

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

FILED
July 24, 2023
Data Center
Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Brian F. Birdnow
(Your name here)

Complainant,

v.

Missouri American
Water Company
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

(Address of complainant)

(City)

(State)

(Zip Code)

2. The utility service complained of was received at:

(a) Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

3. Respondent's address is:

(Address of complainant)

(City)

(State)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$

(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

I request that my water bill be recalculated for a reasonable dollar figure. I don't see no possible way that I paid the amount of money stated in the bill report to me. This party is a bunch of liars agents of the company.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

The facts show that I have been a good customer for forty years and that this experience with my bill has not been in my best interest.

[illegible]

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I have done everything that we make compare a job in house. But the expenditure gone here and suspect the property. I will thing as a be shopping too and had a problem for years a running bill. My bill want reports and answers to me.

Date July 20, 2023

Date _____

Complainant's Phone Number

Alternate Contact Number

Signature of Complainant

Signature of Complainant _____

Brian Everett Birdnow
Complainant's Printed Full Name

Complainant's Printed Full Name

Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

Public



Service Address:
BRIAN BIRDNOW
[REDACTED]

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.
- Your charges contain a change in pricing that was effective on 05/28/23. Please review the Account Detail section of your bill for more information.

For more information, visit www.missouriamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066



Customer Service: 1-866-430-0820
M-F 7:00am to 7:00pm – Emergencies 24/7



MISSOURI AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

▶ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▶ 024436/073826 VC2K9H ETM1C00010 1 (VC2K9H001024437010310)



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: [REDACTED]



024436 1 AB 0.504 24436/024436/073826 97 03 VC2K9H 011
BRIAN BIRDNOW
[REDACTED]

Statement

Account No. [REDACTED]

Latest Bill

Total Amount Due: [REDACTED]

Payment Due By:

July 11, 2023

Billing Date:

June 19, 2023

Service Period:

Apr 28 to May 30 (33 Days)

Total Gallons:

3,740

Account Summary – See page 3 for Account Detail

Prior Billing:

Payments - Thank You!

Balance Forward:

Service Related Charges:

Pass Through Charges:

Taxes:

Total Amount Due:

Account No. [REDACTED]

Total Amount Due: [REDACTED]

Payment Due By:

July 11, 2023

Amount Enclosed \$



MISSOURI AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Public



WE KEEP LIFE FLOWING™

Service Address:

BRIAN BIRNOW

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.missouriamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066



Customer Service: 1-866-430-0820
M-F 7:00am to 7:00pm – Emergencies 24/7



MISSOURI AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

• Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. • 011412/034276 VC1ZW5 ETMIC00005 1 (VC1ZW50010114170103100)



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to:



011412 1 AV 0.452 11412/011412/034276 45 03 VC1ZW5 006
BRIAN BIRNOW

Statement

Account No. [REDACTED]

Total Amount Due:

Payment Due By:

January 30, 2023

Billing Date:

January 06, 2023

Service Period:

Nov 30 to Dec 29 (30 Days)

Total Gallons:

4,488

Account Summary – See page 3 for Account Detail

Prior Billing:

Payments - Thank You!

Balance Forward:

Service Related Charges:

Pass Through Charges:

Taxes:

Total Amount Due:

Account No. [REDACTED]

Total Amount Due:

Payment Due By:

January 30, 2023

If paying after 1/30/23, pay this amount:

