

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

The Office of the Public Counsel,)
COMPLAINANT,)

v.)

Case No. WC-2014-0138, et al.

Missouri-American Water Company,)
RESPONDENT.)

STATUS REPORT

COMES NOW Missouri-American Water Company (MAWC or Company) and, as its Status Report, respectfully states as follows to the Missouri Public Service Commission (Commission):

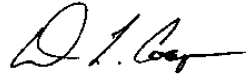
1. Representatives of MAWC, the Commission Staff and the Office of the Public Counsel participated in a public meeting on November 21, 2013, in Stonebridge Village, Branson, Missouri, to generally discuss the issues that are the subject of the underlying complaints. MAWC intends to establish future dates and times where its personnel will be available at the subdivision to answer individual customer questions.

2. MAWC will also be performing an individual audit of every Stonebridge bill and then creating a statement for each customer that identifies, on an individual basis, what has transpired as to the customer's account and the customer's current balance. MAWC's plans on sending the statements out in December.

3. In the meantime, MAWC will make no collection efforts, add no interest, initiate no disconnects, impose no penalties, or take any other debt collection actions concerning Stonebridge customers while the bill review is underway.

WHEREFORE, MAWC respectfully requests that the Commission consider this Status Update, pending the filing of MAWC's answer in this consolidated matter.

Respectfully submitted,



Dean L. Cooper Mo Bar No 36592
BRYDON, SWEARENGEN & ENGLAND P.C.
312 East Capitol Avenue
P.O. Box 456
Jefferson City, MO 65102
(573) 635-7166 (Telephone)
(573) 635-3847 (Fax)
dcooper@brydonlaw.com

/s/ Timothy W. Luft
Timothy W. Luft, MO Bar 40506
727 Craig Road
St. Louis, MO 63141
timothy.luft@amwater.com
(314) 996-2279 (telephone)
(314) 997-2451 (facsimile)

ATTORNEYS FOR MISSOURI-AMERICAN
WATER COMPANY

Certificate of Service

I hereby certify that copies of the foregoing have been mailed or hand-delivered, transmitted by U.S. Mail, postage prepaid, or by electronic mail to the following on this 27th day of November, 2013:

Amy Moore
Missouri-Public Service Commission
staffcounsel@psc.mo.gov
amy.moore@psc.mo.gov

Christina Baker
Office of the Public Counsel
opc@ded.mo.gov
Christina.baker@ded.mo.gov

Clifton Dunn
1207 Ledgeston Circle
Branson West, MO 65737
cddunn@threeddd.com

Mike & Ann Youngs
617 Crossing Dr.
Reeds Spring, MO 65737

Darf Manthe
37 Bogey Lane
Branson West, MO 65737
dmanthe@suddenlink.net

Roger & Richard Neameyer
33 Slice Drive
Branson West, MO 65737
rsneameyer@hotmail.com

Robert Bangert
1304 Stoney Creek Lane
Reeds Spring, MO 65737

Jack King
704 Ledges Way
Branson West, MO 65737
jackking@centurytel.net

William Kennedy
124 Silver Oak Way
Branson West, MO 65737
wrk8119@gmail.com

Roland & Barbara Orle
605 Stoneykirk
Reeds Spring, MO 65737
rolandbarb55@gmail.com

Gerard & Carol Gerhart
923 Silver Bluff Circle
Branson West, MO 65737

Lori McLauchlin
204 Silver Oak Lane
Reeds Spring, Mo 65737

