

FILED

JUN 02 2026

Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Tina Dillon

(Your name here)

Complainant,

v.

Liberty

(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:

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

(City)

(State)

(Zip Code)

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3. Respondent's address is:

Liberty PO Box 75660
(Address of complainant)

Chicago Illinois 60675
(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 want the Commission to investigate the billing practices of this company as well as how they determine usage. I have had to fight with them monthly. I have had everything checked for leaks there are none. Before this company took over I had no issues. I am constantly having to buy water as we are under a bill ban half the time. I have pictures of meter readings from every month.

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.)

Liberty has been making money off of the people in my area and now is making us pay more money to have them and we have to buy water for drink, plus pay for food water and they tell us we have a leak or someone is taking the water or they don't have any one to read the meters and they pass around the bills or billing is behind. everyone needs to be accountable for what they do. even big companies like Liberty, the company

believe Libby didn't do this.

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 have called repeatedly and talked to the office with no results
I have taken pictures of my meter for every month and some times even 2 or 3 times if the meter isn't bad then what is wrong?
I don't have a leak so why is the bill right after we talk and then it isn't then it is? I do nothing different.

5/13/26
Date

Tina Dillon
Signature of Complainant

[Redacted]
Complainant's Phone Number

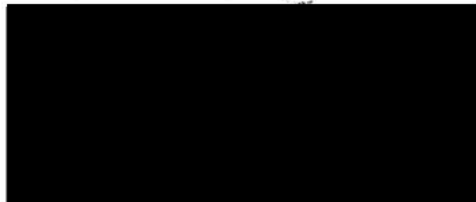
Tina Dillon
Complainant's Printed Full Name

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.

Tina Dillon



SPRINGFIELD MO 658

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**MO PUBLIC SERVICE COMMISSION
MAIL ROOM**

Secretary of the Missouri Public Service
Commission: ATTN: Data Center
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