

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Andrew J. Norris,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>File No. WC-2026-0372</u>
	)	
Missouri American Water Company,	)	
	)	
Respondent	)	

STAFF REPORT

COMES NOW, the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and tenders its *Staff Report*, as directed by the Commission’s *Notice of Complaint and Order Directing Answer and Staff Report*, issued on June 25, 2026, as follows:

1. On June 9, 2026, Complainant Andrew J. Norris filed a *Complaint* against Missouri American Water Company (hereafter “MAWC” or “the Company”).

2. Mr. Norris alleged that MAWC violated certain tariff and utility-service obligations by installing, or causing to be installed, a valve associated with utility service that failed to function properly and resulted in burst pipes and significant flooding to his property. He also alleges MAWC’s handling of the matter caused continuing financial harm.

3. On June 25, 2026, the Commission issued a *Notice of Complaint and Order Directing Answer and Staff Report* (“Order”). In its *Order*, the Commission directed the Company to file an answer no later than July 27, 2026, and Staff to file a report with the Commission no later than August 20, 2026.

4. The Company filed its *Answer* and a *Motion to Dismiss* on July 27, 2026.

5. Complainant filed a *Response in Opposition to Motion to Dismiss* on July 27, 2026.

6. On August 17, 2026, the *Motion to Dismiss* was denied.

7. Staff now tenders a report of its investigation, a copy of which is attached hereto and incorporated herein as Appendix A.

8. Specifically, based on the evidence available, Staff has found no violation of statutes, regulations, orders, or tariff provisions, and that MAWC acted consistently with its tariff in installing the gate valve.

9. Staff recommends MAWC implement a process to ensure that when customer-owned portions of the service line are replaced by MAWC, this detail is shared with the customer, and that customers are given the option of whether to proceed with the work.

10. Staff also suggests MAWC perform a pressure test on the shut off gate valve that was installed on December 26, 2024, to determine whether the gate seals properly when placed in a fully closed position to help verify whether the valve performed as expected under conditions consistent with typical distribution system pressure.

WHEREFORE, Staff prays that the Commission enter an order in accordance with the recommendation of Staff, specifically testing of the removed gate valve and refinements to MAWC's procedures when customer-owned property must be replaced, and to grant such other and further relief as the Commission considers just and reasonable under the circumstances.

Respectfully submitted,

/s/ Carolyn H. Kerr

Missouri Bar # 45718

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Missouri Public Service Commission

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 19th day of August, 2026, to all parties and counsel of record.

/s/ Carolyn H. Kerr

Case No. WC-2026-0372

INFORMATION CONTAINED IN

THE STAFF REPORT

HAS BEEN

DEEMED CONFIDENTIAL

IN ITS ENTIRETY