

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

CAROL BRISTLE
(Your name here)

Complainant,

v.

Liberty Water
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address]
(Address of complainant)
[Redacted City] [Redacted State] [Redacted Zip Code]
(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:

[Redacted Address]
(Address where service is provided, if different from Complainant's address)
[Redacted City] [Redacted State] [Redacted Zip Code]
(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: \$ (minimum)
(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 would like my plumbers bill that proves I had <u>NO</u> Leaks refunded to me.
I hired a plumber as suggested by Liberty employee more than once enable to get my bill corrected. I was told I need to show I do not have a leak or water problem to do so.

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.)

Eum Plumbing stated no leaks - no reason I should have so much water usage shown and if there was a leak it would not just go away. There were water outages & pipes I worked on that could have caused my meter to do this. I was told by the workers that handle pipe maintenance this has happened before.

Several neighbors reported higher than normal bills at this time.

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.)

at least 17 phone calls between 2/28/24 and 6/28/24.
misty is the 1st rep I spoke with and after a call with her 2-3 times noone would give me her to talk to. I was told calls can't be given to specific people. so everytime I called I had to describe the situation again.
I had a representative tell me when my call does go to a supervisor (2x) they have the same power. Noone can resolve it has to be escalated.
I had many escalated calls. I had disconnected calls.
I sent emails and submitted on their website.
Someone suggested I call State of mo and thats when thing started getting resolved.
I have spent alot of time on this.

8/23/24
Date

Complainant's Phone Number

Alternate Contact Number

Carol Bristle
Signature of Complainant

Carol Bristle
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.

2/28 error on bill to get corrected
Keying error

2/29 read [REDACTED]
/misty Previous 14th (2 wks) 21 K gal in this
time frame. suggest plumber

3/13 Will send for review, call plumber
talked 3-4x

3/15 Plumber found no leaks house, yard
meter didn't change while there so
that shows also no leak
talked 2x / emailed ^{PIC} video 2x

4/18 escalating ticket, hear by Tuesday
sw/ERICA a response

didn't write date - tt Tabita supervisor
refused

3/25 talked 2x

4/4

4/11

4/25

6/3 talked to contact me

6/12 talked = never contacted me.

6/14 went online + submitted email -
problem

4/18 30/patrick. Them + supervisors all do the
same kind of work. Can't decide or resolve

disc.
missed call

disc

emailed cust serv
noted on line

Patrick called

SW/Justin @ PSC

Public Serv Comm)

3rd p due bal = will not pay
resolved. due.

high compared to last

1) 17th call,
15

March 13

disc

+ missed call

Mar 15

disc

Mar 25

disc

4/2

4/4

4/16

4/18

4/25

C

disc

They have same power level. Has
to escalate it. Give 24 hrs.

ELL w/ me Friday.

Compared Judy + mine.

None make sense.

Pauls is about half w/ 3 people.

4/24 Patrick said nothing from escalation
but wanted to call me. Doesn't
understand why they aren't responding.

4/24 PSC 800-392-4711 Justin

APR new system he knows
avg 50-80

Can only get \$ due
may take a few weeks.

4/28 Renee = supervisor

send to escalation that's
higher.

7/1 State of MO - Public Service Com.
Liberty is investor owned. They
regulate at this dept. TT Geo PF
(Nathan first - he took info & gave it to them)

11/21/21 Mr. Nathan PSC

Will call and talk to
someone. PSA? No haven't
called them yet but will.
He said hold off & he will
call me back.

Geoff ~~called~~ : (handles customer experience)

Explained situation

believes Jan right

Record I have is great

They are looking at rate case.

② email details to him
get their side

PSA staff = investigate (3rd party)

Nathan : email, text call

Will email me.

Get PSC staff involved. (APS staff)

11/21/21 TT Jay Easter = he talked to Geoff

573.751.3160 filing complaint.

They are having tons of issues

w/ Liberty right now

Jay handles incorrect billing.

11/2 cont

Jay got info - said response may
be sooner but about 14 days.
Not in danger of disconnection.

11/18

800-392-4211 10amish
Justin = notes prior to conversion
not being seen.

