

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

FILED

APR 23 2026

Missouri Public  
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

Rebecca Stark  
(Your name here)

Complainant,

v.

File No.

(PSC fills this in)

Missouri American Water  
(Utility's name here)

Respondent,

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted]  
(Address of complainant)  
[Redacted] [Redacted] [Redacted]  
(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 where service is provided, if different from Complainant's address)  
[Redacted] [Redacted] [Redacted]  
(City) (State) (Zip Code)

Public

3. Respondent's address is:

727 Craig Road  
(Address of complainant)

Creve Coeur MO 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] (this is approximate + or - interest)  
(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.)

To hold MO American Water responsible for installing 2 faulty meters (or faulty readings) at my residence which resulted in approx. [REDACTED] in extra charges for water and approx. [REDACTED] in extra charges on my Metropolitan St. Louis Sewer District bills.

I would like reimbursement for these amounts and an apology for the way I was treated as an honest customer.

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.)

20 CFR 4240 - 13.024

A new meter installed in January resulted in my water usage reading going from 0 gallons in Dec. 2023 to 15,200 gallons in Jan. 2024 and 19,200 gallons in Feb. 2024. I was not living in my home at the time so there is no possible way I used that much water. After reporting this and an inspection I was told

That I had used that water and the meter reading was correct. I had a very high water bill, which I did not pay in full, hoping to resolve the issue. A similar spike in the meter reading occurred after they installed a new meter in May. They again insisted I used the water or had a leak. No leak was found.

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.)

After seeing my January Bill I contacted the water company to schedule an inspection. Due to them not updating my contact info in a timely manner, I evidently missed calls to set appointments. It wasn't until April that someone came out. By that time the water meter seemed to be correct in its reading. That's the main problem in this issue. Because it was working properly when he came out, the focus became my inexplicable extraordinary water usage and/or leak. They claimed it was an old toilet valve (not leaking) the humidifier on my furnace or my sprinkler system. I have no sprinkler system, humidifier or furnace. After looking under cabinets and in all corners of my house no leak or evidence of a leak was found. This was the final conclusion of all 3 technicians who came out. The last guy who came in July after my June usage spiked after May 20 meter was installed, had the gall to ask me what I was doing between 1 & 2 am on a date. I said sleeping. He responded by telling me that I had used 1,200 gallons of water and that I just didn't remember. I also contacted the BBB too.

Particular

Date April 1, 2026

Rebecca Stark  
Signature of Complainant

Complainant's Phone Number [REDACTED]

Rebecca Stark  
Complainant's Printed Full Name

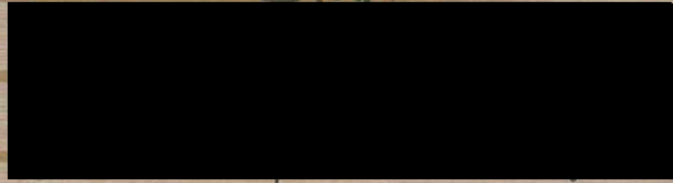
Alternate Contact Number \_\_\_\_\_

Complainant's E-mail Address [REDACTED]

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

FROM:

Rebecca Stark



Retail



65102

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Public Service Commission

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