

FILED

AUG 26 2025

Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Eddie Carlone Johnson
(Your name here)

Complainant,

v.

Liberty Utilities, Inc.
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

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:

Same as above
(Address where service is provided, if different from Complainant's address)

[Redacted City] (City) [Redacted State] (State) [Redacted Zip Code] (Zip Code)

3. Respondent's address is:

602 S Joplin Joplin Ave
(Address of complainant)
Joplin MO 64801
(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.)

For assistance in alleviating the charge of [REDACTED] Spike in usage was told to us by Aaron Ward & Jamie happened on 2-7-2025 to 2-24-2025 from the hours of 5:00pm to 2:30 AM, for 17 days there is no logical way an unoccupied house still in construction phase with only temporary electrical on the inside & little to no activity. We think the meter malfunctioned & was changed out after the spike occurred & that is why their testing showed meter was appeared to be functioning correctly at time of testing, checking, plugging, there would have been no indication of electric interruption as home was unoccupied.

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.)

The home was unoccupied at the time of the surge in usage & nothing to indicated that a malfunctioning meter was not changed out. an unoccupied home could not generate 7500 kWh of power in the 17 days that liberty said the surge occurred, which was 2-7-2025 through 2-24-2025 from the hours of 5pm to 230 AM as indicated.

by Jamie @ Liberty during our conversation
On 5-15-2025 @ approx 10:46 AM

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.)

read attached letter that accompanies this
formal Complaint form - we attach this
letter with every bill we pay. We gained
occupancy of the home April 9th 2025 &
moved in on 4-26-2025. We have attended
the town hall meeting at MSSU & visited
extensively with representatives of both
MPC as well as liberty on many occasions
accountability needs to be taken on
resolving the billing issues & spikes in
usage by liberty. We know per [REDACTED]
[REDACTED] that we are not the only ones
with problems. Eddie talked to [REDACTED] on
8-14-2025 & he instructed us to file this form

8-20-2025

Date

[REDACTED]

Complainant's Phone Number

[REDACTED]

Alternate Contact Number

Eddie Johnson

Signature of Complainant

Eddie Lee Johnson

Complainant's Printed Full Name

[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.



rec 8-19-2025

Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

KAYLA HAHN
Chair

VACANT
Commissioner

GLEN KOLKMEYER
Commissioner

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

JOHN P. MITCHELL
Commissioner

August 13, 2025

Eddie Johnson
Carlene Johnson
[REDACTED]

Re: Formal Complaint

Dear Mr. and Mrs. Johnson:

This letter is in response to the complaint you filed against Liberty Utilities 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 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.

During the complaint process, you must continue to pay to the utility any charges or fees that are not in dispute. Failure to do so is grounds for your complaint to be dismissed, and your service may also be subject to discontinuance. You should contact the company immediately to determine your ongoing payment obligations to avoid the dismissal of your complaint and the potential discontinuance of your service.



rec 8-20-2025

Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

KAYLA HAHN
Chair

VACANT
Commissioner

GLEN KOLKMEYER
Commissioner

POST OFFICE BOX 360
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JOHN P. MITCHELL
Commissioner

August 13, 2025

Eddie Johnson
Carlene Johnson

Dear Mr. and Mrs. Johnson:

This letter is a follow up to our telephone conversation on August 13th regarding the complaint you filed on May 9th, against Liberty Utilities (Liberty). In your complaint, you were disputing a really high bill during a period the property was vacant and no HVAC unit was installed. After initial review of the complaint matter, I contacted the company to obtain further account information.

As we discussed, according to Liberty records on July 22, 2022, you requested new service at 25153 Marion Avenue in Joplin to build a new house and Liberty installed a temporary meter on July 27, 2022. Between February 5, 2025 – March 4, 2025, your meter recorded 7517.896 kWh of usage. On March 13, 2025, Liberty invoiced you for the usage totaling \$ [REDACTED]

On March 20, 2025, you called Liberty to dispute the usage and Liberty scheduled a meter test. On March 20, 2025, the meter tested accurately at 100% accurate. On March 27, 2025, Liberty called you and reviewed the meter test results and usage. On May 8, 2025, a Liberty supervisor called you and reviewed the details of your usage and meter test results again and offered to split the balance into installments, but you declined. Liberty has reviewed the interval usage data and identified that usage spiked on February 7, 2025, and decreased and increased at similar times of the day for near the same amount usage. Liberty claims you also mentioned during phone calls with Liberty that an HVAC unit with a heat pump had been installed and was operational. Temperatures for this billing period were very low reaching -8 on February 19, 2025. Usage began to decrease on February 21, 2025, as temperatures increased.

This concludes our investigation into your complaint. However, if you have additional information or would like to discuss the details of our investigation further, please contact me at 800-392-4211, at which time I will re-open your complaint for discussion.

Sincerely,



Consumer Services Coordinator
Missouri Public Service Commission

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To Whom it may concern:

UPDATE: 7-21-2025

WE WILL BE ATTENDING THE MEETING TONIGHT AT MSSU AT 6pm. Eddie talked to someone from the MPSC couple weeks ago. We told them that there had been no changes/updates on our bill.

