

# Lakewood Hills Homeowners Association, Inc.



FILED  
June 23, 2026  
Missouri Public  
Service Commission

June 3<sup>rd</sup>, 2026

Ms. Kayla Hahn, Chair  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
Jefferson City, MO 65102

**RE: Formal complaint against Liberty Utilities regarding Lakewood Hills HOA water system**

Can you please help with this serious matter? Most of Lakewood Hills (LWH) lost its water pressure on Wednesday, May 13<sup>th</sup> with service not being fully restored until the evening of Friday, May 15<sup>th</sup>. Subsequent repairs made by the independent contractor employed by Liberty Utilities (Liberty) were not done in compliance with the regulations set forth by the Missouri Public Service Commission (MPSC), nor the Missouri Department of Natural Resources (MDNR).

Specifically, the following issues were observed and recorded:

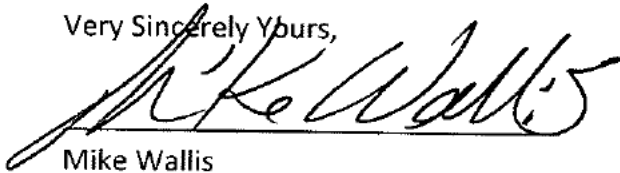
1. This is the fifteenth (15<sup>th</sup>) break in Liberty's water pipes since the fall of 2019, and it shows degradation of the entire system and the corresponding concern with asbestos from the original pipes leaking into our drinking water and the surrounding watershed.
2. Liberty currently does not have a Master Service Agreement (MSA) with a local contractor in order to facilitate emergency repairs to our water system. Because of this, Liberty must seek a qualified contractor who is available and capable in making necessary repairs on a case-by-case basis. This process wastes valuable time and money, and is dangerous to the health and welfare of our community.
3. The contractor hired by Liberty on May 15<sup>th</sup> failed to flush the entire water system after repairs were made. This is dangerous to the health and welfare of our community.
4. Contractor left the pavement on Wildwood Drive at the site of repairs in poor condition.
5. Contractor left broken chunks of asphalt in the ditch alongside the site of the repair.
6. Contractor left broken sections of the old water pipe along the roadway and ditch, and it was observed to be made of asbestos cement (A/C) pipe, which is formed from a mixture of Portland cement, asbestos, and other silica-containing materials under pressure and is heat cured. It has since been removed subsequent to a rainfall event. Runoff of this material would have inevitably found its way into the [REDACTED] watershed, a protected waterway system.

7. Further use of A/C pipe was banned by the Environmental Protection Agency (EPA) in 1989. The current system in LWH is over 60 years old, and has outlived its 50 year service life. As this system continues to age, more frequent breaks are expected.
8. While it is currently unknown how many parts per billion (PPB) of asbestos is in our water, LWH is now in the process of employing an independent lab to test it at various sample points throughout the system. Results will be shared with all.
9. The law firm that represents LWH is formally requesting through the Missouri Sunshine Law (MSL) all of the MDNR reviews of our system and its water testing results. A similar MSL request is being sent to the MPSC.

On behalf of the LWH Board of Trustees, I am formally requesting Liberty do all of the following:

- Immediately hire a qualified contractor to provide 24/7 service to the entire LWH water system under a MSA.
- Immediately dispatch a crew to properly repair Wildwood Drive to a condition as good as it was before the May 13<sup>th</sup> water main break, using the newly adopted LWH HOA Private Road Maintenance Standards (LWH-PRMS)
- Immediately dispatch a crew to remove all asphalt debris subsequent to the recent repairs made on Wildwood Drive.
- All future repairs to our water system are conducted with the best industry practices and in compliance with all MPSC & MDNR rules, regulations, laws, and the LWH-PRMS.
- Immediately begin frequent testing of the LWH water from various source points and provide the analysis results in writing to the LWH Board of Trustees on each occasion.
- Immediately conduct a comprehensive engineering study for the replacement of the entire LWH water system that is made of A/C pipe within 30 days.
- Provide LWH with a binding timeline for the replacement of the entire A/C pipe system.

