

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:



- 2. The utility service complained of was received at:
 - a. Complainant's address listed in paragraph 1.
 - b. A different address:



3. Respondent's address is: Liberty &	Water
(Address of complainant) Japlin Ave	
Toplia Mo (City) (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: \$	bout 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 of 127/25. The water meter is fact and was clauged out to a new me used 117000 gallons. I complained so the Meter iles changed out again first of April 2024. Thried to resolve the issue of Branson: All I got was Bod Cop Gard Co work; that they do not make inistakes	ter, that Meter read I had Labout neter reading wrong I this made it about the
7. The relief requested is appropriate because	
statute, tariff, or Commission regulation or order, a	
(Explain why the Commission should grant the relief you seek: the facts that regulation or order.)	constitute a violation of a statute, tariff, or Commission
They are acting Irresposible for T	heir Accounting and Actions

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			TOTAL TALL AND ADDRESS OF THE PARTY OF THE P			
	The Complains	ant has taken	the following	steps to pre	sent this mat	ter to
the Respon	ndent:					
(Please describe	e in detail what steps	you have already ta	ken to resolve this o	complaint.)		
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		W. C.				
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05/12/	/25		Signature of Con	D B	ærber	
Complainant's Ph	ione Number	NOCOSIDA (cale	Complainant's Pr	plainant Dule inted Full Name	Barber	
Alternate Contact	Number		Complainant's 5			

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

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:

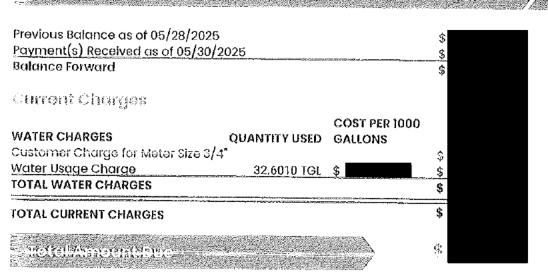
Liberty *

Meter Read Service Billing Gallons Number Type Period Days Current Previous Used Multiplier Usage Actual April

Actual Meter Change 2024 Old, New, Newer

March Ground beamined that !!

Additionalmassages



Called 2/2/24

Called Reported meter Rend 120000 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:

Liberty

Meter Number	Read Type Actual	Service Davs	Billing Period	Current	Provious	Gallons	a de data de a	
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Previous Balance as of 12/30/2				\$	
Payment(s) Received as of Oly Balance Forward	102/2025	Okamana ana ana ana ana ana ana ana ana an	Control Communication of the Control	<u> </u>	MOTORA
SHICHOUT FOL MAGIN				\$	
Owner Charges					
	•	COS	ST PER 1000		
WATER CHARGES	QUANTITY USED	GAL	LONS		
Customer Charge				\$	
Water Usage Charge	1.5620 TGL	\$		\$	
TOTAL WATER CHARGES	246-680 ministration and the control of the control		constant of the constant of th	\$	
TOTAL CURRENT CHARGES			7 dd	ŝ	

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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 b 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.



1762 gal used =

Meter Charge =

Tax =

Total =



2025

12/24/24 - 01/06/25 01/23/25 23043 - 1762 02/23/25 2546- 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

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