diana J. Miller filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (MAWC). On August 1, 2023, the Commission issued its order giving notice of the contested case and directing an answer to the complaint or a request for mediation no later than August 31, 2023. On August 31, 2023, MAWC filed *Missouri-American Water Company's Request for Mediation In Lieu of Filing and Answer*. That request asks the Commission to appoint a presiding officer to this matter to mediate the dispute between MAWC and Ms. Miller, and to toll all of the time limitations in this matter until completion of the mediation process.

In its request for mediation, MAWC's counsel indicated that she had been in touch with Ms. Miller and that she agreed to mediate in this matter. Based on that representation, the Commission finds that a present agreement to engage in mediation exists in this case, and will grant MAWC's request for mediation. Commission Rule 20

CSR 4240- 2.125(2)(C) suspends all other actions on the case during the mediation process. Any deadlines imposed by regulation or order are tolled during mediation. The Commission will appoint a mediator as allowed in Commission Rule 20 CSR 4240-2.125(2)(B) when a mediator has been selected.

THE COMMISSION ORDERS THAT:

1. MAWC's request for mediation is granted.
2. All other actions on this case, and deadlines imposed by regulation or order, are suspended.
3. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Ross Keeling, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 31st day of August, 2023.

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 31st day of August, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 31, 2023

File/Case No. WC-2024-0025

**Missouri Public Service
Commission**

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

Sincerely,



**Nancy Dippell
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.