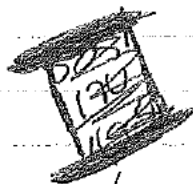
5/6 meter replaced

HPSC = consumer services

Liberty Adv = credit \$ [redacted] bal [redacted]

said informal complaint

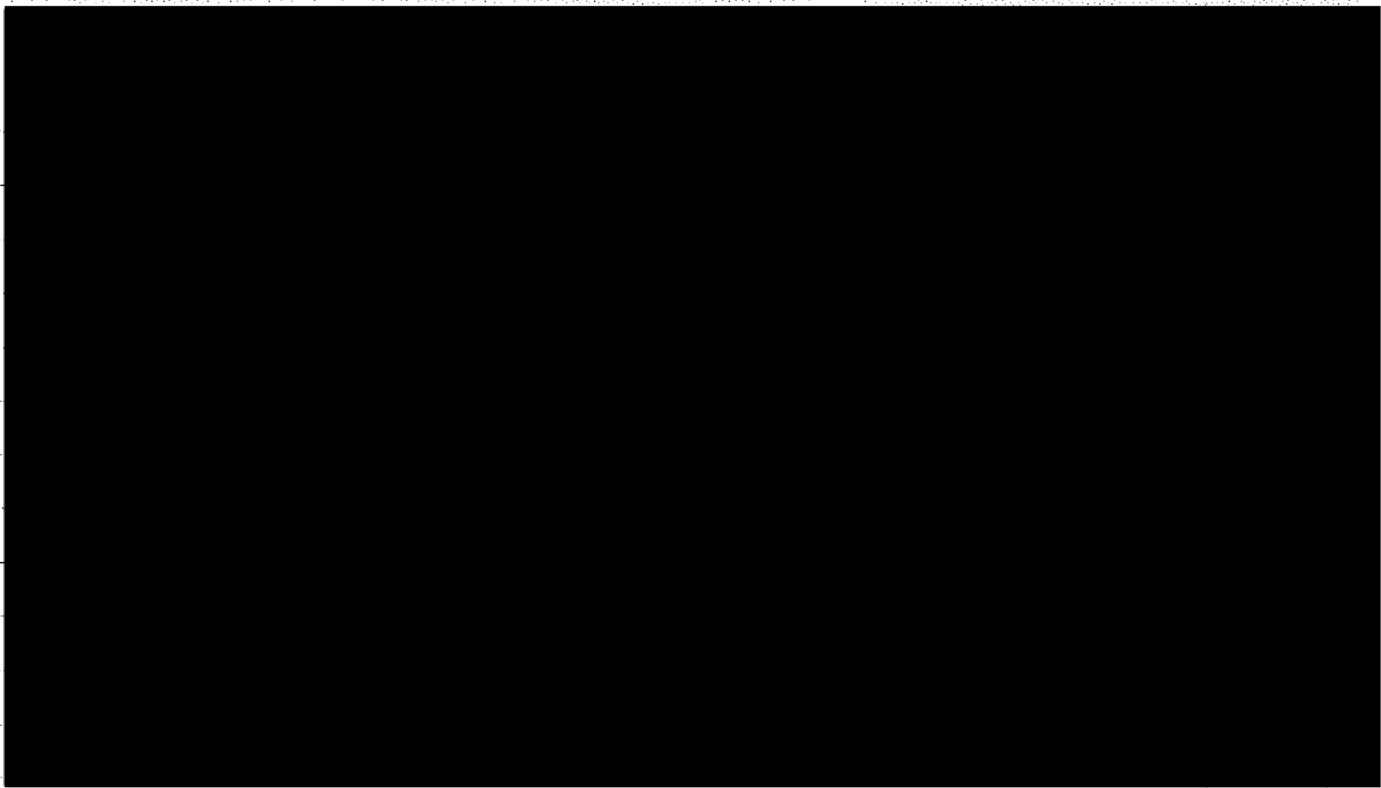
made formal complaint



Nathan = formal complaint may
not get \$. Wait to see what
Geoff says. Give next week mid
week.

(Liberty has had a lot of complaints)
(water + electric sounds like →)

the conversion so that's an
excuse. Justin did not agree.
That many calls + emails should
have gotten resolve sooner.
Yes, I am wanting plumber refunded
that's the only way I got a
credit!



To: SM MO Joplin customer.service <customer.service@libertyutilities.com>

One of the comments was that Liberty would yell me to get a plumber to state no problems before they would refund me. I was told they would install a new meter but wasn't home so not sure they have done so. I have heard others state a problem with their bill as well that are on the same well as myself. There is nothing running or left running at my home. This is major water use. Ironic it just went back down also and at the same time as repairs and such going on.

Thank you

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: SM MO Joplin customer.service <customer.service@libertyutilities.com>

Sent: Monday, May 6, 2024 11:50:13 AM

To: [REDACTED]

Subject: FW: Water meter

Carol,

Since we verified there were no leaks on our end and the read was correct, the next step would be to check for leaks on your end. My supervisor pulled the call and the rep advised you can have a plumber do this, but she did not say you had to have a plumber check for leaks for you. In cases where you could not locate a leak, like under your home as an example, a plumber would be able to do that for you.

