

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

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

MOTION FOR EXTENSION OF TIME TO RESPOND TO STAFF REPORT

COMES NOW Missouri-American Water Company ("MAWC"), by and through the undersigned counsel, and pursuant to 20 CSR 4240-2.050 (3)(B), files this *Motion for Extension of Time to Respond to Staff Report* and states as follows to the Missouri Public Service Commission ("Commission"):

1. On March 19, 2026, Ryan Christopher Matthews filed a formal complaint against Missouri-American Water Company. On March 20, 2026, the Commission ordered its Staff to investigate the complaint and file a report no later than May 19, 2026.

2. Accordingly, Staff filed its *Report* on May 19, 2026.

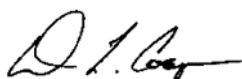
3. Pursuant to Rule 20 CSR 4240-2.080(13), "Parties shall be allowed ten (10) days from the date of filing in which to respond to any pleading unless otherwise ordered by the commission." The Commission has not ordered otherwise, and this motion is thus timely.

4. In the *Report*, Staff states its conclusion that Complainant was improperly billed and recommends that the Company issue a refund to Complainant pursuant to Rule 20 CSR 4240-13.025(1)(A), pertaining to adjustments in the event of overcharges, based upon its opinion that "the meter, the reading device, or software, did not appear to be operating correctly during the period the customer is disputing."

5. The Company tested the meter and found it to be acceptably accurate. Staff, however, expresses some reservation concerning the meter test used by the Company. That is a serious matter that requires further consideration prior to response. In addition, certain Company personnel working on this matter will be unavailable between now and May 29, 2026, the due date for response suggested by Rule 20 CSR 4240-2.080(13).

WHEREFORE, the Company now seeks an extension of time, up to and including thirty (30) days, within which to further investigate in order to further examine its testing process in light of the contents of the *Report*; and for such further and other relief as is just and proper in the circumstances.

Respectfully submitted,



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**ATTORNEYS FOR MISSOURI-AMERICAN
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CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing document was sent via electronic mail on this 26th day of May 2026 to:

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