

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

Rita Hill,)	
)	
Complainant,)	
)	Case No. WC-2011-0111
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent.)	

**MISSOURI-AMERICAN WATER COMPANY'S
RESPONSE TO STAFF REPORT**

COMES NOW Respondent Missouri-American Water Company (MAWC) and for its Response to Staff Report states as follows:

1. Complainant filed a formal complaint with the Commission on October 25, 2010.
2. MAWC filed its answer on November 26, 2010 and its Amended Answer by Interlineation on December 2, 1010.
3. The Staff of the Commission filed its Staff Report on December 6, 2010 and the Commission ordered MAWC to file its response no later than December 17, 2010.
4. As its Response, MAWC agrees with Staff's statement: "Staff finds that the Customer's bill as amended per the Company's filed supplemental answer in this Formal Complaint, is in accordance with the Company's tariff."
5. MAWC also agrees, per Staff's suggestion, to waive the \$61 Temporary Water Service charge for Complainant in this case in order to resolve her complaint. A corrected bill will be issued.

6. However, MAWC also notes that there seems to be a misunderstanding regarding the extent of the recording of customer calls. Staff states:

Although the Company records calls to its call center for quality control, the Company could not produce a recording of the telephone call from Ms. Hill when the Staff requested it during handling of Ms. Hill's informal complaint. Thus, it is not clear, and cannot be verified by the Staff at this time, exactly what was stated by the Customer, nor what was stated or asked by the Company representative.

This statement seems to imply that all calls to MAWC's call center are recorded, and that Complainant's call was recorded but not produced. To the contrary, only a small, random sample (2-3 percent) of customer calls are recorded, and those recordings are used for employee training. Complainant's call in this case was not one of those random calls that happened to be recorded. MAWC did not "produce" a recording of the Complainant's call, because in fact no such recording was ever made.

Respectfully submitted,

MISSOURI-AMERICAN WATER COMPANY

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing was filed electronically and mailed postage prepaid the 17th day of December, 2010, to:

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