Very Sincerely Yours,



Mike Wallis

Board President / Lakewood Hills Homeowners Association

CC:

Mr. Eric Mr. Eric Larsen / Senior Manager Capital Administration & Planning /Liberty Utilities  
Mr. Kurt Schaefer, Director of the Missouri Department of Natural Resources  
All Property Owners & Residents of the Lakewood Hills Homeowners Association

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## MISSOURI PUBLIC SERVICE COMMISSION

### Formal Consumer Complaint

Date: May 19, 2026

#### COMPLAINANT

John Leuchtmann  
[REDACTED]

#### RESPONDENT

Liberty Utilities  
Service Address: [REDACTED]

### Statement of Complaint

I am filing this formal complaint against Liberty Utilities regarding two distinct but related matters: a pattern of chronic infrastructure failure on an aging asbestos cement water main system serving my neighborhood in Pacific, Missouri, and a current environmental emergency involving improper handling of asbestos cement pipe debris that poses an imminent threat to LaBarque Creek, a state-protected waterway in Jefferson County.

As of May 19, 2026, four days after the original repair was completed, the site remains entirely unremediated. Photographic evidence taken on May 19, 2026 documents that site conditions have significantly deteriorated: traffic cones have been knocked over, caution tape has been blown down, gravel and fill material are actively washing onto the roadway, and broken asbestos cement pipe sections remain fully exposed adjacent to the wooded drainage corridor. Neither Liberty Utilities nor MDNR has taken any remediation action despite multiple contacts by the complainant.

### Section 1 — Chronic Infrastructure Failure

#### Background

The water distribution system serving my neighborhood in Pacific, Missouri is believed to consist entirely or substantially of asbestos cement (AC) pipe, a material commonly installed between the 1930s and 1980s that has a typical service life of 50–70 years. Our understanding was the system was installed between 1968–1970.

#### Pattern of Failure

Since 2019 this system has experienced 15 documented breaks — approximately 2.5 failures per year. This failure rate far exceeds industry standards by which most utilities trigger infrastructure replacement after 2–3 breaks on the same main within a five-year period.

#### Consequences of Repeated Failures

Each break on this AC pipe system:

- Requires emergency excavation and repair
- Disturbs asbestos cement pipe creating potential asbestos exposure events
- Disrupts water service to neighborhood residents

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- Generates significant repair costs that could be better applied toward proactive replacement
- Creates repeated potential for environmental contamination of the LaBarque Creek watershed

### Liberty Utilities Obligations

As a Missouri PSC-regulated investor-owned utility, Liberty Utilities has an obligation to maintain its infrastructure in safe working condition and to proactively replace aging systems that have demonstrated chronic failure patterns. The 15-break history on this system strongly suggests Liberty Utilities has failed to meet this obligation.

### Relief Requested — Section 1

1. PSC investigation of Liberty Utilities' infrastructure management practices for the AC pipe system serving Pacific, MO
2. Mandate that Liberty Utilities submit a complete infrastructure assessment of this system within 30 days
3. Require Liberty Utilities to provide a binding replacement timeline
4. Require Liberty Utilities to document proper asbestos disposal protocols for all 15 repairs since 2019
5. Consider this infrastructure failure pattern when reviewing any future Liberty Utilities rate increase requests

## Section 2 — Current Environmental Emergency and Regulatory Non-Compliance

### The Incident

On Friday, May 15, 2026, Liberty Utilities completed a water main repair in my neighborhood in [REDACTED]. Upon completion of the repair the contractor left multiple sections of broken asbestos cement pipe debris exposed on the roadside adjacent to the excavation site.