We are disputing our electric bill of March 13, 2025. This bill is for a residence that was not occupied, temporary electrical services, and no contractors on site as this house was still under construction. We got rid of the 1st contractors due to shoddy craftsmanship/construction. There is no way at all that an unoccupied house could have used 7500+kWh of electricity. We have been given so many explanations, excuses, ect. We had a meeting with [REDACTED], some guy named [REDACTED], 2 very nice ladies [REDACTED]. They said they have pinged, checked, tested and whatever else, and claims that their findings are correct. We are challenging this finding. We think there had to be a major malfunction, hiccup, meltdown or something as there isn't any logical way this unoccupied house with nothing but temporary electrical services, could have used this amount of electricity. We are also wondering, since there is no one there, that during the 17 day spike/surge in usage, with the meter was "changed out" cause since 2-24, everything since then has been near normal. Aaron got us the dates that stated meter tested good on 3-20-2025, of course it did then.

You can look at our 2 accounts, temporary account # [REDACTED] didn't get changed to permanent account [REDACTED] until?? the inspection to get permanent power was done 12-17-2024, which would have generated a work order to change. Spire gas was there by 12-20-2024 to lay their line, fix the yard and reseed it. It took 7 weeks to even get Liberty to acknowledge, find the ticket and generate a work order. Then until the other day our yard was a mess, that is when Aaron Ward got involved. Plus we have still yet to get information on all the payments that were made from June until we started getting actual bills, to which we received 11 in 9 weeks, none with the same amounts, due dates, nor did it show any of our previous payments that we made every month, even though we hadn't received any type of bill.

I was told by [REDACTED] that the 17 days in question, 2-7 through 2-24, used 21w of power, and as we further learned from [REDACTED] on 5-15-2025 @ approx 1046am, the spike/surge in usage was between the hours of 5pm-230am. Even at the commercial rate of 0.14031, $21 \times 17 = 357$, $x 0.14031 = 50.09$. So unclear/unsure how it came to 7500kWh and \$900. so we are therefore still disputing this bill and there is NO WAY this residence used this amount of electricity. Your meter had a glitch, malfunction, meltdown, hiccup, something on the days in question.

We have not received any return correspondence since the hour long call on 4-11-2025 with a Deanna and she was transferring to a senior account rep, until [REDACTED] called on 5-1-2025 @ 955am. She then explained further that the spikes were between the hours of 530pm to 230am on the days in question, 2-7-2025 thru 2-24-2025. We reexplained to her that there was no contractors on site, no activity, no appliances. HVAC didn't get energized until 2-9-2025.

We are majorly disputing this bill as there is no logical possibility that our unoccupied house at the time used 7500kWh of power in 17 day and especially at the time line she is

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giving us. This supposive spike, we had no appliances, only temporary electricity services, and with all the other issues we have experienced, we request another site visit.

██ Study our account thoroughly please.

██████████ temporary acct And we still don't know the status of all the payments that were made on acct# ██████████ totaling more that \$ █████

██████████, ██████████, recalled on 5-8-2025 stating again the the meter has been pinged, tested, checked and so forth and that their data says the usage is ours. We are again disputing this as there is no way at all that an unoccupied house could possibly generate that type of activity/usage with no appliances, no contractor activity and only temporary electricity. She gave me the MO Public service commission, to which I have called and have not heard yet from a investigator about our issues.

Appliances didn't start arriving until 3-7-2025 and were not energized until after 3-18-2025 when the electricians were done finishing out the installation.

We have received a shut off notice on 4-7-2025 and now another one on 5-5-2025 which was received on 5-12-2025. Again we are disbuting the charge of \$ █████ 7500kWh, on a residence that was unoccupied, no appliances, HVAC wasn't energized til 2-9-2025, no contractors on site as we were between contractors at the time. Talked to █████ again on 5-15-2025 to make sure that we would not be disconnected. Also talked to █████ on 5-15 from the MO Public Srvc Commission to update them on the activity. Our investigator is █████ was updating our case and would let █████ know. No communication from this █████ as of 5-20-2025. Another shut off notice received 6-6-2025 dated 5-29-2025. Though we have never seen █████, I have talked to him on 6-5-2025 9:36a.m for about 11mins. Assured us we would not be disconnected from service as long as there is an active investigation and encouraged us to attend the meeting on 6-12-2025 at MSSU.

We attended the town hall meeting at MSSU on 6-12-2025. We met with many people from MPSC and felt assured our issue will be taken care of. As you can see, our current bill, now that the house is fully occupied and running, is only \$ █████. big difference from the March bill.

Also talked to Justin, our investigator on 6-18-2025. He said that Liberty asked for an extension, and that he would keep us informed as to what is going on from there. Per the direction of the MPSC, we are to call them by the end of the month, June, if the situation has not been resolved. Situation being that there is NO WAY an unoccupied, with bare minimum electrical services could have generated the surge/spike in usage from the hours of 5pm to 230am on dates of 2-7-2025 thru & including 2-24-2025, 17 days period as previously stated by Liberty personnel █████, no matter how the meter pinged, checked out, or tested.

