Exhibit No.:	
Issue(s):	*Complaint*
Witness:	*Melissa J. Reynolds*
Sponsoring Party:	*MoPSC Staff*
Type of Exhibit:	*Direct Testimony*
Case No.:	*WC-2026-0372*
Date Testimony Prepared:	*November 20, 2026*

MISSOURI PUBLIC SERVICE COMMISSION

INDUSTRY ANALYSIS DIVISION

WATER, SEWER, GAS, AND STEAM DEPARTMENT

DIRECT TESTIMONY

OF

MELISSA J. REYNOLDS

ANDREW J. NORRIS, COMPLAINANT
V.
MISSOURI AMERICAN WATER COMPANY, RESPONDENT

CASE NO. WC-2026-0372

Jefferson City, Missouri
November 2026

DIRECT TESTIMONY

OF

MELISSA J. REYNOLDS

NORRIS V. MISSOURI AMERICAN WATER COMPANY
CASE NO. WC-2026-0372

Q. Please state your name and business address.

A. My name is Melissa J. Reynolds, and my business address is 200 Madison Street, Jefferson City, Missouri 65101.

Q. By whom are you employed and in what capacity?

A. I am a Senior Research/Data Analyst in the Water, Sewer, Gas, and Steam Department employed by the Staff ("Staff") of the Missouri Public Service Commission ("Commission").

Q. Are you the same Melissa J. Reynolds who contributed to the Confidential Status Report filed in Case No. WC-2026-0372 ("Staff Report")?

A. Yes, I contributed to the investigation and Staff Report.

Q. What is your educational background and work experience?

A. I attended Missouri State University in Springfield, Missouri, where I earned a Bachelor of Science degree in Biology in 2006 and a Master of Science degree in Biology in 2010. I was employed by the Missouri Department of Health and Senior Services analyzing environmental data from June 2011 until October 2024. I have been employed by the Commission within the Water, Sewer, Gas and Steam Department since October 2024.

Q. Have you previously filed testimony before the Commission?

A. Yes. A listing of the cases in which I have previously testified, or authored a Staff recommendation or memorandum, and the issues which I addressed in those filings, is attached as Schedule MJR-d1 to this direct testimony.

EXECUTIVE SUMMARY

Q. What is the purpose of your Direct testimony?

A. The purpose of my testimony is to support and sponsor the Staff Report filed on August 19, 2026, summarizing Staff's investigation and conclusions concerning a formal complaint filed by Andrew Norris against Missouri-American Water Company ("MAWC") filed on June 24, 2026.

STAFF RECOMMENDATION

Q. What are the overall recommendations detailed in the Staff Report dated August 19, 2026, filed in Case No. WC-2026-0372?

A. Based upon the information available and a thorough review of events, Staff finds no violation of any tariff provisions, regulations or statutes. Staff suggest testing of the removed gate valve and refinements to MAWC's procedures when customer-owned property must be replaced.

Q. Does this conclude your direct testimony?

A. Yes, it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

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

AFFIDAVIT OF MELISSA J. REYNOLDS

STATE OF MISSOURI	)	
	)	ss.
COUNTY OF COLE	)	

COMES NOW MELISSA J. REYNOLDS and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Direct Testimony of Melissa J. Reynolds*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.

MELISSA J. REYNOLDS

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 18th day of November 2026.

D. SUZIE MANKIN
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: April 04, 2029
Commission Number: 12412070

Notary Public

Melissa J. Reynolds

I serve as a Senior Research/Data Analyst for the Water, Sewer, Gas, & Steam Department, in the Industry Analysis Division of the Missouri Public Service Commission. I have been employed by the State of Missouri since 2011 and with the Commission since October 1, 2024. My duties as Senior Research/Data Analyst involve multiple aspects of the Commission's regulation of water, sewer, gas, and steam industries including case management, customer complaints, drafting and reviewing testimony, and working with the utilities to promote best practices in their provision of safe and adequate service at just and reasonable rates.

Educational Background and Work Experience

I have a Master of Science degree in Biology from Missouri State University in Springfield, Missouri. Prior to joining the Public Service Commission, I was employed by the Missouri Department of Health and Senior Services (DHSS) – Bureau of Environmental Epidemiology (BEE) from 2015 to 2024 as an Environmental Specialist, Senior Epidemiologist, and Program Manager over the Wastewater Surveillance Program, as well as being a member of the Radiological Emergency Response team. I started my state employment at the State Public Health Laboratory (SPHL) in 2011 as a Scientist where I continued to work part-time in the Newborn Screening Unit until January 2025. I also teach Human Anatomy and Physiology courses at State Fair Community College in Sedalia, MO. I have competence in environmental testing of drinking water, environmental inspections, and installation of on-site wastewater systems. I also have vast experience with grant writing and management.

Previous Testimony Before the Public Service Commission

Case Number	Company	Type of Testimony	Issue
GR-2024-0369	Ameren Missouri	Rebuttal, Surrebuttal/True-Up Direct	Revenue, Weather Normalization
GR-2025-0107	Spire Missouri	Direct, Rebuttal, Surrebuttal	Revenue, Billing Determinants, Weather Normalization, Growth
GU-2026-0225	Spire Missouri	Rebuttal	Weather Normalization, Billing Cycles

Recommendation/Memorandum

Case Number	Company	Issue
HT-2024-0296	Evergy Missouri West	Quarterly Cost Adjustment (QCA) 4th quarter
HT-2025-0234	Vicinity Energy Kansas City	Adjustment to its PACC Tariff Rate
GO-2026-0001	Spire Missouri	Update Weather Normalization Adjustment Rider (WNAR) for Spire East and Spire West
GT-2026-0052	Liberty Utilities: Midstates Natural Gas	Weather Normalization Adjustment Rider (WNAR)
GT-2026-0053	Liberty Utilities: Empire District Gas	Weather Normalization Adjustment Rider (WNAR)
GT-2026-0055	Ameren Missouri	Weather Normalization Adjustment Rider (WNAR)
SA-2026-0125	Confluence Rivers Utility Operating Co., Inc. (Sewer)	Application for Certificate of Convenience and Necessity
SR-2026-0093	Timber Creek Sewer Co.	Small Rate Case
GA-2026-0121	Spire Missouri	Application for Certificate of Convenience and Necessity
GO-2026-0122	Spire Missouri	Application for a Renewable Natural Gas Program
GO-2027-0003	Spire Missouri	Update Weather Normalization Adjustment Rider (WNAR) for Spire East and Spire West
GT-2027-0073	Liberty Utilities: Midstates Natural Gas	Weather Normalization Adjustment Rider (WNAR)
GT-2027-0074	Liberty Utilities: Empire District Gas	Weather Normalization Adjustment Rider (WNAR)
GT-2027-0066	Ameren Missouri	Weather Normalization Adjustment Rider (WNAR)
WC-2027-0372	Missouri-American Water Company (MAWC)	Complaint investigation & status report