

APR 24 2024

FORMAL COMPLAINT FORM

Missouri Public Service Commission

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

ED TRAVIS
(Your name here)

Complainant,

v.

MISSOURI AMERICAN WATER

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted address line]

[Redacted city] (City) [Redacted state] (State) [Redacted zip code] (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:

SAME AS #1

(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 rate adjustment is granted
(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.)

| | |
|---|--|
| | SEE/REFER to attached pages #11 in CHRONOLOGICAL ORDER |
| 1 | ORIGINAL COMPLAINT 10/24/23 |
| 2 | MAW early response |
| 3 | Pleading/Supporting my case - MAR 11, 2024 |
| 4 | FEB 2023 + FEB 2024 comparison |
| 5 | MAW response/reaction to #'s 3+4 MAR 6+7 2024 |
| 6 | JAY EASTLICK 4/15/24 - COMPLAINT PACKER |

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.)

| |
|--|
| MAW admits to granting relief under certain circumstances & probably hardships if mitigating & extenuating circumstances prevail in SELECTED SITUATIONS why not mine. MAW always fall back defending themselves by rigid reliance on THEIR RULES . |
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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.)

| |
|---|
| Fully described to in #15 6+7 + attached documents |
| OVERVIEW |
| Please know that I have no intention to retain counsel or go beyond any response/decision the MPSC renders. |
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|----------------------------|---|--|---------------------------------|
| Date | <u>4/20/2024</u> |  | Signature of Complainant |
| Complainant's Phone Number |  | J. Edward Travis | Complainant's Printed Full Name |
| Alternate Contact Number |  |  | Complainant's E-mail Address |

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

OVERVIEW

Because I am not familiar with (nor do I have any intention to become so) the RULES, REGULATIONS, TARIFFS, et al, what legal implications/interpretations are involved? How much latitude, depending upon what, does PSC staff have in rendering decisions?

The 'sunshine law' would provide transcripts of recorded conversations between all parties during their investigation.

What about the promise from Paul (I believe his name was), the chief Account Resolution staffer to send me copies of his files so that I could plead my case with you, Jordyn? He, Paul, promised 'IMMEDIATE,' which NEVER happened despite several reminder attempts from me. What would/does his boss think about that promise made but never delivered?

The current MAW invoice graph shows February 2023 & 2024 usage #'s. If there are provisions for adjustments in some situations, I believe this is one of them. And, I believe I have made a compelling case for relief from your earlier decision to simply fall back upon and rely strictly on the RULES as WRITTEN.

1

Begin forwarded message:

From: ed travis [REDACTED] > ORIGINAL COMPLAINT
 Date: October 24, 2023 at 3:28:49 PM CDT
 To: Irene Travis [REDACTED] >, ed travis [REDACTED] >
 Subject: Complaint Resolution - Acct # [REDACTED]
 Case # [REDACTED] Ed Travis

Background: Missouri American Water meter readings resulted in an unacceptable, outrageous MSD monthly increase from \$ [REDACTED] to \$ [REDACTED] - [REDACTED] %

Based upon the way rates are calculated, prevailing rules were followed: MA winter quarter ratings of 2021/2022 were compared to 2022-2023. If you accept the #'s REPORTED to be CORRECT, MSD's new bill would be correct. But, let us now review the relevant facts as we know them:

- 1] Winter quarters are always the LOWEST USAGE quarters
- 2] 2 people (husband & wife) occupy the house - no children, grandchildren or guests
- 3] Husband is 89+, wife 81+ & situation has remained unchanged since 2013
- 4] MAW, upon hearing my complaint, offered to check the meter, send a service person out, whatever was called for.
- 5] Our meter was removed/exchanged on 8/8/23, so it, its reading, its accuracy are untraceable. Sending a service person to 'Timbuctoo' or some 3rd World Country to verify anything is both expensive & impracticable.

In all fairness, MAW does offer some mitigating solutions when confronted with abnormal situations:

- A] If a LEAK is detected, you offer adjustments - (a genuine offer not to take advantage of a situation, if it did happen, would be MY fault, not YOURS.
- B] MAW's Problem Resolution Team interjected a RATE INCREASE took place. OK
- C] Looking back now, where/what/how do we go from here: MSD can't/won't make any adjustment without MAW telling them they can.
- D] So, if MAW does offer fairness mitigation under certain circumstances, I propose my solution below — the same one I proposed to MAW before — turned down with your STANDARD PROTOCOL answer — one designed to make me gracefully go away.

