

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

Timothy O’Leary,	)	
Complainant,	)	
	)	
v.	)	<u>Case No. WC-2026-0371</u>
	)	
Missouri-American Water Company,	)	
	)	
	)	
Respondent.	)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and submits its *Staff Report*, as prescribed in Commission Rule 20 CSR 4240-2.070(11):

1. On June 24, 2026, Timothy O’Leary filed a complaint with the Missouri Public Service Commission (“Commission”) against Missouri-American Water Company (“MAWC”), pursuant to Commission Rule 20 CSR 4240-2.070.

2. The next day, the Commission issued an order in which it stated this complaint falls under the Small Formal Complaint Case procedures prescribed in Commission Rule 20 CSR 4240-2.070(15). In this order, the Commission also directed Staff to investigate O’Leary’s complaint and file a *Staff Report* or ask the Commission for an extension no later than August 10, 2026.

3. On August 7, 2026, Staff filed a *Motion for Extension* for the *Staff Report* stating more time was needed to investigate the matter. The Commission granted this motion on August 13, 2026, extending the filing deadline to no later than August 26, 2026.

4. Section 386.390.1, RSMo, provides an individual the ability to file a complaint with the Commission against a "...public utility in violation, or claimed to be in violation, of any provision of law subject to the commission's authority, of any rule promulgated by the commission, of any utility tariff, or of any order or decision of the commission..."

5. Staff's report set out in its Memorandum, attached as Appendix A and incorporated herein, details Staff's investigation into O'Leary's complaint.

6. As set out fully and in complete detail in the Memorandum, based upon its investigation and the facts discovered in the course of the investigation, Staff concluded

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7. Staff recommends the Commission issue such orders as it deems appropriate in light of Staff's findings.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully submitted,

/s/ Andrea B. Hansen

Andrea B. Hansen

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Missouri Public Service Commission

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been transmitted by electronic mail to counsel of record this 26th day of August, 2026.

/s/ Andrea B. Hansen

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APPENDIX A

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY