

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

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

STAFF PRELIMINARY REPORT AND DEADLINE EXTENSION REQUEST

Comes now the Staff of the Missouri Public Service Commission (“Staff”), by and through its undersigned attorney, makes the following preliminary report and prays that the Commission will extend its deadline for a report and recommendation:

1. On April 23, 2026, Rebecca Stark filed a complaint against Missouri-American Water Company. On April 27, 2026, the Commission issued its Corrected Order Giving Notice of Complaint and Directing Response, directing Missouri-American to file its answer by May 26, 2026, and Staff to file a report by June 15, 2026.

2. The complaint alleges that Missouri-American Water Company (“Missouri-American”) installed faulty meters, or otherwise relied on faulty meter readings, resulting in excessive water charges and increased sewer charges from the Metropolitan St. Louis Sewer District. The complaint identifies approximately \$1,200, plus interest, as the amount in dispute.

3. The complaint further states that the customer disputed the usage, requested inspections, and disagreed with Missouri-American's explanations concerning possible leaks or toilet-related usage at the premises.

4. Missouri-American filed its Answer on May 26, 2026. The Company admits that it provides water service to the service address and is subject to the Commission's jurisdiction, but denies that it installed faulty meters, produced faulty readings, or billed the customer for excess water charges.

5. Missouri-American admits that meters were installed at the residence on January 7, 2024, and May 20, 2024, and admits the usage amounts billed for the disputed periods. Missouri-American states that its inspections found the meter operating properly, that its representatives did not observe leaks during their visits, and that its charges were based on actual meter readings.

6. On June 4, 2026, Staff propounded five data requests requesting further water meter information with a due date of June 24, 2026. Staff anticipates that it will be able to file a report and recommendation no later than July 3, 2026.

WHEREFORE, Staff respectfully prays that the Commission will accept this pleading and will extend the deadline for a report and recommendation to July 3, 2026.

Respectively Submitted,

/s/ Paul T. Graham

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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 15th day of June, 2026.

/s/ Paul T. Graham