

FILED

AUG 28 2024

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

Missouri Public Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Stan/Brenda Wilken
(Your name here)

Complainant,

v.

File No.

(PSC fills this in)

Liberty Utilities
(Utility's name here)

Respondent,

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address] _____
(Address of complainant)

[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)

over
→

3. Respondent's address is:

602 S. Joplin Ave.
(Address of complainant)

Joplin
(City)

Missouri
(State)

64801
(Zip Code)

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

5. The amount at issue is: \$ [redacted]
(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.)

We have been on APP billing for several years. Liberty now calls it Budget Billing. It's always settled this due amount in October (and/or credit). My amount for October 2022 to October 2023 was [redacted] per month. I sometimes paid more if my summer bill was higher. So October 2023 my new billing was 202.00. As we get closer to October 2024 we find that even though my October bill that was less than [redacted] they added a [redacted] to my future 2023-2024 account. I called and spoke with 34 different Customer Service ladies and they either told me they'd check and call me back or they could not explain it to go into the Joplin office. The first lady couldn't explain so I got the supervisor who said I get it I said well I don't get it. She said no she understood why I was mad + upset.

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.)

1 year ÷ by 12 gives a monthly average! No possible way you tack [redacted] charge less than [redacted] dollars on the October settle up month. And then put a [redacted] debit on top for the new year. We have always settled up with money left over and some years a month with no October bill and a reimbursed check.

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.)

Numerous calls, and personally went to the Joplin office.

8-23-24
Date

Brenda Wilken
Signature of Complainant

[Redacted]
Complainant's Phone Number

Brenda Wilken
Complainant's Printed Full Name

[Redacted]
Alternate Contact Number

[Redacted]
Complainant's E-mail Address

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

B. Wilken



SPRINGFIELD MO 658

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