### Duration of Exposure and Site Deterioration

As of May 19, 2026, the AC pipe debris has remained exposed and unremediated for four full days. Photographic documentation taken on May 19, 2026 shows the site has significantly deteriorated since the original repair on May 15, 2026:

- Traffic safety cones have been knocked over by rainfall and runoff
- Caution tape perimeter has been blown down — site is no longer properly marked
- Gravel and fill material are actively washing from the excavation site onto the roadway
- Broken asbestos cement pipe sections remain fully exposed on the roadside
- Site drainage flows directly toward the wooded corridor adjacent to the LaBarque Creek watershed

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This deterioration occurred despite the following notifications by the complainant:

- An online complaint filed with the Missouri Department of Natural Resources on the evening of May 17, 2026
- Direct contact with Liberty Utilities' Senior Manager of Capital Administration and Planning on the morning of May 18, 2026
- Active heavy rainfall documented throughout May 18, 2026
- Follow-up contacts to both MDNR and Liberty Utilities emergency line on May 18, 2026
- No response or remediation action taken by either party as of May 19, 2026

### Regulatory Violations

The handling of this AC pipe debris appears to violate multiple federal and state regulations including:

- EPA NESHAP regulations governing asbestos-containing material
- Missouri DNR requirements for proper asbestos disposal
- Liberty Utilities' own obligations as a PSC-regulated utility to operate responsibly and protect public health

### Environmental Threat

The repair site is located in close proximity to drainage that flows directly into the [REDACTED] watershed. [REDACTED] is:

- Recognized by the Missouri Department of Conservation as one of the most ecologically significant streams in the St. Louis region
- Home to 54 species of fish — the highest aquatic biodiversity of any Meramec River tributary
- Protected through the [REDACTED] Conservation Area and [REDACTED] State Park
- A designated Missouri Natural Area receiving the highest natural resource protection afforded by the state
- A tributary of the Meramec River, a designated Missouri Scenic River

Active rainfall on May 18, 2026 created an imminent risk that asbestos fiber-laden runoff would enter this protected watershed. Once introduced into a pristine waterway, asbestos contamination is effectively irreversible on a human timescale.

### Liberty Utilities Response Failures

Despite being notified directly on multiple occasions:

- Liberty Utilities' Senior Manager of Capital Administration and Planning acknowledged the situation on the morning of May 18, 2026 and stated he was making calls to remedy it — no action followed
- No remediation crew was dispatched on May 18, 2026 despite active rainfall
- No remediation crew has appeared as of May 19, 2026 — four days after the original repair
- No follow-up communication of any kind has been provided to the complainant

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- No emergency response was initiated despite active rainfall and documented proximity to a state-protected waterway
- Site conditions have worsened — safety equipment has failed and active erosion is occurring as of May 19, 2026

### Documentation

The complainant possesses photographic evidence including:

- Multiple photos of broken AC pipe sections left at the repair site taken May 15, 2026
- Photos showing the proximity of the site to the wooded drainage corridor
- Photos showing caution tape and traffic cones at the site taken May 15, 2026
- Weather documentation confirming active rainfall in Pacific, MO on May 18, 2026
- Photos taken May 19, 2026 showing site deterioration including knocked-over cones, blown-down caution tape, exposed AC pipe, and active erosion onto the roadway
- MDNR online complaint confirmation

This documentation is available upon request and will be submitted to support this complaint.

### Relief Requested — Section 2

6. PSC investigation of Liberty Utilities' failure to properly contain and dispose of asbestos cement pipe debris following the May 15, 2026 repair
7. Mandate that Liberty Utilities provide documentation of proper asbestos disposal for this incident
8. Require Liberty Utilities to cooperate fully with MDNR investigation
9. Require Liberty Utilities to conduct environmental sampling of the drainage area and [REDACTED] to assess any contamination resulting from this incident
10. Assess appropriate penalties for failure to follow proper asbestos handling protocols
11. Assess appropriate penalties for failure to respond to an environmental emergency during active rainfall

### Section 3 — Summary of Relief Requested

In summary, the complainant respectfully requests that the Missouri Public Service Commission:

12. Open a formal investigation into Liberty Utilities' infrastructure management of the AC pipe water main system serving [REDACTED]
13. Mandate a complete independent infrastructure assessment within 30 days
14. Require Liberty Utilities to submit a binding replacement plan and timeline
15. Require documentation of proper asbestos disposal for all 15 repairs since 2019 and the current May 15, 2026 incident
16. Require Liberty Utilities to fund environmental sampling of LaBarque Creek to assess contamination
17. Assess financial penalties appropriate to the severity and duration of these violations

