

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

Zachary and Cassandra Beauford,	)	
	)	
Complainants	)	
	)	
v.	)	<u>Case No. WC-2026-0370</u>
	)	
Liberty Utilities, LLC d/b/a Liberty,	)	
	)	
Respondent	)	

STAFF’S INVESTIGATION AND REPORT

COMES NOW, the Staff of the Missouri Public Service Commission (“Staff”),
by and through counsel, and for its *Investigation and Report*, states as follows:

1. On June 23, 2026, Zachary and Cassandra Beauford (“Complainants”) filed a complaint with the Commission against Liberty Utilities, LLC, d/b/a Liberty (“Liberty”). Complainants alleging a tariff¹ violation pertaining to water service connection for a new building. This is a contested case pursuant to Section 386.390 of the Revised Statutes of Missouri (“RSMo”) and a small formal complaint pursuant to Commission Rule 20 CSR 4240-2.070(15).

2. Mr. Beauford has built a new duplex living unit on his property, located at
** [REDACTED] **. Mr. Beauford requested in his formal complaint
filing that the Commission force Liberty to abide by its Tariff and supply water to his
newly constructed property using the existing service connection and without charging him
** [REDACTED] ** for them to study their water system.

¹ JW-2025-0119, P.S.C. MO. No. 22, Rule 5.

3. Mr. Beauford further alleges in his complaint that the Tariff does not give Liberty the right to charge a fee to study their own water system to determine if it has adequate pressure before they will permit water service. He claims that the Tariff allows for the use of an existing service connection according to Rule 5 section E.

4. Liberty has refused to establish service, citing Tariff provisions and additional conditions it has placed upon Mr. Beauford to prove the property boundaries. Liberty has also cited capacity concerns in requiring Mr. Beauford to pay for a run of an existing hydraulic model.

5. On June 24, 2026, the Commission entered an *Order* directing Staff investigate the complaint and file a report or request for additional time no later than August 10, 2026.

6. Commission Rule 20 CSR 4240-2.070(15)(D) requires Staff to file its report and recommendation within 45 days of a small formal complaint being filed, which may be extended upon a showing of good cause.

7. On August 7, 2026, Staff requested an additional 60 days in which to complete and file its investigation and report. By order dated August 12, 2026, Staff was ordered to file its investigation and report by October 9, 2026.

8. Staff has now completed its investigation, and submits the attached Staff Investigation and Report (marked as Appendix A, and incorporated by reference herein).

9. ** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

10. [REDACTED]

[REDACTED]

[REDACTED]

11. [REDACTED]

[REDACTED]

12. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **

WHEREFORE, Staff prays that the Commission accept this Investigation and Report and resolve this complaint accordingly, and for any further orders as are appropriate and necessary in the circumstances.

Respectfully submitted,

/s/ Douglas W. Hennon

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**Attorney for the Staff of the
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 9th day of October, 2026, to all counsel of record.

/s/ Douglas W. Hennon

Case No. WC-2026-0370

**INFORMATION CONTAINED
IN THIS STAFF MEMORANDUM
HAS BEEN DEEMED
CONFIDENTIAL
IN ITS ENTIRETY**