ED TRAVIS SOLUTION. Take the winter quarter readings from 2019/2020, add the same from 2020/2021, apply whatever rate increase % is appropriate and divide the total by two. Disregard the one sent to MSD and instruct them to use whatever the arithmetic answer from above shows. A reasonable solution from a reasonable customer to deliver a satisfactory solution to an UNreasonable problem.

- 5] MAW followed & Complaint Resolution defended by referring to its WRITTEN PROTOCOL POLICY, not by reasonableness or fairness
- 6] MAW does offer fair & reasonable adjustments in some cases involving mitigating circumstances - like a leak
- 7] And, a leak would be MY FAULT, not YOURS
- 8] Customer demographics are as follows: 2 people (husband is 89+ wife is 81+) occupy the house (no children, grandchildren and occasionally an overnight guest) and has remained unchanged since 2013
- 9] MAW's meter was changed not because of a problem, but policy
- 10] There is NOTHING to INVESTIGATE or make a site visit about or correct. All that needs to be done is for reasonable people to agree upon a reasonable solution to satisfy a reasonable customer.
- 11] I propose that we AVERAGE all February's from history, divide by the # if years used, allow for/add for rate increases.
- 12] The answer to #11 would be sent to MSD as a CORRECTION to be the basis for RECALCULATING & ADJUSTING their monthly charge

Rather than end this appeal with 13 (an unlucky #), let us proceed in good faith. Ed Travis -

[REDACTED]

[REDACTED] (land & preferred) [REDACTED]

----- Forwarded message -----

From: ed travis <[REDACTED]>

Date: Thu, Oct 26, 2023 at 12:20 PM

Subject: Fwd: Complaint Resolution - Acct # [REDACTED] - [REDACTED]

Case # [REDACTED] Ed Travis

To: Irene Travis [REDACTED]

Ed Travis

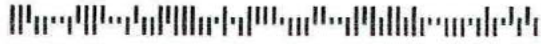


**MISSOURI
AMERICAN WATER**

P.O. Box 2798, Camden, NJ 08101

09/19/2023

2



012875 1 AB 0.534 12882/012875 014324 37 01 VC2X7T 003

EDWARD TRAVIS

[Redacted]

MAW Early Response

For Service To:

Account Number: [Redacted]

Service Address: [Redacted]

Dear Edward Travis,

It is important to us, as we know it is to you, that your concerns with a higher-than-expected water bill be reviewed as quickly as possible. On September 18, 2023, a member of the Account Resolution Team reviewed the account and the account has been billed with actual reads obtained.

We regret to advise you that we cannot adjust the bills unless there is a leak involved and at that point we do allow two (2) high bills effected by a leak to be adjusted only 50% based on the same time prior years average. Unfortunately, we have no way of knowing how the water was used. Many leaks are not noticeable but can still contribute to unexpected water use. Please keep in mind that usage typically rises during the warmer season due to power washing, irrigation or grass watering, appliance malfunctions such as water softeners or toilets, and malfunctioning water heaters.

On September 18, 2023, we attempted to reach you and left a message on the voicemail of our findings. If you have any questions or would like to discuss payment arrangements, please contact Customer Care at the number listed at the bottom of this letter. Customer Care Agents are available to assist you Monday through Friday from 7:00 a.m. to 7:00 p.m.

We appreciate your business and the opportunity to continue serving you, your neighbors, and our local communities. If you are still disputing these charges, you have the right to file a complaint with the Missouri Public Service Commission at 200 Madison Street, Jefferson City, MO 65102 or 1-800-392-4211.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traduccion, por favor llamas a Missouri American Water al numero 1-866-430-0820.

Sincerely,

Missouri American Water Customer Service

711

1-8 666
430
08.20

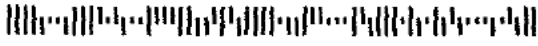




**MISSOURI
AMERICAN WATER**

P.O. Box 2798, Camden, NJ 08101

09/02/2023



004947 1 AB 0.534 04956/004947/005565 17 01 VC2VDE 003

EDWARD TRAVIS



For Service To:

Account Number:

Service Address:



Dear Edward Travis,

As your trusted water service provider, Missouri American Water is responsible for providing you with information needed to manage your water use and alerting you when usage is out of the normal range. While reviewing your meter reading history, we noticed that your meter has been showing continual usage the last seven consecutive days from the date of this letter.

