

FILED

JUN 17 2025

FORMAL COMPLAINT FORM

Missouri Public
Service Commission

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Roger Dale Barber
(Your name here)

Complainant,

v.

Liberty Utilities

Water
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted address]

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

[Redacted address]

3. Respondent's address is: Liberty Water

602 S. Tiplin Ave
(Address of complainant)

Toplin
(City)

MO
(State)

64801-2337
(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$

(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Liberty is Claiming My Water meter was changed out 04/30/25 05/27/25. The water meter started leaking in February 2024 and was changed out to a new meter, that meter read I had used 117000 gallons. I complained about meter reading wrong so the Meter was changed out again, this made it about the first of April 2024.

I tried to resolve the issue at the June 11 meeting in Brown. All I got was Bad Cop - Good Cop and they were right. I was wrong, that they do not make mistakes!

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

They are acting Irresponsible for Their Accounting and Actions.

Account Activity for Your Water Service from 04/30/2025 - 05/27/2025

Rate: Missouri Water General Service

Next Scheduled Meter Read Date: 06/27/2025

Point of Delivery ID: [REDACTED]

Liberty®

| Meter Number | Read Type | Service Days | Billing Period | Current | Previous | Gallons Used | Multiplier | Usage |
|--------------|-----------|--------------|----------------|---------|----------|--------------|------------|-------|
| [REDACTED] | Actual | | | | | | | |

Actual Meter Change 2024 Feb - April
Old, New, Newer

What am I paying for?

Additional messages

Previous Balance as of 05/28/2025

\$

Payment(s) Received as of 05/30/2025

\$

Balance Forward

\$

Current Charges

| WATER CHARGES | QUANTITY USED | COST PER 1000 GALLONS | |
|-------------------------------------|---------------|-----------------------|----|
| Customer Charge for Meter Size 3/4" | | | \$ |
| Water Usage Charge | 32.6010 TGL | \$ [REDACTED] | \$ |
| TOTAL WATER CHARGES | | | \$ |
| TOTAL CURRENT CHARGES | | | \$ |
| | | | \$ |

Called 2/2/24

Called Reported meter Read 129000 2/9/24

Made Video of meter leaking 2/9/24

New Meter Read 2/9/24 000.00



Account Activity for Your Water Service from 11/28/2024 - 12/27/2024

Rate: Taney County Water

Next Scheduled Meter Read Date: 01/30/2025

Point of Delivery ID: [REDACTED]

Liberty

| Meter Number | Read Type | Service Days | Billing Period | Current | Previous | Gallons Used | Multiplier |
|--------------|-----------|--------------|----------------|------------|------------|--------------|------------|
| [REDACTED] | Actual | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

What are you paying for?

Additional messages

Previous Balance as of 12/30/2024

\$

Payment(s) Received as of 01/02/2025

\$

Balance Forward

\$

Current Charges

| WATER CHARGES | QUANTITY USED | COST PER 1000 GALLONS | |
|------------------------------|---------------|-----------------------|----|
| Customer Charge | | | \$ |
| Water Usage Charge | 1.5620 TGL | \$ | \$ |
| TOTAL WATER CHARGES | | | \$ |
| TOTAL CURRENT CHARGES | | | \$ |

Total Amount Due

\$

New year, new savings goals? We've got an app for that!
Manage your account - anytime, anywhere
Track and compare your usage
Find programs to help you save
Learn more about our My Account app by visiting our website.

At Liberty, we're taking steps to ensure safe and reliable water service for customers. We also encourage you to prepare for colder temperatures by winterizing water pipes to prevent freezing. Did you know that water expand as it freezes? This can put pressure on metal or plastic pipes and can cause them to break. For winterizing tips, visit libertyenergyandwater.com.

GMAC
FINANCIAL SERVICES

01/23/25

23043.86

1762 gal used =

Meter Charge =

Tax =

Total =



2025

12/24/24 - 01/06/25 2421

01/23/25 23043 - 1762

02/23/25 25465 - ~~2421~~ 2421

03/03/25 Credit

03/01 - 03/28/25 "

03/22/25 27794 - 25465 2329

04/30 - 05/27/25 32643 Cha

04/29/25 30329 - 27794 2535

06/02/25 33080 - 30329 2751

06/05/25 5/28/25

MR. ROGER BARBER

SPRINGFIELD MO 658

13 JUN 2025 AM 3 L



Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO. 65102

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JUN 17 2025

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

65102-036060

