

OCT 02 2024

FORMAL COMPLAINT FORM

Missouri Public Service Commission

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

RON HOBSON

(Your name here)

Complainant,

v.

File No.

(PSC fills this in)

MISSOURI AMERICAN WATER

(Utility's name here)

Respondent,

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted address line]

(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)

**3. Respondent's address is:**

727 Craig Rd,  
(Address of complainant)

Creve Coeur MO 63141  
(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: \$** [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.)

Move the smart meter and transmitter out of my basement and underground as promised. I do not want them violating my constitutional rights anymore. I own the property not them so I say were it goes. This will be installed at no cost since it is them that wanted the new supplier smart meter and transmitter installed. I seek monetary damages for the pain and suffering I have be forced to accept.

**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.)

20 CSR 4240-13.050 DISCONTINENCE OF SERVICE violation: There was no inspection to show that a safety or health existed as none did to allow them to shut of my water.
(8) 20 CSR 4240-13.050. Violation: 24 hours prior to discontinence of service customer must be given notice of water shutoff by many other forms then just first glass mail. This includes phone calls, door tags, email, online account, and in person. I received none of them ever and it is also a case of unfair busines pratices.
I contacted the water company 3 times by first class mail, email, and phone calls and was told nothing, or ignored.
(9) Employees was supposed to contact me during the day the water is shut off, or leave a door tag. I was home and seen them pull up in their truck and start working. I went out side no one said anything to me. I called the water

company and asked why I no longer had any water. They just told me a water main broke?

Empty rectangular box for additional information or notes at the top of the page.

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.)

Main text area containing the complaint description: "I emailed the president of the water company requesting the smart meter devices be removed from my home since since they are known to cause fires and radiation sickness. She had a girl named Laura call me up just to tell me they are refusing to move it underground outside my home as promised. I then contacted the Office of Public Council and their lawyers are advising me on this case including filing this form for court."

Date: 9/30/2024

Signature of Complainant: Ron Hobson

Complainant's Phone Number: [Redacted]

Complainant's Printed Full Name: Ron Hobson

Alternate Contact Number: [Redacted]

Complainant's E-mail Address: [Redacted]

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



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

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65102

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P.O. BOX 360  
JEFFERSON CITY, MO. 65102-0360

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OCT 02 2024

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