

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

Ryan Christopher Matthews,	)	
	)	
Complainant,	)	
	)	
v.	)	<b>File No. WC-2026-0243</b>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

**STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and submits its *Staff Report*, as prescribed in Commission Rule 20 CSR 4240-2.070(11) and (15)(D):

1. **Procedural History.** On March 19, 2026, Ryan Christopher Matthews filed a formal complaint against Missouri-American Water Company in File No. WC-2026-0243. On March 20, 2026, the Commission issued its Notice of Complaint and Order Directing Answer and Staff Report. Because the complaint involved less than \$3,000, the Commission directed that it proceed under the small formal complaint procedure. The Commission ordered Missouri-American to file an answer or request mediation no later than April 20, 2026, and ordered Staff to investigate the complaint and file a report no later than May 19, 2026.

2. **Complaint and Answer.** The complaint alleges that Mr. Matthews’ water usage and bills increased abnormally over a period beginning in 2024 and continuing until the prior meter was replaced. Mr. Matthews alleges that after the meter replacement, usage returned to normal. He seeks a refund or billing adjustment of approximately



[Redacted text block]

5. **Staff's Conclusion and Recommendation.** [Redacted]

[Redacted text block]

**WHEREFORE**, Staff hereby tenders its *Staff Report* for the Commission's information and consideration and prays the Commission will accept this filing as compliant with its orders.

Respectfully submitted

**/s/ Paul T. Graham**

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Missouri Public Service Commission

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 19<sup>th</sup> day of May, 2026.

**/s/ Paul T. Graham**

**CASE NO. WC-2026-0243**

**REPORT OF THE STAFF**

**HAS BEEN DEEMED**

**CONFIDENTIAL**

**IN ITS ENTIRETY**