

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

Rebecca Stark,	)	
	)	
Complainant,	)	
	)	<b><u>Case No. WC-2026-0290</u></b>
v.	)	
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

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

Issue Date: April 27, 2026

Effective Date: April 27, 2026

On April 23, 2026, Rebecca Stark 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 26, 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 26, 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 15, 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 27<sup>th</sup> day of April, 2026.

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

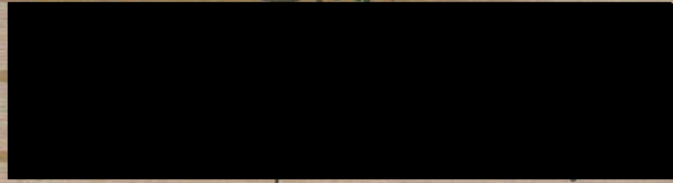
Alternate Contact Number \_\_\_\_\_

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

U.S. POSTAGE PAID  
FCM LG ENV  
SAINT LOUIS, MO 63144  
APR 01, 2026

\$2.72

S2324N506342-10

RDC 99

TO:

Public Service Commission

P.O. Box 360

Jefferson City MO

65102

RECEIVED

APR 20 2026

MO PUBLIC SERVICE COMMISSION  
MAIL ROOM

Utility Mailer  
10 1/2" x 16"

Ready **P**ost.

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 27<sup>th</sup> day of April, 2026.



*Nancy Dippell*

Nancy Dippell  
Secretary

# MISSOURI PUBLIC SERVICE COMMISSION

April 27, 2026

**Case No: WC-2026-0290**

**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

**Missouri-American Water  
Company**

Jennifer Coleman  
727 Craig Road  
St Louis, MO 63141  
jennifer.coleman01@amwater.com

**Missouri-American Water  
Company**

Dean Cooper  
312 East Capitol  
P.O. Box 456  
Jefferson City, MO 65102  
dcooper@brydonlaw.com

**Missouri-American Water  
Company**

Rachel Niemeier  
727 Craig Rd.  
St. Louis, MO 63141  
rachel.niemeier@amwater.com

**MO PSC Staff**

Paul Graham  
200 Madison Street  
Jefferson City, MO 65101  
paul.graham@psc.mo.gov

**Rebecca Stark**

Rebecca Stark  
618 County Hills Drive  
St. Louis, MO 63119  
thrasherhighs@gmail.com

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

Sincerely,



Nancy Dippell  
Secretary

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<sup>1</sup>

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