

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

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

ORDER DENYING REQUEST TO ORDER TESTING

Issue Date: September 17, 2026

Effective Date: September 17, 2026

On August 19, 2026, the Staff of the Commission (Staff) filed its Staff Report. Included in the Staff Report was a suggestion that Missouri-American Water Company (Missouri-American) perform a pressure test on a specific gate valve.

Pressure Testing

On August 20, 2026, Complainant Andrew J. Norris (Norris) filed *Complainant's Response to Staff Report and Request for Witnessed Pressure Testing* (Motion). The Motion requests that the Commission order Missouri-American to coordinate the pressure test on the shut-off gate valve as suggested by Staff and to bear the reasonable cost thereof. The Motion states that the request for testing is not based solely on Norris' claim for monetary damages but is based on Staff's conclusion that the testing is necessary to determine whether the valve functions as expected under typical system pressure.

On August 31, 2026, Missouri-American responded to Norris' Motion. Missouri-American stated that it was reluctant to conduct a pressure test because the gate valve has been in Norris' custody since being removed, and therefore the company cannot verify the valve's condition, handling, storage, or preservation during that time. On September 1, 2026, Norris responded to Missouri-American's response and stated that he has maintained a chain-of-custody record for the removed valve.

Tariff Sheets and Rules Relied Upon by Staff

Norris' Motion also requests that Staff identify the specific tariff sheets and rule provisions relied upon in its conclusion that Missouri-American acted consistently with its tariff.¹ This request, although included in a motion to the Commission, is better described as a discovery request.² The Commission will take no action pursuant to this request.

Restoration of Water Service – Request for Written Findings

On September 1, 2026, Norris filed *Complainant's Update Regarding Curb-Stop Service Status and Request for Documented Inspection* (Second Motion). The Second Motion states that water was observed in the curb-stop box or tube on more than one occasion, concluding that such a condition requires inspection. The Second Motion indicates that Norris has requested a field inspection by Missouri-American of the curb-stop and now seeks to obtain Missouri-American's written findings and the related records of the field inspection. As above, Norris' request for document production, although stated in a

¹ Motion, p. 3 (unnumbered).

² Commission Rule 20 CSR 4240-2.090.

motion to the Commission, is better described as a discovery request. The Commission will take no action pursuant to this request.

Conclusion

The Motion's request for an order directing pressure testing of the valve does not cite any legal authority supporting his request. Assuming, for the sake of argument, that such testing could be carried out under the Commission's general supervisory powers, the Motion makes no argument as to how the alleged valve failure is connected to an allegation of a violation of a tariff, rule, statute, or Order of the Commission – which are the statutory limitations of a complaint case.³ The Commission further notes that separate from allegations that Missouri-American violated a tariff, rule, statute, or Order of the Commission, the gate valve appears to be central to Norris' claim for monetary damages – which the Commission cannot adjudicate. The Commission will deny Norris' Motion.

THE COMMISSION ORDERS THAT:

1. The Motion is denied.
2. This order is effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell
Secretary

³ Section 386.390.1, RSMo (Supp. 2025).

Charles Hatcher, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 17th day of September, 2026.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

Pursuant to 386.290, RSMo., I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 17th day of September, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 17, 2026

Case No: WC-2026-0372

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



**Nancy Dippell
Secretary**

¹

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.