

July 18, 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 record. Missouri-American Water Company remains the respondent in this formal PSC complaint, and the company must decide its own position in the docket even if a subcontractor or insurer has been handling related investigation and correspondence behind the scenes. Complainant respectfully submits that the utility cannot rely on subcontractor-side communications alone to answer the issues raised in the formal complaint or to replace the utility's own responsibility to respond on the record.

The written record to date reflects a pattern in which the subcontractor-side communications emphasized inspection, observation, and later destructive testing, while the utility has not yet entered any substantive response on the merits beyond the appearance notice previously filed. Complainant therefore requests that the Commission continue to view the case as a formal complaint requiring a full response from the utility itself.

Respectfully submitted,

Andrew J. Norris

Complainant, pro se