Please check your property immediately for possible leaks or problems that could explain this increase in water consumption. The source of the continual usage is likely the result of an internal plumbing problem (eg. toilet or faucet leak) or service line issue, and we encourage you to take steps as soon as possible to fix the problem and prevent recurring high bills.

A Leak Detection Kit and useful information for identifying the source of high water use can be found on our website missouriamwater.com under the Water and Wastewater Information tab. Some leaks are not noticeable but can contribute to increased water use.

If the reason for your higher water use cannot be determined, you may schedule a service visit through MyWater. If you have not created a MyWater account, you may do so at missouriamwater.com by clicking on "Sign Up" in the "Login to MyWater" box in the top right corner. MyWater provides 24/7 access to your account.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traducción, por favor llamas a Missouri American Water al numero 1-866-430-0820.

Sincerely,

Missouri American Water Customer Service



Travis, Andrew

3

Pleading/Supporting my case

Subject:

FW: Complaint Resolution - Acct # [REDACTED] - [REDACTED]
Case # [REDACTED] Ed Travis

Attachments: 4

MAW Front.jpg; MAW Back.jpg

MON, MAR 11, 2024 @ 10:45
Ed T

Before initiating a formal sunshine law request within my 30 day window, may I present 2 hypothetical situations that would be analogous to my complaint. Please remember that this is a 'matter of PRINCIPAL, not MONEY. MAW billed and was paid the full amount which the meter recorded.

HYPOTHETICAL # 1: Jordyn Pitts moves from her current job in Jefferson City and buys the Travis house in Warson Woods fully aware of all the facts. Does she INHERIT his rate problem? Or, can she file/ask for relief?

HYPOTHETICAL # 2: Somebody/anybody buys the Travis house within the current rating period. What/how/who intervenes in behalf of the buyer? Does MAW have an obligation make an adjustment - at the very least a MORAL one?

Because I am not familiar with (nor do I have any intention to become so) the RULES, REGULATIONS, TARIFFS, et al, what legal implications/interpretations are involved? How much latitude, depending upon what, does PSC staff have in rendering decisions? The 'sunshine law' would provide transcripts of recorded conversations between all parties during their investigation. What about the promise from Paul (I believe his name was), the chief Account Resolution staffer to send me copies of his files so that I could plead my case with you, Jordyn? He, Paul, promised 'IMMEDIATE,' which NEVER happened despite several reminder attempts from me. What would/does his boss think about that promise made but never delivered?

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(SEE MAW BILLS ATTACHED)

4

To: Missouri American Water Complaint Resolution

Background: Missouri American Water meter readings resulted in an unacceptable, outrageous MSD monthly increase from \$ [REDACTED] to \$ [REDACTED] - [REDACTED] %

Based upon the way rates are calculated, prevailing rules were followed: MAW winter quarter ratings of 2021/2022 were compared to 2022-2023. If you accept the #'s REPORTED to be CORRECT, MSD's new bill would be correct. But, let us now review the relevant facts as we know them:

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 - C] Looking back now, where/what/how do we go from here: MSD can't/won't make any adjustment without MAW telling them they can.

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ED TRAVIS SOLUTION. Take the winter quarter readings from 2019/2020, add the same from 2020/2021, apply whatever rate increase % is appropriate and divide the total by two. Disregard the one sent to MSD and instruct them to use whatever the arithmetic answer from above shows. A reasonable solution from a reasonable customer to deliver a satisfactory solution to an UNreasonable problem.

This file is being sent to: MISSOURI AMERICAN WATER
 Attn: Correspondent / President
 P. O. Box 2798
 Camden, NJ 08101

Ed Travis



4

FEB 2023 + FEB 2024

Comparison

Meter Reading and Usage Summary

| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|-----------|---------|------|------------|------------|---------------|--------------|-------------|---------------|---------------|
| ████████ | 100 gal | 5/8" | 01/26/2024 | 02/27/2024 | 775 (A) | 814 (A) | 39 | 39.00 | 3,900 |