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18. Consider this complaint record when reviewing any future Liberty Utilities rate increase requests in Missouri

## Timeline of Events

| Date                   | Event                                                                                                                               |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 2019–2026              | 15 documented water main breaks on AC pipe system                                                                                   |
| May 15, 2026           | Liberty Utilities completes repair — AC pipe debris left on site                                                                    |
| May 17, 2026 (evening) | MDNR online complaint filed by complainant                                                                                          |
| May 18, 2026 (morning) | Complainant contacts Liberty Utilities Senior Manager of Capital Admin and Planning                                                 |
| May 18, 2026 (morning) | Senior Manager states he is making calls to remedy the situation — no action follows                                                |
| May 18, 2026           | Active heavy rainfall documented in [REDACTED]                                                                                      |
| May 18, 2026           | Complainant re-contacts MDNR emergency line — no response or action                                                                 |
| May 19, 2026           | Site documented as further deteriorated — cones knocked over, caution tape down, active erosion onto roadway, AC pipe still exposed |
| May 19, 2026           | No remediation action taken by Liberty Utilities — four days after original repair                                                  |
| May 19, 2026           | This PSC complaint filed                                                                                                            |

## Certification

I certify that the information contained in this complaint is true and accurate to the best of my knowledge and belief.

Signature: J. Evan Leuchtmann

Printed Name: John Evan Leuchtmann

Date: May 19, 2026

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# PHOTOGRAPHIC EVIDENCE TIMELINE

## Liberty Utilities Water Main Repair — Asbestos Cement Pipe Incident

May 15 – May 19, 2026

Days unremediated  
4 Days

Photos documenting site  
6 Photos

Waterway at risk  
LaBarque Creek

### Summary of Incident

On May 15, 2026, Liberty Utilities completed a water main repair near [REDACTED]. Multiple sections of broken asbestos cement (AC) pipe were left exposed on the roadside adjacent to wooded drainage that flows directly into the [REDACTED] watershed — one of Missouri's most protected and biodiverse waterways.

As of May 19, 2026, four days after the repair was completed, the site remains entirely unremediated. Site conditions have deteriorated: safety cones have been knocked over, caution tape has been blown down, and gravel is actively washing onto the roadway. An MDNR complaint was filed on May 17, 2026. Liberty Utilities' Senior Manager of Capital Administration and Planning was contacted on May 18, 2026 and acknowledged the situation but no remediation has occurred.

**Prepared by:** John Leuchtmann, [REDACTED]

**Document purpose:** Supporting evidence for MDNR complaint and Missouri PSC formal complaint against Liberty Utilities

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## MAY 15, 2026 — DAY 1

### Liberty Utilities completes repair — AC pipe debris left on site

Following a water main break, Liberty Utilities excavated and repaired the main near [REDACTED]. Upon completion, broken sections of asbestos cement pipe were left exposed on the roadside. No containment, no bagging, no wetting protocols applied. Site left with caution tape and traffic cones only.



Photo 1 — Close-up of broken AC pipe sections. Multiple pieces visible with fractured ends exposing asbestos cement material. Taken May 17, 2026, 12:09 PM.

Photo 2 — Wider view showing pipe sections alongside excavation spoil and tree roots. Caution tape and traffic cone visible. Taken May 17, 2026, 12:10 PM.

#### Key observations — Day 1:

- Multiple broken AC pipe sections visible with exposed fractured ends
- No asbestos containment protocols in place — no wetting, bagging, or labeling
- Site immediately adjacent to wooded drainage corridor feeding [REDACTED] watershed
- Tree root intrusion visible — consistent with systemic pipe failure pattern

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## MAY 18, 2026 — DAY 4 (ACTIVE RAINFALL)

### Site unremediated — heavy rainfall event — MDNR and Liberty Utilities contacted

Despite an MDNR online complaint filed the evening of May 17, and direct contact with Liberty Utilities' Senior Manager of Capital Administration and Planning on the morning of May 18, no remediation occurred. Heavy rainfall began in [REDACTED] MO, creating an imminent risk of asbestos fiber-laden runoff entering the [REDACTED] watershed.



