Attach extra pages as necessary.

727 Craig Rd. (Address of complainant)

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Aaron Fa)	
(10011101110111	Complainant,)	
	V.)) File No.)))	(PSC fills this in)
Missouri (Utility's name	-American Water Company ,)	
	Respondent,)	
	COM	PLAINT	
1.	Complainant resides at:		
(Address of co	omplainant)		
(City)	(State)		(Zip Code)
2.	The utility service complained of	was received at:	
	a. Complainant's address lis	eted in paragraph 1.	
	b. A different address:		
(Address whe	re service is provided, if different from Complainar	nt's address)	
(City)	(State) Respondent's address is:		(Zip Code)

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

Service Commission.

- 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 would like the Commission to find Missouri-American Water Company at fault for the
water damage at my property because the company did not turn off the water to my
property as I requested.
I would ultimately like the water company to pay for the damage that was caused, due to
the failure of the company to turn off the water to my property – as I requested
I am aware that the Commission may not award damages, but that I need the
Commission to render a decision of fault before I am able to take my case to court in order
to pursue damages.

7. The relief requested is appropriate because Respondent has violated a

statute, tariff, or Commission regulation or order, as follows:

I requested the water to be stopped at my vacant property. The water company claims that it thought the water had been turned off, but upon further inspection, it did not turn the water off, but instead only stopped billing me. Rule 1-58 of the tariff, "Termination of Service" states: "A cessation of water requested by the customer." To me, this seems like a violation of the rule because, by definition, termination and cessation both mean to stop something.

Initially, I requested the service stopped due to a billing issue with MSD as MSD required the water to be turned off before they would stop billing me for sewer. I also wanted it turned off because I was remodeling the property and I was trying to prevent damage from occurring inside the property.

The insurance company sites Rule 3E denying negligence but it seems to be that the water company is the negligent party since the water was not turned off as I requested and since the customer is not allowed to turn the water off at the meter.

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.)

I have talked to the water company, the insurance company, and my own insurance company. All parties have denied my claim so I have come to the PSC to ask for help.		

Date

3/20/24

Complainant's Phone Number

Alternate Contact Number

Signature of Complainant

Complainant's Printed Full Name

Aaron Fallon

Complainant's E-mail Address

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