\$43.50

Amount Enclosed \$



MISSOURI AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Public

0001017210013866881000000000004286017

BORE'S PLUMBING



"We Bore Straight Thru the Problem"
SEWER SERVICE

PLUMBING REPAIR

SEWER &
DRAIN CLEANING

P.O. BOX 306
ARNOLD, MISSOURI 63010
314-843-0059

24 HOUR SERVICE

35 YEARS EXPERIENCE

INSURED FOR YOUR PROTECTION

Receipt
for
plumbing
work
as
directed
by Mo AM
not at

INVOICE NO. 227960		DATE 4-1-25	SERVICE NO. mm	ARRIVED 0800	COMPLETED 0840	TYPE SYSTEM <input checked="" type="checkbox"/> SEWER <input type="checkbox"/> SEPTIC <input checked="" type="checkbox"/> WATER SUPPLY <input type="checkbox"/> STORM		JOB SITE CONDITION <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR																					
CUSTOMER Burdnow			PHONE #			PAYMENT <input type="checkbox"/> CASH <input checked="" type="checkbox"/> CHECK # <input checked="" type="checkbox"/> CREDIT CARD <input type="checkbox"/> OTHER		DAMAGE <input type="checkbox"/> WATER <input type="checkbox"/> CEILING <input type="checkbox"/> WALLS <input checked="" type="checkbox"/> FIXTURE(S) <input type="checkbox"/> FLOORS <input checked="" type="checkbox"/> NONE																					
ADDRESS			CITY																										
<table border="0"> <tr> <td><input type="checkbox"/> KITCHEN SINK</td> <td><input checked="" type="checkbox"/> TOILET</td> <td><input type="checkbox"/> POOL DRAIN</td> <td><input type="checkbox"/> WATER LINE</td> </tr> <tr> <td><input type="checkbox"/> LAUNDRY LINE</td> <td><input type="checkbox"/> MAIN DRAIN</td> <td><input type="checkbox"/> SEPTIC TANK</td> <td><input type="checkbox"/> M/L REPLACE</td> </tr> <tr> <td><input type="checkbox"/> LAV. SINK</td> <td><input type="checkbox"/> FLOOR DRAIN</td> <td><input type="checkbox"/> URINAL</td> <td><input type="checkbox"/> OTHER:</td> </tr> <tr> <td><input type="checkbox"/> BATHROOM</td> <td><input type="checkbox"/> DISHWASHER</td> <td><input type="checkbox"/> GREASE TRAP</td> <td></td> </tr> <tr> <td><input type="checkbox"/> SHOWER</td> <td><input type="checkbox"/> STORM DRAIN</td> <td><input type="checkbox"/> FLOOR SINK</td> <td></td> </tr> </table>										<input type="checkbox"/> KITCHEN SINK	<input checked="" type="checkbox"/> TOILET	<input type="checkbox"/> POOL DRAIN	<input type="checkbox"/> WATER LINE	<input type="checkbox"/> LAUNDRY LINE	<input type="checkbox"/> MAIN DRAIN	<input type="checkbox"/> SEPTIC TANK	<input type="checkbox"/> M/L REPLACE	<input type="checkbox"/> LAV. SINK	<input type="checkbox"/> FLOOR DRAIN	<input type="checkbox"/> URINAL	<input type="checkbox"/> OTHER:	<input type="checkbox"/> BATHROOM	<input type="checkbox"/> DISHWASHER	<input type="checkbox"/> GREASE TRAP		<input type="checkbox"/> SHOWER	<input type="checkbox"/> STORM DRAIN	<input type="checkbox"/> FLOOR SINK	
<input type="checkbox"/> KITCHEN SINK	<input checked="" type="checkbox"/> TOILET	<input type="checkbox"/> POOL DRAIN	<input type="checkbox"/> WATER LINE																										
<input type="checkbox"/> LAUNDRY LINE	<input type="checkbox"/> MAIN DRAIN	<input type="checkbox"/> SEPTIC TANK	<input type="checkbox"/> M/L REPLACE																										
<input type="checkbox"/> LAV. SINK	<input type="checkbox"/> FLOOR DRAIN	<input type="checkbox"/> URINAL	<input type="checkbox"/> OTHER:																										
<input type="checkbox"/> BATHROOM	<input type="checkbox"/> DISHWASHER	<input type="checkbox"/> GREASE TRAP																											
<input type="checkbox"/> SHOWER	<input type="checkbox"/> STORM DRAIN	<input type="checkbox"/> FLOOR SINK																											
ITEM	SERVICES TO BE PERFORMED								ESTIMATE	ACTUAL																			
1)	Found bad flapper on toilet causing run on.																												
	Supplied and installed flapper on toilet to stop run on.																												
	Found no leaks																												
	90 Day Warranty																												
	Parts + Labor																												
	App. 00437m																												
QTY.	PART/NAME	PRICE	<p>The property owner and/or Authorized Agent of the property claim that no chemical have been used in the drain system in the last 48 hours except _____ Customer's Initials: _____</p> <p>The Customer has read and understands this invoice and all other terms and conditions set forth on the face and reverse side of this invoice.</p> <p>Original Estimate \$ _____ x <u>Don E. Thelen</u> signature</p>					SERVICE																					
1	Flapper							MATERIALS																					
								SUB TOTAL																					
								ADDITIONAL WORK \$ _____ X _____ initials																					
								ADDITIONAL PARTS \$ _____ X _____ initials																					
			TOTAL BILL		\$																								

Public

CUSTOMER'S RESPONSIBILITIES and REPRESENTATIONS

The customer represents that all water supply, sanitation waste disposal systems and storm water systems are in good repair and of sound condition, and agrees to hold Bore's Plumbing & Sewer Service and its employees harmless from damages arising out of the discovery of any of the following conditions:

1. Leaky, Defective, or Corroded traps or piping.
2. Unknown and/or Hidden lead piping in walls, floors or ceilings.
3. Faulty, Improper, or Illegal plumbing which is existing.
4. Restrictions due to, or caused by, mineral or hardwater build up.
5. Damage caused by cleaning chemicals (liquidfire, lye, drain-o, etc.).
6. Defective or improper venting.
7. Sanitary or storm lines that have become settled, broken, collapsed or damaged.