Lady called Monday 6-23-2025 to make sure we hadn't received anything on the disputed charges and to make sure we filled out the paperwork from the town meeting. Told her we had and handed it back in that night. She was happy to hear that and said they would be in touch.

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There was no communication from anyone till we attended the town hall meeting on 7-21-2025. There was 2 separate sessions of this meeting. We talked to a [REDACTED] and was approached by several billing people, who were in attendance of the meeting after Eddie spoke in the 2nd part of the meeting that people were sworn into testify about their issue. Still have not heard from anyone from Liberty billing.

Called MPSC on 8-12-2025 for a status update. [REDACTED] told us that [REDACTED] was on a call and he would call back with an update. 8-13-2025 at 9:20am, [REDACTED] called back and told me that he had received all the information/data from Liberty and that it appeared to be correct. I again said that there was no way an unoccupied house still under construction could have generated that surge in usage with only temporary lighting, 2 outlets and 3 breakers. He is sending the formal complaint package to be filled out to take our complaints to the next level.

If you look at the usage since we were granted occupancy of the house and moved into on 4-26-2025, even that part shows that there is no logical explanation of this house being able to use the massive surge in usage between 2-7-2025 through 2-24-2025, and definitely not between the hours of 5pm & 230am, as indicated by Jamie from Liberty that the usage happened.

We will continue to pay the current bills, but will also continue to dispute the \$ [REDACTED] from the March bill as again there is NO WAY an unoccupied house, with only temporary electrical, 2 outlets/receptacles and temporary lighting and 3 breakers could have used/generated that much electricity. Eddie was told that the "pinging" could have bounced off other meters/businesses in the area.

Also, we still have not seen ANY of the credits that we made during the 6mths we did not receive a bill, yet still made the minimum payment of \$ [REDACTED] for each month and noted it on the last bill we had received before getting 11 bills in a 9week period. All with different amounts, different due dates, and so forth. Would like for someone, anyone, to print off those credits and send them to us showing the amounts paid during the time period we did not receive monthly bills.

This letter will continue to be sent with current bill payments made until this matter is resolved, and the \$900 is erased from our account.

Sincerely

Eddie & Carlene Johnson

[REDACTED]

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- 11-4-2024 could not finish rough in of electrical until after master bath wall was completed by 1st contractor.
- Temporary lights and HVAC connections went live on 1-15-2025
- HVAC was not hooked up completely until 2-9-2025, 2 days after spike started
- Appliances didn't show up til after 3-7-2025
- 1st contractor dismissed end of Jan 2025 due to shoddy workmanship
- 2nd contractor not on sight until 2-27-2025 through 3-9-2025
- Inspection for permanent done on December 17 2024 yet permanent power wasn't done until 1-20-2025
- 1-20-2025 Liberty had to change transformer from 25KVA to 50KVA under workorder 100000351397
- Per [REDACTED] permanent power was not live until 1-20-2025, WO 570000777189
- Per [REDACTED] spike/surge was detected from 2-7-2025 to 2-24-2025.
- Per [REDACTED] call on 5-1-2025 @10:46am, spike/surge occurred on those dates between hours of 5pm to 230am. No activity on site at that time. We were between contractors. We would go over everyday to check the house, but no actual contractor activity.
- We surmise that the meter had to have been changed out after the surge/spike in usage was detected, and that would be why it would have checked, tested & pinged good after the 1st phone call to Liberty when we received bill in March 2025
- Called and talked to a [REDACTED] the day we received the bill. She was very rude and disrespectful, argumentative, and that is when all the discussion commenced.
- Talked to and met with [REDACTED] 2-8-2025 346pm, regarding the yard after many weeks of it still being messed up from changing from temporary to permanent power on 1-20-2025. Work order was generated on 12-17-2025 after inspection to change from temporary to permanent power.
- Meeting with [REDACTED] on 4-11-2025. Lengthy discussion and [REDACTED] said that meter checked good, tested good, pinged good. Again, how do we know that the meter wasn't changed out due to a faulty, malfunctioning meter after the surge occurred. There would have been no indication in the home at that time that would told us a disruption in electricity had occurred.
- We repeatedly called from June 2024, talking to many different people about the fact that we were not receiving a bill, asking them for the amount owed. Then we received 11 bills in 9 wks, all with different amounts, different due dates, nothing showing the amounts that we had previously paid, from June 2024 to December 2024, and still to date, have not been able to get confirmation that the amounts we paid were ever applied to either the temporary account of [REDACTED] or current account of [REDACTED]
- Eddie talked to [REDACTED] on 8-14-2025 and he advised us to please fill out the formal complaint form and send it to MPSC ASAP



Secretary of the
Missouri Public Service Commission
ATTN: Data Center
PO Box 360
Jefferson City, Mo.
65102-0360

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AUG 26 2025
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