

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

Roger Dale Barber,)	
Complainant,)	
)	
v.)	<u>File No. WC-2025-0334</u>
)	
Liberty Utilities (Missouri Water), LLC)	
d/b/a Liberty,)	
Respondent.)	

STAFF REPORT

COMES NOW, the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and tenders its *Staff Report*, as directed by the Commission’s *Order Granting Staff Counsel Motion for Extension of Time*, issued on March 21, 2025, as follows:

1. On June 17, 2025, Complainant Roger Dale Barber filed a *Complaint* against Liberty Utilities (Missouri Water), LLC, d/b/a Liberty (hereafter “Liberty”) disputing the date his water meter was exchanged and the meter readings after the exchange, resulting in him questioning the amount of the bill.
2. On June 23, 2025, the Commission issued a *Notice of Complaint and Order Directing Answer* (“*Order*”). In its *Order*, the Commission directed Liberty to file an answer, and Staff to file its investigation report or a status report with the Commission no later than August 22, 2025.
3. Liberty filed its *Answer to Complaint* on July 23, 2025.
4. Staff now tenders a report of its investigation, a copy of which is attached hereto and incorporated herein as Appendix A.

5. ** [REDACTED]

[REDACTED]

[REDACTED]

6. [REDACTED]

[REDACTED]

a. [REDACTED]

[REDACTED]

[REDACTED]

b. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. **

WHEREFORE, Staff prays that the Commission enter an order in accordance with the recommendation of Staff, specifically, finding that Liberty did not violate any laws, rules, orders or tariffs, and to grant such other and further relief as the Commission considers just and reasonable in the circumstances.

Respectfully submitted,

/s/ Carolyn H. Kerr

Missouri Bar # 45718

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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 22nd day of August, 2025, to all counsel of record.

/s/ Carolyn H. Kerr

Case No. WC-2025-0334

REPORT OF THE STAFF

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY