

PSC update letter — June 29, 2026 walkthrough

[Sent June 30, 2026]

Missouri Public Service Commission

Consumer Services Unit

Re: Case No. WC-2026-0372

Andrew J. Norris v. Missouri-American Water Company

To the Commission:

Please place this update in the record for Case No. WC-2026-0372. On June 29, 2026, I allowed a limited non-destructive walkthrough of the property at [REDACTED]. According to the property manager's notes, three men attended the inspection, including two insurance and legal-related representatives and one representative from the water side, and they photographed the interior and exterior of the property, including the basement, the main shutoff valve area, walls, floors, ceiling, and related conditions.

This was at least the fifth visit connected to this matter since March 2026, following prior visits by Missouri-American Water, Loellke Plumbing, adjuster inspections, and a prior inspection of the extracted valve. Despite these repeated visits, there still has not been a clear written position explaining the cause determination, the scope of responsibility, or the expected timetable for resolution.

The property manager's June 30 notes reflect continuing and serious deterioration at the property, including broken windows, debris outside, overwhelming mold and mildew odor in the basement, visible growth on remaining drywall and framing, approximately 130 square feet of ceiling joists with growth near the shutoff area, rotting and softened subfloor, and large wet spots that remain on basement floors and walls, with some ceiling areas still damp.

These observations are consistent with the ongoing condition described in the complaint, including that the curbside water remains off while water has continued to come through the pipes, and that the property remains uninhabitable and subject to continuing damage and rent loss.

Please include this update and the attached notes in the formal complaint record. A clear written response from Missouri-American Water is requested identifying its current position, the remaining investigative steps if any, and the timetable for a substantive response.

Thank you.

Andrew Norris

[REDACTED]
[REDACTED]
[REDACTED]

ATTACHMENTS:

1. Technician statement sent to attend inspection from property management.
2. Photos.

Notes

Work Order: 34324-1

Unit: [REDACTED]

Property: [REDACTED]

Posted – [Travis Sexton](#) on Tue, June 30, 2026 at 09:38:25 AM

Note for Work Order # [REDACTED]

I met with three gentlemen at the property. Two insurance related and one was from water. We all walked the property photographing everything inside and out. I mainly just spoke with one of the insurance guys who only asked a few questions, one of i knew when or how long it was leaking, and if I knew what shut off it was. I told him I didn't know about the property and that looked like a main shut off valve. After the photos the three of them went to the basement and took even more photos of the main shut off valve the walls and floors and a lot of the ceiling. After they were done we said our goodbyes and I looked up the property.

What i found in my inspection

Multiple broken window glass

Debris on front porch

Windows and glass laid against side of home

Basement over overwhelming smell of mold and mildew

Any remaining drywall in basement is covered in growth

Approx 130 square feet of ceiling around the shut off ceiling joists covered in growth

framing covered in growth by basement door

Main level subfloor rotting and very soft in basement you can push through subfloor with screw driver (insurance guy took lot of pics of this)

Basement still has large wet spots on floors and walls.

Some of the ceiling still was damp

Posted – [Travis Sexton](#) on Mon, June 29, 2026 at 09:10:59 AM

Note for Work Order # [REDACTED]

Pics

Posted – [Travis Sexton](#) on Mon, June 29, 2026 at 09:10:39 AM

Note for Work Order # [REDACTED]

Pics

Posted – [Travis Sexton](#) on Mon, June 29, 2026 at 09:10:18 AM

Note for Work Order # [REDACTED]

Pics

Posted – [Travis Sexton](#) on Mon, June 29, 2026 at 09:09:48 AM

Note for Work Order # [REDACTED]

Pics



New: Vandalized new window.