ACCESS and PROTECTION of CUSTOMER'S PROPERTY

The customer will be responsible for indicating all property lines and easements. Should Bore's Plumbing & Sewer Service or any sub-contractor have to cross said property lines to gain access to the work-site, the customer must first obtain in writing, Authorization from the adjoining property Owner(s) for access across said property lines before the work may begin. The customer shall also secure the job-site inside and outside and prevent the entry of sightseers, children, or animals onto the work-site area whether workers are present or not. The customer agrees to protect or remove any personal property from the work-site area including but not limited to: wall(s), carpeting, rug(s), furniture, concrete work, driveways and any animals.

The customer agrees to accept any responsibilities for all underground services and/or utilities that are improperly located or that are not located at all.

BORE'S PLUMBING & SEWER SERVICE RESPONSIBILITIES and REPRESENTATIONS

BORE'S PLUMBING & SEWER SERVICE shall perform all work in a reasonable and workmanship like manner. However, this will not create any additional obligations which would expand or extend the company's obligations under the limited warranty. BORE'S PLUMBING & SEWER SERVICE will not be held or accept responsibility for any damage caused by attempting to gain access into a line. The company will notify the customer of the condition(s) of the access point and of any additional cost or charges that may be incurred. If the customer refuses to authorize the necessary repair(s), BORE'S PLUMBING & SEWER SERVICE will not be responsible or liable for any damages thereafter caused by sewer gas, back-ups, leaks, or water damage through the access that BORE'S PLUMBING & SEWER SERVICE was required to use. BORE'S PLUMBING & SEWER SERVICE is not responsible for any damage caused to toilets or urinals during cleaning unless indicated in writing on the face of this invoice. BORE'S PLUMBING & SEWER SERVICE accepts no responsibility for any dry wall or sheet rock, replacement.

LIMITED WARRANTY

BORE'S PLUMBING & SEWER SERVICE warrants its work to be free from defects in its workmanship for a warranty period set forth on the face of this invoice, but in any event not to exceed 90 days. ALL WARRANTIES ARE VOID IF PAYMENT IS NOT RECEIVED WHEN IT IS DUE. This covers both Commercial and Residential customers. The limited warranty of this invoice is extended only to the customer on the face of this invoice and not transferable. BORE'S PLUMBING & SEWER SERVICE will not be responsible for the following conditions which will be excluded from the limited warranty coverage unless they are listed on the face of this invoice.:

1. Industrial and Commercial waste lines.
2. Any condition sited in the Customer's Responsibilities and Representations..
3. Materials and work performed by others that are not BORE'S PLUMBING & SEWER SERVICE employees.
4. Failures and Defects caused by abuse, mistreatment, and/or neglect.
5. Excessive roots that can not be removed with BORE'S PLUMBING & SEWER SERVICE standard equipment, but may require Heavy Equipment for excavation purposes.

BORE'S PLUMBING & SEWER SERVICE gives no warranty, expressed or implied, other than the LIMITED WARRANTY contained herein. Any variations of the LIMITED WARRANTY must be in writing and signed by an authorized agent of BORE'S PLUMBING & SEWER SERVICE. No verbal warranties made by any person shall be accepted by BORE'S PLUMBING & SEWER SERVICE. BORE'S PLUMBING & SEWER SERVICE obligation under this LIMITED WARRANTY shall be limited to repairing free of charge any defective workmanship performed by a BORE'S PLUMBING & SEWER SERVICE agent(s), servants and employees. Should any provision in this agreement be deemed to be invalid or ineffective in accordance with Missouri law, the remaining provisions shall survive and operate as the complete agreement between customer and BORE'S PLUMBING & SEWER SERVICE. This agreement has been entered into freely by both BORE'S PLUMBING & SEWER SERVICE and the customer on the face of this invoice. The individual who signs this invoice as the customer or as customers authorizing agent accepts full responsibility for the payment of this invoice when payment is due.

BORE'S PLUMBING & SEWER SERVICE

P.O. BOX 306
ARNOLD, MISSOURI 63010
314-843-0059

Public