

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

Andrew J. Norris,)

)

Complainant,)

)

v.) File No. WC-2026-0372

)

Missouri-American Water Company,)

)

Respondent.)

**COMPLAINANT’S UPDATE REGARDING CURB-STOP SERVICE STATUS
AND REQUEST FOR DOCUMENTED INSPECTION**

Complainant Andrew J. Norris, appearing pro se, respectfully submits this update concerning a newly observed condition at the service premises and requests documented verification of the curb stop and service status.

After the new interior main ball valve was opened at the premises, Complainant’s contractor observed full water pressure and water flow inside the property. **Complainant did not request restoration of water service.**

This observation requires clarification because Missouri-American Water Company (“MAWC”) has represented in this case that it shut off water service at the curb stop on February 9, 2026. Separately, Complainant’s property manager was informed by MAWC that there had been “no shut offs or disruptions in service since the account was opened” on October 31, 2024. Complainant does not presently know whether the curb stop was reopened, whether it is not fully isolating service when closed, or whether another condition explains the observed water pressure and flow.

Complainant also reports that water has been observed in the curb-stop box or tube on more than one occasion. Complainant does not assert that the presence of water alone establishes a curb-stop defect or leak. Rather, the condition requires inspection and documentation to determine whether the water results from drainage, groundwater, a leaking curb stop or connection, a service-line condition, or another cause.

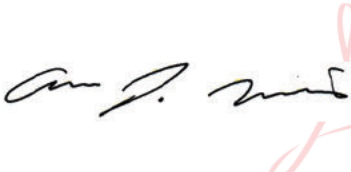
The Staff Report stated that the AMI meter data did not show water passing through the meter after February 9, 2026, and therefore considered later observed water likely to be residual water draining or thawing within damaged plumbing. The Staff Report did not, however, perform a functional curb-stop test or determine whether the curb stop fully isolates service to the premises when in the closed position.

Complainant has requested that MAWC promptly conduct and document a field inspection addressing:

1. The curb stop's present open or closed position;
2. Whether the curb stop fully isolates water service to the property when closed;
3. Whether water is presently entering the service line or premises;
4. The source and significance of water observed in the curb-stop box or tube;
5. The relevant service orders, dispatch records, field notes, technician identities, arrival and departure times, photographs, meter readings, AMI data, and findings; and
6. Any curb-stop operation, change in service status, or other related field activity at the premises from February 1, 2026, to the present.

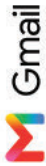
Complainant submits this update, so the Commission's record reflects the newly reported condition and the need for documented verification. Complainant respectfully requests that MAWC's written findings and the related records be provided to Staff and the parties, and that Staff consider this information in connection with its evaluation of the curb stop and the water-flow issues raised in this case.

Respectfully submitted,

 Digitally signed by Andrew J. Norris
DN: cn=Andrew J. Norris, o=UCLA,
ou,
email=anorris@mednet.ucla.edu,
c=US
Date: 2026.09.01 13:17:21 -07'00'

Andrew J. Norris, Complainant, pro se





9707 Portage - Call w/ Mo American Water

1 message

Complete Realty Solutions <Owners@crsagents.com>
Reply-To: Complete Realty Solutions <Owners@crsagents.com>
To: "Dr. Andrew Norris" <andrew.j.norris@gmail.com>

Fri, Aug 28, 2026 at 12:58 PM

Hello

On Wednesday, August 26th around 12:53pm CST, a member of CPMS called Missouri American Water to gain clarity on the history of service start/stop for the last year. Missouri American Water stated on recorded call that the account has remained continuously active under our management company since October 31, 2024, with no shutoffs or disruptions—aside from a routine meter change around November.

Thank you

Keli Lowe
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