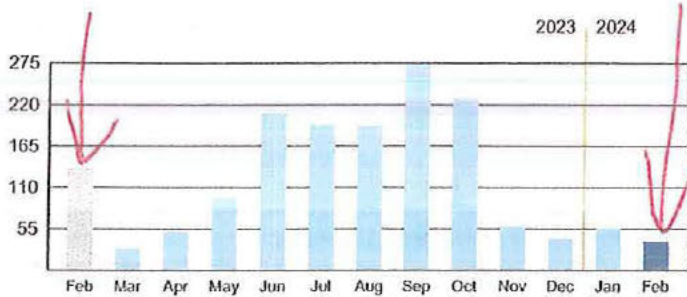
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,900

Billed Usage History (graph shown in 100 gallons)

- 3,900 gallons = usage for this period
- 13,464 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 26, 2024
Account Type: Residential

Average daily use for this period is: (33 days)

118 gallons

Year to Date Billed Usage: 9,600 gallons

Account Detail

Account No. ██████████

Service To: ██████████

Prior Billing ██████████

Payments ██████████

Total payments as of Feb 20. Thank you! ██████████

Balance Forward 0.00

Service Related Charges - 01/26/24 to 02/27/24

| | | |
|----------------------|------------------|----------|
| Water Service | | ████████ |
| Water Service Charge | | ████████ |
| Water Usage Charge | (39 x \$0.77604) | ████████ |
| WSIRA Surcharge | (39 x \$0.07032) | ████████ |

Total Service Related Charges ██████████

| | | |
|--------------------------------|--------------|----------|
| Pass Through Charges | | ████████ |
| Water Primacy Fee | (1 x \$0.29) | ████████ |
| Service Line Protection Charge | | ████████ |

| | | |
|-------------------------|--|----------|
| Taxes | | ████████ |
| City Gross Receipts Tax | | ████████ |

Total Current Period Charges ██████████

Total Amount Due ➔ **\$ ██████████**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/moaw/rates>





WE KEEP LIFE FLOWING™

Service Address:

EDWARD TRAVIS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
• 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.

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. 013251/039773 VC3I3A ETM1C00005 (VC3I3A001013252010300

Statement

Account No. [Redacted]

Total Amount Due: \$ [Redacted]

Payment Due By: March 22, 2024

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: February 29, 2024

Service Period: Jan 26 to Feb 27 (33 Days)

Total Gallons: 3,900

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description and Amount. Rows include Prior Billing, Payments - Thank You!, Balance Forward, Service Related Charges, Pass Through Charges, Taxes, and Total Amount Due.

Account No. [Redacted]

Total Amount Due: \$ [Redacted]

Payment Due By: March 22, 2024

Amount Enclosed \$ Paid Electronically on Due Date



WE KEEP LIFE FLOWING™



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

Service to: [Redacted]



013251 1 AV 0.504 13251/013251/039773 50 03 VC3I3A 006 EDWARD TRAVIS

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

From: Missouri Public Service Commission

pscinfo@psc.mo.gov

Subject: Missouri American Water Complaint - [REDACTED]

Date: Mar 6, 2024 at 4:09:26 PM

To: [REDACTED]

5

Mr. Travis,

REACTION/RESPONSE to #15 3+4

As we discussed on the phone, I have attached an updated version of the closure letter that I initially sent you regarding the above mentioned complaint you filed with our office against Missouri American Water Company.

Please feel free to contact me at [1-800-392-4211](tel:1-800-392-4211) if you have any additional questions regarding the informal complaint.

Sincerely,

Jordyn Pitts

Lead Customer Service Representative

Missouri Public Service Commission

PO Box 360 | Jefferson City, MO 65102

Jordyn.Pitts@psc.mo.gov

[REDACTED] Office



Ed Travis Closure Letter - Updated.docx

38 KB



Missouri Public Service Commission

SCOTT T. RUPP
Commissioner

KAYLA HAHN
Chair

MAIDA J. COLEMAN
Commissioner

JASON R. HOLSMAN
Commissioner

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

GLEN KOLKMEYER
Commissioner

March 1, 2024

Ed Travis

[REDACTED]

Re: [REDACTED]

Dear Mr. Travis

This letter is in response to the complaint you filed against Missouri American Water Company and your indication that you wish to file a formal complaint. You will have the burden of proof in your complaint case and must submit with your formal complaint form any and all documentation/evidence to support your allegations.

