

FILED  
April 23, 2026  
Missouri Public  
Service Commission

**From:** Latrell Germany [REDACTED]  
**Sent:** Wednesday, April 22, 2026 10:09 PM  
**To:** [REDACTED]  
[REDACTED]  
**Subject:** Re: emergency notice of immediate restoring of services

Dear [REDACTED],

I am writing to request a correction to the formal complaint filed against Missouri American Water.

I noticed the complaint is currently labeled under "Germany Family Trust & me as Trustee Latrell Germany." However, I filed this complaint under my legal name, Latrell Germany. While part of my grievance involves the utility company's failure to transfer my account to the name of my trust, the accounts and the complaint itself should remain in my individual name until that transfer is officially completed. Currently, my bills still reflect my legal name only.

Please update your records to reflect that the complainant is Latrell Germany.

Best regards,

Latrell Germany

On Wed, Apr 22, 2026, 8:42 AM Latrell Germany [REDACTED] wrote:

Dear [REDACTED],

I am writing to express my urgent concern regarding the ongoing disconnection of my utility services. The lack of essential services has rendered my home uninhabitable, which I believe is a violation of Missouri statutes.

Furthermore, I have chronic asthma, and this situation poses a serious risk to my health. I do not understand why a formal trial or lengthy process is required when the Commission has the authority to order an immediate restoration of services.

I am requesting that all my utility services be turned back on immediately or at least before the end of this week. Please let me know what immediate steps can be taken to resolve this matter.

Best regards,

Latrell Germany

On Wed, Apr 22, 2026, 8:36 AM Latrell Germany [REDACTED] wrote:

Dear [REDACTED],

My apologies, I just looked into this again and you are correct. I see that MSD is under the oversight of its Board of Trustees as well as the Environmental Protection Agency (EPA).

Thank you for the clarification and I greatly appreciate all your help and the time you have spent assisting me with these matters.

Best regards,

Latrell Germany

On Wed, Apr 22, 2026, 7:38 AM [REDACTED] wrote:

Ms. Germany,

MSD does not fall under the Public Service Commission's jurisdiction. As a municipal utility, MSD is governed and regulated by its Board of Trustees. Here's a [link](#).

Regards,

[REDACTED]

MoPSC

**From:** Latrell Germany [REDACTED]

**Sent:** Wednesday, April 22, 2026 7:06 AM

**To:** [REDACTED]

**Subject:** Re: Sent a complaint again

Dear [REDACTED],

Thank you for filing the formal complaint against Missouri American Water on my behalf.

I would like to request that you also include MSD in this formal complaint process. It is my understanding that they also fall under your jurisdiction. Please add them to the ongoing investigation regarding the same billing and regulatory disputes I have raised with Spire, Ameren, and Missouri American Water.

Thank you for your continued assistance.

Best regards,

Latrell Germany

On Tue, Apr 21, 2026, 3:26 PM [REDACTED] wrote:

Ms. Germany,

Since your most recent complaint against Missouri American Water is regarding essentially the same dispute you are having with Spire and Ameren, a formal complaint against Missouri American Water Co. will be filed on your behalf. You will be notified as soon as that complaint is filed, and as needed thereafter.

Regards,

[REDACTED]

*Regulatory Compliance Manager*

*Consumer Services Department*

*Missouri Public Service Commission*

[REDACTED]

[REDACTED]  
[psc.mo.gov](http://psc.mo.gov)

**From:** Latrell Germany [REDACTED]  
**Sent:** Tuesday, April 21, 2026 3:07 PM  
**To:** [REDACTED]  
**Subject:** Re: Sent a complaint again

After looking more into the situation this morning the American Water is under your sector of control so again I put a complaint against the American water company as well

On Wed, Apr 15, 2026, 5:49 PM Latrell Germany [REDACTED] wrote:

Dear [Recipient Name],

I am writing to file an informal complaint against the utility providers [Utility Names] regarding a persistent lack of transparency and a failure to fulfill their regulatory duties under 20 CSR 4240-13.

**Statement of Facts:**

I have attempted on multiple occasions to resolve billing discrepancies and update my service accounts to the name of the Germany Family Trust. To facilitate this, I provided specific documentation to the utilities, which was neither acknowledged nor formally refused in writing.

Furthermore, I have requested a complete Life of Account Ledger and verified billing information to audit current charges. As of this date, I have received no such information. Under 20 CSR 4240-13.020, these companies are required to provide accurate billing records. Their failure to do so has prevented me from verifying the debt they claim I owe.

**Negligence and Hardship:**

Due to my current status as an unemployed individual, I have sought to settle these accounts through alternative commercial means. The companies' failure to provide a timely written response or a formal refusal of my tender of payment has allowed balances to accumulate to an

unmanageable level. This constitutes negligence for failing to mitigate damages and failing to "promptly and thoroughly" investigate a registered dispute as required by 20 CSR 4240-13.045.

Relief Requested:

Pursuant to the Commission's authority under Section 393.140, RSMo, I am requesting the following:

1. Immediate Restoration of Services: That all disconnected services be restored while this billing dispute is under investigation.
2. Billing Adjustment: That the balances be adjusted to reflect the negligence of the providers in failing to respond to previous correspondence.
3. Account Update: That the Commission order the utilities to update the account holder of record to the Germany Family Trust.
4. Full Disclosure: That the Commission compel each utility to provide a certified accounting ledger for the history of these accounts immediately.

I am ready to cooperate with a Commission specialist to resolve these matters. I look forward to your prompt response and the initiation of a formal investigation.

Best regards,

Latrell Germany