

FILED

AUG 29 2025

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

MARCIA Eason
(Your name here)

Complainant,

v.

American 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]

(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)

PUBLIC

03 114

02 104

3. Respondent's address is:

P.O. Box 2798

(Address of complainant)

Camden

(City)

N.Y.

(State)

08101

(Zip Code)

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

Service Commission.

5. The amount at issue is: \$

(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.)

Regulate, Investigate American
Water, Tactics in which they
provide Customer Service, to
the Customer. They are not
responsive to Customers Complaints.
* If Customer are charged By Usage? My Home
wasn't in living condition from Jan - 2024 - April 2025.
Water wasn't being used, At All, so How was my Bill
Continuing? I have proof from the Plumber, My Insurance
for living expenses, Living else where, Explain Water Usage?
please explain water usage? Kitchen was Being Used, Bathroom

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.)

I'm seeking information and understanding
of a Bill in which I charged I have
requested escalation 7 times of a Supervisor or
manager call Back as of Aug 22
no one has Returned my call.

PUBLIC

I had a disaster with my home ground Jan 12-14 due to a winter storm. No electricity, Pipe Burst Filed claim with Insurance. Shut water off, Reported to American Water. No residence from that time. All April 2025, Errors were made with my accounts.

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.)

I have reached out 3 times to Missouri Commission and spoke with [REDACTED] & [REDACTED]. I have also Reached out to American Water several time to try to resolve issue. latest times are:

8-14-25 - Requested Bill and speak w/sup/manager
8-12-22 [REDACTED]
8-19-2025 [REDACTED] - [REDACTED]
8-22-2025 [REDACTED] - Hung up on me.
8-22-2025 - call disconnect upon Receipt

8-22-2025
Date

Marcia [REDACTED]
Signature of Complainant

[REDACTED]
Complainant's Phone Number

Marcia M. Eggen
Complainant's Printed Full Name

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.

PUBLIC

MARCIA Eason

SAINT LOUIS MO 630

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FOREVER / USA

RECEIVED

AUG 28 2025

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

Public Service Commission

P.O. Box 360

Jefferson City MO 65102

65102-036060



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