

3. Respondent's address is:

727 Craig Rd

(Address of complainant)

St. Louis

Missouri

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.)

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| 1) A full investigation of the accuracy of Complainant's prior water meter. |
| 2) An independent meter test supervised by the Missouri Public Service Commission. |
| 3) A full billing adjustment and refund for overcharges between September 2024 and October 2025. |
| 4) Review of Respondent's testing and billing practices for compliance with Missouri statutes and PSC regulations. |
| 5) Any additional relief deemed just and proper. |
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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) 20 CSR 4240-10.03 Meter Accuracy Requirements |
| - Usage figures date back to March 2023 |
| - Outside Period in question usage averaged [REDACTED] gal/month for 23 months |
| - Within the period in question usage averaged [REDACTED] gal/month for 13 months |
| - The extreme deviation in usage, followed by an immediate return to normal usage demonstrates meter inaccuracy |
| 2) 20 CSR 4240-13.020 Billing Practices |
| - Utilities must render bills that are based on accurate readings of actual consumption |


3) Section 393.140 RsMO Commission Authority over meter testing
- 100% accurate testing doesnt replicate field condition, the immediate normalization of usage indicates malfunction

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.)

1) Contacted American Water about high usage/bills in summer of 2025, was told to monitor use before a leak test can be performed.
2) Called back to request explanation after additional high bills, requested leak test.
3) Leak test performed late September 2025. Technician indicated that there was no leak present and I asked for a meter change (occured 9/25/25). He told me that I could request testing on the removed meter.
4) Usage immediately returned to normal. I contacted American Water for test results and was told that it had not been performed yet.
5) Recieved correspondence on 12/11/25 that the meter had been bench tested and was within the accepted standards. It stated that I could contact the PSC if I wished to pursue a complaint.
6) Contacted the PSC 12/18 and was told that it would be researched.
7) Contacted the PSC on 1/20/26 to follow up and was told that the issue hadn't been researched but would start.
8) PSC contacted me 2/25/26 to say that American Water still said that the meter was fine and that i could submit a formal complaint.

3/11/26
Date


Signature of Complainant


Complainant's Phone Number

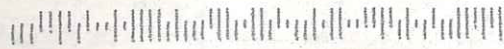
Ryan Christopher Matthews
Complainant's Printed Full Name


Alternate Contact Number


Complainant's E-mail Address

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

R. Matthe



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