

FILED

MAR 17 2026

Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Karen S. Bailey,)
 (Your name here))
 Complainant,)
 v.)
Liberty Utilities)
 (Utility's name here))
 Respondent,)

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address]

(Address of complainant)

[Redacted City, State, 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]

(City)

(State)

(Zip Code)

3. Respondent's address is:

PO Box 75660
(Address of complainant)

Chicago IL 60675-5660
(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.)

I am requesting that my electric bill be re-examined due to the fact that during the month of December 2025, I was not in the home from December 1 thru December 21. There was no one staying in the home.

I also feel November is incorrect because I was not home the bigger part of November due to being hospitalized. Documentation can be provided if needed.

I feel that my account is being estimated and the meter not being read or not being read properly.

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 feel that the meter was not read or that the wrong meter was read. I have documentation showing that I was in a rehabilitation center from December 1 - December 21. I also have checked and can provide documentation if needed that there were very few days in December that were below freezing. I can also provide witnesses stating that no one was staying in my home at

that 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.)

I called Liberty to discuss the bill and explain why I feel the bill was incorrect. I asked to speak with a supervisor. ~~the~~

- 1/23 - Supervisor said the meter was read and the bill was correct. I asked to speak his supervisor. Was told I could not speak to them but a message would be sent to them. Asked for someone to come ~~read my~~ check my meter.
- 1/25 - Followed up with Liberty. Meter has not been checked. She said the meter had not been checked. She would send a message to the supervisor. I was asked to call back on Friday.
- 1/26 - Meter was checked and was told that the meter worked fine.
- 1/27 - Contacted Public Service Commission
- 2/13 - Called to follow up. Was told my case was sent to the Wrong Utility Company.
- 2/16 - Public Service Commission said the meter was checked and there's nothing they can do. Asked for appeal paper work

3/4/26
Date

[Redacted]
Complainant's Phone Number

—
Alternate Contact Number

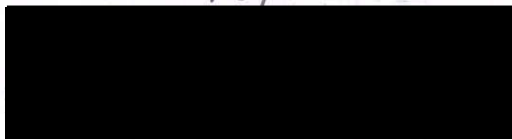
Karen S. Bailey
Signature of Complainant

Karen S. Bailey
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.

K Bailey



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MO PUBLIC SERVICE COMMISSION
MAIL ROOM

KANSAS CITY 640

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Secretary of the MO Public Service Commission
PO Box 360
Jefferson City, MO 65102-0360

Attn: Data Center

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