

FILED

JUN 23 2026

**Before The Public Service Commission
of The State of Missouri**

**Missouri Public
Service Commission**

Zachary Beauford

Cassandra Beauford

Complainant's Name(s)

Complainant,

Liberty Utilities

Utility Provider's Name

Respondent,

Case No. _____

(Completed by PSC)

Formal Complaint

1. Complainant resides at:

(Address of Complainant)

MO

(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)

MO

(City)

(State)

(Zip Code)

(Address of Respondent)

(City) (State) (Zip Code)

(State) (Zip Code)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The type of utility service at issue is: water
(Example: Gas, Electric, Water, Sewer, etc.)

6. The amount at issue is: \$ _____
(If applicable, state how much money is in dispute.)

7. Complainant requests the following relief:
(Clearly describe the specific action(s) you are asking the Commission to take, including the outcome or remedy you seek through this complaint.)

Table 1: Relief Requested

I am asking the Commission to force Liberty to abide by the Tariff and supply water to my property at [REDACTED] using the existing service connection and without charging me [REDACTED] for them to study their water system.

8. 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 requested relief, including the specific facts and circumstances that demonstrate a violation of applicable statutes, tariffs, or Commission regulations or orders.)

Table 2: Explain Why Relief Should Be Granted:

The Tariff does not give Liberty the right to charge a fee to study their own water system to determine if it has adequate pressure before they will permit water service. The Tariff allows for the use of an existing service connection according to Rule 5 section E.

9. The Complainant has taken the following steps to present this matter to the Respondent:

(Provide a detailed description of the actions you have taken to resolve this matter, including any communications with the utility or other parties, the steps undertaken, and the outcomes of those efforts.)

Table 3: Description of the Actions Taken

I have had multiple phone calls, text messages and emails with Liberty trying to resolve this issue for almost 6 months now. I have also exhausted the informal complaint process with the PSC.