Photo 3 — Site overview taken May 18, 2026 at 6:25 AM showing AC pipe sections still in place. Yellow caution tape visible strung between trees. Road surface wet — active rainfall conditions. Site drains directly into wooded area at left. Traffic cone at lower right.

#### Key observations — Day 4:

- AC pipe sections still fully exposed — three days after repair completion
- Active rainfall visible — road surface wet, runoff risk imminent
- MDNR notified via online complaint — May 17, 2026 evening
- Liberty Utilities Senior Manager contacted — acknowledged situation, promised action — none taken

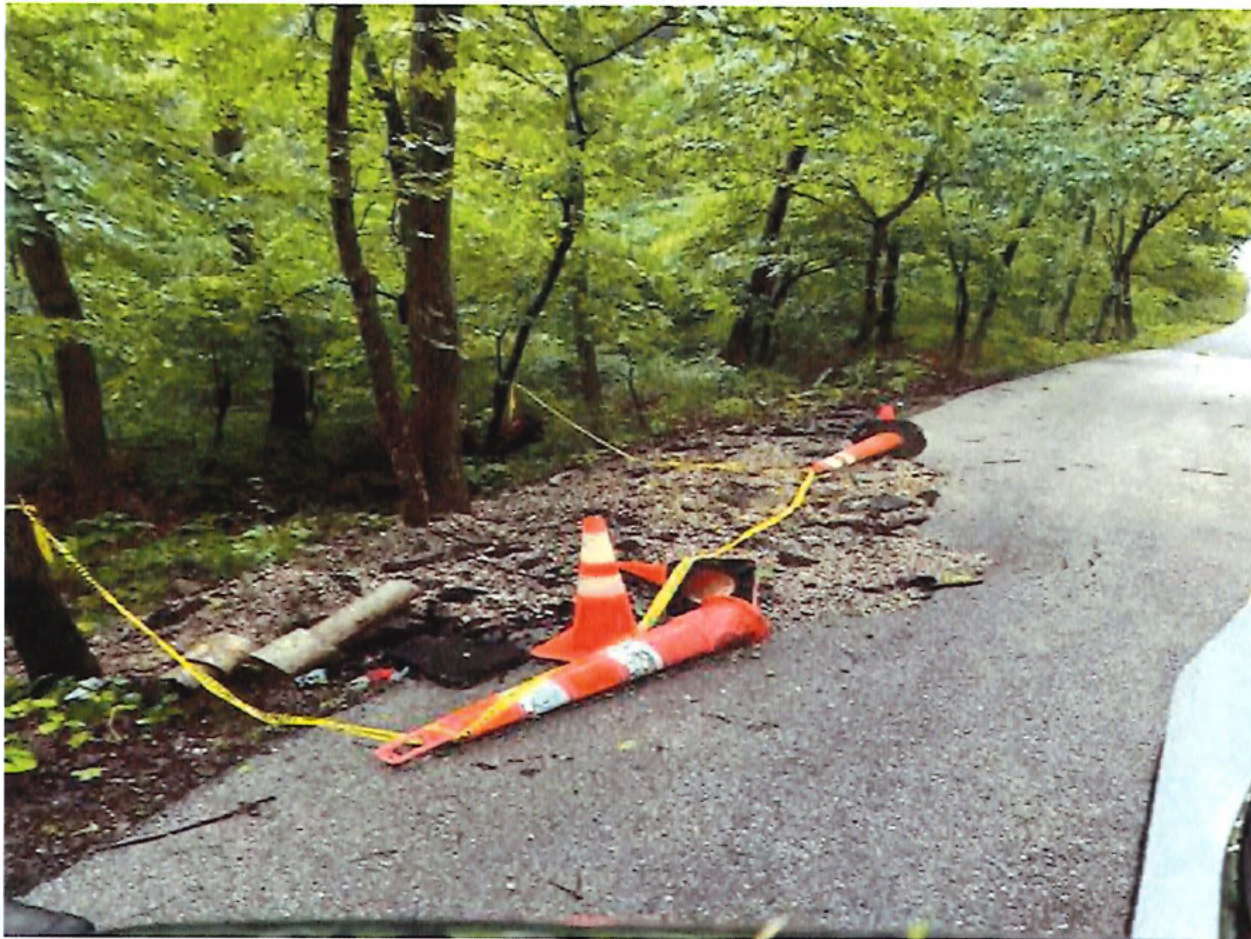
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- Drainage path toward [REDACTED] clearly visible in forested area adjacent to site

