

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

Alan Dunham,)	
)	
Complainant,)	
)	<u>Case No. WC-2026-0288</u>
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent.)	

**ORDER GIVING NOTICE OF COMPLAINT
AND DIRECTING RESPONSE**

Issue Date: April 23, 2026

Effective Date: April 23, 2026

On April 23, 2026, Alan Dunham filed a complaint against Missouri-American Water Company (Missouri-American). A copy of the complaint accompanies this notice.

Provisions governing procedures before the Commission are found in Commission Rule 20 CSR 4240, Chapter 2. In particular, the procedures relating to discovery are found at Commission Rule 20 CSR 4240-2.090.

Pursuant to Commission Rule 20 CSR 4240-2.070(8), Missouri-American has thirty days from the date of this notice to file an answer or a notice that the matter complained of is satisfied. Missouri-American's response is due no later than May 22, 2026.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the deadlines set forth in this order.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint, with the attached exhibits, to Missouri-American Water Company, at:

Missouri-American Water Company.
727 Craig Road
St. Louis, Missouri 63141

2. Missouri-American Water Company shall file its response to this complaint no later than May 22, 2026. All pleadings shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360,

or shall be filed using the Commission's electronic filing and information service.

3. The Staff of the Commission shall file a Report no later than June 8, 2026.
4. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell
Secretary

Ronald D. Pridgin, Deputy Chief
Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 23rd day of April, 2026.

FILED

APR 23 2026

Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Alan Dunham
(Your name here)

Complainant,

Missouri 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, State, Zip]

(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:

same as above

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

3. Respondent's address is:

P.O. Box 2198
(Address of complainant)

Camden NJ 08101
(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've been paying my bill on time and regular. yesterday I received a letter and a bill stating Missouri American Water billing department had + been billing me sewer charge last year, and now want to back bill + charge. I feel it isn't right that I should have to pay for their billing department mistakes. As is since they took over [redacted] department until just this year 2026, I was being bill [redacted] to [redacted] a month for water + sewer and wasn't even using that much. Then they read the meters + new water pipes throughout town, now my bills are [redacted] to [redacted] mo

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 shouldn't be responsible for the companies billing problems and fear service disconnect if not paid, when I've been paying my bill.

on time each month.

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've called Missouri American Water, and they just want me to pay the bill and giving me until May 1 to pay. This isn't right period,

4-17-2026

Date



Signature of Complainant

[Redacted]

Complainant's Phone Number

Alan Busham

Complainant's Printed Full Name

[Redacted]

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.

Alan Dunham



SAINT LOUIS MO 630

21 APR 2026 PM 8 L



RECEIVED

APR 23 2026

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

Secretary
Missouri Public Service Commission
Post Office Box 360
Jefferson City, MO. 65102-0360

65102-0360



Public

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

Pursuant to 386.290, RSMo., I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 23rd day of April, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

April 23, 2026

Case No: WC-2026-0288

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Alan Dunham

Alan Dunham
219 West Madison Street
Ironton, MO 63650
dunhamfalan@gmail.com

**Missouri-American Water
Company**

Legal Department
727 Craig Road
St. Louis, MO 63141

MO PSC Staff

Ray Cunneen
200 Madison Street
Jefferson City, MO 65101
ray.cunneen@psc.mo.gov

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



**Nancy Dippell
Secretary**

¹

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.