But I will get with billing to adjust your bill and will have someone out there to replace the meter per your request. It should be one day this week.

Thank you Kindly,
CSR Tabitha X2902

From: Carol Bristle <[REDACTED]>

Sent: Thursday, May 2, 2024 6:13 AM

To: SM MO Joplin customer.service <customer.service@libertyutilities.com>

Subject: Re: Water meter

Yes I would like the bills adjusted. But, I am confused.....the reason we took pictures is because they said my meter would be continually moving due to the leak and it wasn't moving at all! She also said the only way to look at getting an adjustment or resolve was getting a plumber which cost me \$[REDACTED]. There were NO leaks at all he said. Thank you for your assistance. Reducing to last year is great, I am just confused why I needed a plumber to say the same thing I did.

To: [REDACTED]
Subject: Water meter

Carol,

Per the service manager of your area, he concluded the meter appeared to be fine in the picture/video you sent but did also state it is an older one we are planning on changing out within the next year or two.

He advised we could go ahead and change it out sooner if you would like (as in this week

Also, on the charges, we have verified the reads are correct but he also offered two options. We can either adjust the past 3 large bills and charge what the average bill was last year at this time frame. I would like stress that this would be a one time customer courtesy and not something the Company normally does.

Or if you feel like something is really wrong with the meter, we can send it off for testing but you would be responsible for the total cost of the bill if the meter tested within specs.

Please let me know how you would like to proceed.

Thank you Kindly,
CSR Tabitha X2902

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repair receipts = possible refund 7546

Attn: Misty
Customer. service @ liberty
utilities. com



PLUMBING CO., INC.

636-938-1311 FAX: 636-938-1477

Account # [REDACTED]

Invoice # [REDACTED]
Date: 3/18/2024
Page # 1 of 1

Carol Bristel
[REDACTED]

Service At:
Carol Bristel
[REDACTED]

Service Date 3/15/2024	PO #	Job #231518	Contract #	Claim #
Description Of Service	Quantity	Unit Price	Extended Price	Tax
Service/Diagnostic Charge	1	\$ [REDACTED]	\$ [REDACTED]	
Checked all toilets, water softener, humidifer and water meter. No sign of water leaks	1	\$0.00	\$0.00	
Total			\$ [REDACTED]	
3/18/2024 Payment			[REDACTED]	
Balance Due			\$ [REDACTED]	

Paid in Full. We appreciate your business!

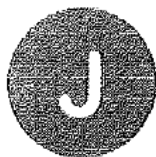
No warranty on cable work



Carol Bristle



4w ·



Jan Brokaw



4w



Yes, I got a bill for April over .!! I was out of the states for 2 weeks in April ! They said they would send someone to check for a leak and I haven't heard back .

+1 2

Like

Reply

Share



Carol Bristle

Author



4w



Jan good luck hearing back. Mine has been ongoing since the end of february. No one there ever offered to look for a leak. They told me without... [See more](#)

Like

Reply

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John Caola

Scotsdale · 4w



I had a problem over a year ago they had a bad meter they fixed it compromised some but you know how it is with utilities. Heads they win tails you lose. Call PSC and office



Carol Bristle



· 4w ·



Sherri Knop · Lakewood Hills · 3w



I was just looking at our billing, and just like others have said, our last bill almost doubled and showed way higher usage too (not possible, we didn't water our yard or anything and know we used less than usual - especially given the outage and boil order!). If it's happening to so many and if this continues, I'm beginning to wonder if any legal representation would be able to help with class action... (edited)



1

Like

Reply

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Carol Bristle

Author



· 3w



Sherri agree



1

Like

Reply

Share



Jeannie Meyer



· 3w





Carol Bristle



4w



1

Like

Reply

Share



MaryAnn M. • Lakewood Hills • 3w



I'm keeping track and I've called them eight times since my incorrect enormous February bill and they have yet to send someone out to check my meter.

(lives about 4 houses down)

Like

Reply

Share



Carol Bristle

Author



3w



Not surprised

Like

Reply

Share



Kimberly Baich •



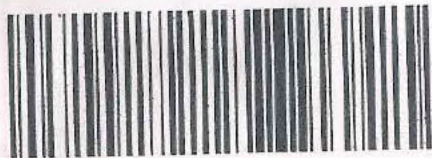
2w



I was just looking at ours for upcoming bill on the 17th and our bill has doubled....? Calling tomorrow for an explanation hopefully but it sounds like this is an ongoing problem

The Bristle's

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MAIL ROOM

Secretary of the MO Public
Service Commission

Attn: Data Center

P.O. Box 360

Jefferson City, MO 65102-0360

