

FILED
September 16, 2025
Missouri Public
Service Commission

Exhibit No. 11

Staff – Exhibit 11
Lisa Stockman Testimony
Direct
File No. WC-2025-0204

Exhibit No.:
Issue(s): *Formal Complaint*
Witness: *Lisa Stockman*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Direct Testimony*
Case No.: *WC-2025-0204*
Date Testimony Prepared: *August 5, 2025*

MISSOURI PUBLIC SERVICE COMMISSION

FINANCIAL AND BUSINESS ANALYSIS DIVISION

CUSTOMER EXPERIENCE DEPARTMENT

DIRECT TESTIMONY

OF

LISA STOCKMAN

JIM MORIARTY

V.

MISSOURI-AMERICAN WATER COMPANY

CASE NO. WC-2025-0204

Jefferson City, Missouri
August 2025

DIRECT TESTIMONY

OF

LISA STOCKMAN

JIM MORIARTY

V.

MISSOURI-AMERICAN WATER COMPANY

CASE NO. WC-2025-0204

Q. Please state your name and business address.

A. My name is Lisa Stockman, and my business address is 200 Madison Street, Jefferson City, MO 65101.

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

A. I am employed by the Missouri Public Service Commission (“Commission”) as a Research/Data Analyst in the Customer Experience Department. A copy of my credentials and case experience is attached as Schedule LS-d1 to this testimony.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to comply with the Commission's June 16, 2025, *Order Setting a Procedural Schedule*, which directed the Complainant, Mr. Jim Moriarty, the Respondent, Missouri American Water Company and Staff to pre-file testimony.

Q. Did the Commission order Staff to investigate the issues raised by Mr. Moriarty in this complaint?

A. Yes. On January 16, 2025, the Commission issued an *Order Giving Notice of Complaint and Directing Response*. The Order instructed Staff to investigate and file a Report on this formal complaint no later than March 5, 2025. On both March 20 and April 29, 2025,

1 Staff requested a *Motion for Extension of Time*. Staff filed the Staff Report on May 14, 2025.

2 Q. After Staff filed its Report on May 14, 2025, did Staff obtain information that
3 would amend the Staff Report?

4 A. No. Staff's finding and conclusions remain the same.

5 Q. Given there are no substantive changes to the Staff Report filed on
6 May 14, 2025, does Staff support the Report as part of its pre-filed testimony?

7 A. Yes. This testimony supports the Staff Report filed on May 14, 2025.

8 Staff conducted an investigation and reported its findings in accordance with 20 CSR
9 4240-2.070(11), therefore Staff is recommending that the Commission accept Staff's Report as
10 testimony in this case. A copy of the Report is attached as Schedule LS-d2 to this testimony.

11 Q. Does this conclude your testimony?

12 A. Yes.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

Jim Moriarty,

Complainant,

v.

Missouri-American Water Company,

Respondent

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Case No. WC-2025-0204

AFFIDAVIT OF LISA A. STOCKMAN

STATE OF MISSOURI

COUNTY OF COLE

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ss.

COMES NOW LISA A. STOCKMAN, and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Direct Testimony of Lisa A. Stockman*, and that the same is true and correct according to her best knowledge and belief, under penalty of perjury.

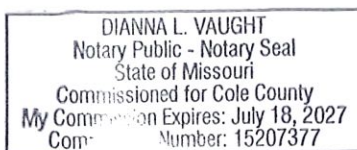
Further the Affiant sayeth not.



LISA A. STOCKMAN

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 4th day of August 2025.





NOTARY PUBLIC

Lisa A. Stockman

Present Position:

I am a Research/Data Analyst in the Customer Experience Department of the Financial and Business Analysis Division of the Missouri Public Service Commission. I have been employed by the Missouri Public Service Commission since August 2006.

Educational Background and Work Experience:

I earned a Bachelor of Science degree in Office Management from Lincoln University in 1993.

Case Participation:

Company Name/Complainant	Case Number	Case Type/Type of Reporting
Charles A. Harter	EC-2023-0281	Complaint - Staff Report
Kelvin Dudley	EC-2024-0191	Complaint - Staff Report
Marquette Lumumba Mugabe Bey	EC-2024-0289	Complaint - Staff Report
Ryan P. Dooley	EC-2025-0093	Complaint - Staff Report
Dominic Mikel	EC-2025-0139	Complaint - Staff Report
Evergy Metro	EE-2025-0084	Variance, Waiver or Extension from Commission Rule - Staff Report
Bobby J. Armour	GC-2022-0301	Complaint - Staff Report
Bobby J. Armour	GC-2023-0261	Complaint - Staff Report
The Empire District Gas Company d/b/a Liberty	GE-2024-0201	Variance, Waiver or Extension from Commission Rule - Staff Report
Timber Creek Sewer	SA-2022-0338	Application for Certificate - Staff Recommendation
Liberty Utilities (Missouri Water)	SA-2023-0020	Application for Certificate - Staff Recommendation
Confluence Rivers Utility Operating Company, Inc	SA-2023-0451	Application for Certificate - Staff Recommendation
Confluence Rivers Utility Operating Company, Inc., (North Oak Sewer District, Inc.)	SM-2024-0130	Merger, Sale, or Transfer - Staff Recommendation
Confluence Rivers Utility Operating Company, Inc. and United Fiber, LLC	SM-2025-0080	Merger, Sale, or Transfer - Staff Recommendation
United Services, Inc.	SR-2024-0206	Rate Case (Small) - Staff Report
Missouri-American Water Company	WA-2022-0311	Application for Certificate - Staff Recommendation
Confluence Rivers Utility Operating Company, Inc.	WA-2023-0450	Application for Certificate - Staff Recommendation
Ralph Rudolph	WC-2022-0162	Complaint - Staff Report
Carol Bristle	WC-2025-0066	Complaint - Staff Report
Jim Moriarty	WC-2025-0204	Complaint - Staff Report
Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities	WO-2022-0253	Investigatory Docket - Staff Report
S.K.& M. Water and Sewer Company	WR-2022-0240	Rate Case (Small) - Staff Report
Argyle Estates Water Supply	WR-2022-0345	Rate Case (Small) - Staff Report
Raytown Water Company	WR-2023-0344	Rate Case (Small) - Staff Report
Liberty Utilities, LLC d/b/a Liberty	WR-2024-0104	Rate Case (Large) - Staff Report

Case No. WC-2025-0204

SCHEDULE LAS-d2

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY