

FILED
June 16, 2026
Missouri Public
Service Commission

Missouri Public Service Commission
Data Center
P.O. Box 360
Jefferson City, Missouri 65102-0360

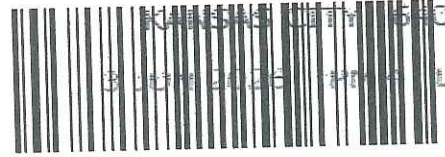
MO 375-1078 (3-2020)

Bill

Liberty Utilities, LLC
428 East Capitol Avenue
Suite 303
Jefferson City, MO 65101

VAC

CERTIFIED MAIL™



7007 0710 0002 2047 6366



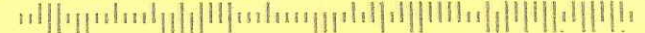
NIXIE 641 DE 1 0006/12/26

RETURN TO SENDER
VACANT
UNABLE TO FORWARD

VAC

BC: 65102036060 *1328-01723-03-39

65102036060



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

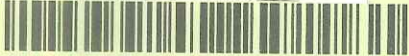
WIC-2026-0348 06/02/26

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Liberty Utilities, LLC
428 East Capitol Avenue
Suite 303
Jefferson City, MO 65101



9590 9402 8047 2349 8818 26

2. Article Number (Transfer from service label)

7007 0710 0002 2047 6366

PS Form 3811, July 2020 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

- Agent
- Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Insured Mail
- Insured Mail Restricted Delivery (over \$500)
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

Domestic Return Receipt

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

Tina Dillon,)	
)	
Complainant,)	
)	
v.)	<u>Case No. WC-2026-0348</u>
)	
Liberty Utilities, LLC d/b/a Liberty,)	
)	
Respondent)	

CERTIFIED MAIL

**NOTICE OF COMPLAINT
AND ORDER DIRECTING ANSWER AND STAFF REPORT**

Issue Date: June 2, 2026

Effective Date: June 2, 2026

On June 2, 2026, Tina Dillon (Complainant) filed a complaint with the Commission against Liberty Utilities, LLC d/b/a Liberty. A copy of the complaint accompanies this notice.

Rules governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090.

Because this complaint involves less than \$3,000, it shall proceed under the Commission's small formal complaint procedure.¹ If any party believes this matter should not proceed under the small formal complaint procedure, that party may file a motion consistent with the Commission's rule. As a small formal complaint, the Commission will

¹ 20 CSR 4240-2.070(15).

also order the Staff of the Commission (Staff) to investigate the complaint and file a report detailing its findings and recommendations.²

Under Commission Rule 20 CSR 4240-2.070(15)(A), Liberty has 30 days from the date of this notice to file a response to this complaint. Thirty days after the issuance of this notice is July 2.

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. If mediation is requested, the Commission may suspend the deadlines set forth in this order.

The Commission will provide notice of this complaint case to Liberty, and set a time for it to answer the complaint.

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 to Liberty at:

Liberty Utilities, LLC
428 East Capitol Avenue
Suite 303
Jefferson City, MO 65101

2. Liberty shall file an answer to this complaint, a request for mediation, or a notice of satisfaction no later than July 2, 2026. All pleadings shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

² 20 CSR 4240-2.070(15)(D).

or filed using the Commission's Electronic Filing and Information System (EFIS).

3. Staff shall investigate this complaint and file a report, or a request for an extension no later than July 17, 2026.

4. The Commission's Data Center shall send a copy of this notice, a copy of the Commission's procedural rules, 20 CSR 4240-2, and a copy of the handbook titled "How to Present Your Formal Complaint Before the Missouri Public Service Commission" to the Complainant.

5. This order is 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

Charles Hatcher, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

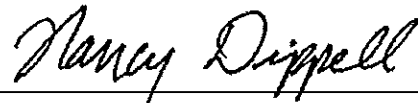
Dated at Jefferson City, Missouri,
on this 2nd day of June, 2026.

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 2nd day of June, 2026.



Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

June 2, 2026

Case No: WC-2026-0348

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 Liberty (MO Water)
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Legal Department
602 S. Joplin Avenue
P.O. Box 127
Joplin, MO 64801
diana.carter@libertyutilities.com

Tina Dillon

Tina Dillon
155 Sundown Lane
Rockaway Beach, MO 65740
tina.dillon68@yahoo.com

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

Sincerely,



Nancy Dippell
Secretary

¹

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