A formal complaint must be filed in written form and addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 20 CSR 4240-2.010(11), other than an individual, must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

Jordyn

Lead Customer Service Representative
Missouri Public Service Commission

cc: Missouri American Water Company

Enclosures: Chapter 2 – Rules of Practice and Procedure
Formal Complaint Form



Missouri Public Service Commission

SCOTT T. RUPP
Commissioner

JASON R. HOLSMAN
Commissioner

KAYLA HAHN
Chair

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

MAIDA J. COLEMAN
Commissioner

GLEN KOLKMEYER
Commissioner

March 7, 2024

Ed Travis
[REDACTED]
[REDACTED]

Dear Mr. Travis

This letter is a follow up to a complaint you filed with our office on February 7, 2024 against Missouri American Water Company (MAWC). In your complaint you stated that your Metropolitan Sewer District (MSD) bill increased due to a high bill that you received in February 2023 that was most likely due to an undetected leak. You requested that MAWC adjust the high bill using your usage from the prior year as it was less so that MSD will decrease your sewer bill but MAWC is not cooperating.

After initial review of the complaint matter, I contacted the company to obtain further account information.

MAWC's records indicate that you were sent a billing statement on February 27, 2023 in the amount of \$ [REDACTED] for service dates of January 27 through February 24, 2023 and 13, 464 gallons of usage. This bill was not disputed until August 2023 after you received notice from MSD that your sewer bill would be increasing due to the increased usage during February 2023 as February is included in the months that MSD uses to calculate each customer's new winter average that they typically start billing in August. This will be the amount charged for the next 12 months. Additionally, the records show that your meter was replaced in August due to age of service and is no longer available for testing.

The bill you received for February 2023 was based off an actual read obtained from the meter which means that the water did pass through your meter. The data from the meter shows that you had constant usage from February 2, 2023 through February 8, 2023 and then corrected itself. This is indicative of a leak. MAWC advised that they informed you that they can offer you a one-time leak

adjustment that would be 50% of the overage of the highest bill if you found and reported a leak. The Missouri Public Service Commission has no jurisdiction over MSD; therefore, we cannot assist with your MSD bill and account.

During our conversation you stated that you wanted to file a sunshine request for all records involving this case. In order to request the records held by this office, you may do so by visiting our website at www.psc.mo.gov and submit a records request.

I have reviewed the information provided by both Missouri American Water Company and yourself and found that it appears Missouri American Water Company has acted in accordance with both the rules and regulations of the Commission and Missouri American Water Company's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 20 CSR 4240-13.070 (4), you may file a formal complaint. A formal complaint must be based upon the complainant's belief that a rule, regulation or approved tariff provision has been violated.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. A formal complaint must be provided in writing using the Commission's formal complaint form along with your supporting documentation. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

Sincerely,

Jordyn
Lead Customer Service Representative
Missouri Public Service Commission

From: **Eastlick, Jay** Jay.Eastlick@psc.mo.gov
Subject: **Formal complaint packet**
Date: **Apr 15, 2024 at 10:55:00 AM**
To: [REDACTED]

67

Mr. Travis,

It was good to chat with you a bit on the phone this morning. As promised, here is an email that should get you to the proper documents regarding the formal complaint process with the Missouri Public Service Commission. I also have sent these documents to your mailing address via USPS. For information regarding the formal complaint process, please review the handbook, [How To Present Your Formal Complaint Before the Missouri Public Service Commission](#) and [Chapter 2, Practice and Procedure 20 CSR 4240-2.070](#). Here's a [Formal Complaint Form](#) upon which you can write out your complaint to send to the Commission. Send your formal complaint to:

Secretary
Missouri Public Service Commission
PO Box 360
Jefferson City MO 65102-0360

A formal complaint is similar to a court case, and may result in a hearing. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the utility company. The company will have an opportunity to present evidence discounting your claims. You are not required to hire an attorney if you are representing yourself. If you prefer to have an attorney represent you before the Commission, you may do so.

Regards,

Jay Eastlick

*Regulatory Compliance Manager
Consumer Services Department
Administration Division
Missouri Public Service Commission*

jay.eastlick@psc.mo.gov

[REDACTED]
psc.mo.gov

ED TRAVI

POSTNET barcode

[Redacted]

[Redacted]

Retail



65102

RDC 99

U.S. POSTAGE
FCM LG ENV
SAINT LOUIS, MO
APR 20, 2024

\$1.87

R2304H109808-

SECRETARY
MISSOURI PUBLIC SERVICE COMMISSION
PO Box 360
JEFFERSON CITY, MO 65102-0360

RECEIVED

APR 24 2024

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