

July 7, 2026

Missouri Public Service Commission

P.O. Box 360

Jefferson City, MO 65102

Re: **Case No. WC-2026-0372**

Andrew J. Norris, Complainant, v. Missouri-American Water Company, Respondent

To the Commission:

Complainant submits this brief update for the docket. Missouri Public Service Commission Staff has now issued data requests to Missouri-American Water Company seeking information and documentation concerning the installation, classification, verification, and investigation issues that are central to this complaint.

Among other things, Staff has requested information on whether Missouri-American Water Company or its subcontractor installed a shutoff valve during the December 26, 2024 meter replacement, whether the Company has a documented process for determining whether a defect lies on the Company side or the customer side, whether the Company has a standard procedure for verifying proper installation and function after replacing a meter or shutoff valve, whether the Company evaluated whether a defective valve contributed to earlier abnormal usage including the high 2025 water bill, and whether the Company conducted and documented a complete investigation after the problems with the indoor shutoff valve and curbside shutoff were reported.

These data requests align closely with the issues raised in the complaint. They appear directed to determining who installed the relevant shutoff valve, where the Company drew the line between Company-owned and customer-owned facilities, whether proper post-installation verification occurred, whether the curb stop was functioning properly when the curbside shutoff was performed in February 2026, and whether Missouri-American Water Company adequately investigated the reported defects and abnormal usage.

Complainant respectfully submits that Staff's requests confirm that these are material factual issues in dispute and that the requested documents and responses may assist in clarifying the cause of the valve and shutoff problems, the allocation of responsibility, and the relationship between those defects and the abnormal billing and service events described in the complaint.

Complainant files this update so the docket clearly reflects that Staff has issued discovery requests on the installation and investigation issues at the center of this matter.

Respectfully submitted,

Andrew J. Norris

Complainant, pro se