## MAY 19, 2026 — DAY 5 (SITE DETERIORATION)

### Site conditions worsen — no remediation — PSC complaint filed

Four days after the original repair and with no action from either Liberty Utilities or MDNR, the site has further deteriorated. Traffic safety cones have been knocked over, caution tape perimeter has collapsed, and gravel/fill material is actively eroding onto the roadway surface. Asbestos cement pipe sections remain fully exposed. Three photographs taken within 60 seconds of each other at 6:16–6:17 AM document the full extent of site deterioration.



*Photo 4 — Wide overview taken May 19, 2026 at 6:16:46 AM. AC pipe sections visible at left. Traffic cones knocked over onto roadway. Caution tape blown down. Gravel and fill material eroding from excavation onto road surface. Wet conditions confirm active rainfall runoff risk.*

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Photo 5 — Close-up taken May 19, 2026 at 6:16:57 AM. AC pipe sections clearly visible alongside collapsed cones and caution tape. Gravel fill spread across road surface. Wooded drainage corridor visible in background — direct pathway to [REDACTED] watershed.

Photo 6 — Road-level view taken May 19, 2026 at 6:17:10 AM. Shows full extent of site encroachment onto roadway. Multiple cones down, caution tape tangled on road surface, gravel spreading across pavement. Site poses active public safety and environmental hazard.

#### Key observations — Day 5:

- Three photographs taken within 60 seconds confirm conditions consistent across multiple angles
- Traffic safety cones knocked over — lying on roadway — site no longer properly marked
- Caution tape perimeter collapsed — site boundary no longer maintained
- Gravel and fill material actively eroding from excavation site onto roadway surface
- AC pipe sections remain fully exposed — no containment applied at any point
- No Liberty Utilities crew or response visible — five days after original repair
- Missouri PSC formal complaint filed this date — GPS data embedded in photos confirms site location

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## Incident Summary

| Date            | Event / Status                                                                                                                                                                                                                                                                                            |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| May 15, 2026    | Liberty Utilities completes repair. AC pipe debris left exposed on roadside. No asbestos containment protocols followed.                                                                                                                                                                                  |
| May 17, 2026    | MDNR online complaint filed by John Leuchtmann. Photos 1 and 2 taken documenting broken AC pipe sections and site conditions.                                                                                                                                                                             |
| May 18, 2026 AM | Complainant contacts Liberty Utilities Senior Manager of Capital Admin and Planning. Manager acknowledges situation and promises action. Photo 3 taken showing site still unremediated.                                                                                                                   |
| May 18, 2026 PM | Active heavy rainfall in [REDACTED], MO. Runoff flowing across AC pipe debris toward LaBarque Creek watershed. No Liberty Utilities response. MDNR emergency line re-contacted.                                                                                                                           |
| May 19, 2026    | Site further deteriorated. Traffic cones knocked over. Caution tape down. Active erosion onto roadway. AC pipe still exposed. Three photos taken (Photos 4–6) between 6:16–6:17 AM with GPS data confirming location. PSC formal complaint filed. No action from Liberty Utilities — 4 days since repair. |

## Regulatory Actions Filed

|                                                                                                        |                                                                                                                      |                                                                                                                                |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>MDNR Complaint</b><br>Filed: May 17, 2026<br>Online complaint — asbestos debris and waterway threat | <b>Liberty Utilities</b><br>Notified: May 18, 2026<br>Senior Manager of Capital Admin and Planning — no action taken | <b>Missouri PSC Complaint</b><br>Filed: May 19, 2026<br>Formal complaint — infrastructure failure and environmental negligence |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|

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