

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

In the Matter of the Staff Investigation into the)	
Adequacy of the Call Centers Serving Missouri)	<u>Case No. WO-2014-0362</u>
American Water Company)	

STAFF'S STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Status Report* states as follows:

1. On June 20, 2014, the Commission Staff filed a motion for Commission authorization of a Staff investigation of the adequacy of the customer service call centers operated by Missouri American Water Company.

2. On June 25, 2014, the Commission issued its *Order Directing Staff to Investigate*, directing Staff to conduct the investigation described in its motion. The Commission further ordered Staff to file either its final report or a status report not later than August 4, 2014.

3. Staff has been working on its investigation of the customer service call centers operated by Missouri American Water Company. Staff submitted 43 data requests on July 3, 2014, and three data requests on July 22, 2014, for information in this docket and Staff is currently reviewing the Company's responses to these 46 data requests. Additional data requests will be necessary in order for Staff to complete its investigation. Members of Staff have been meeting periodically with Missouri American Water Company personnel regarding the Company's call center performance, as well as other customer service quality concerns, including those identified in Case No. WC-

2014-0138.¹ In the context of Case No. WC-2014-0138, the Staff made five recommendations to Missouri American Water Company regarding its call center performance and Staff anticipates its current investigation to encompass those existing recommendations as well as other areas of call center performance. While Staff has listened to a number of recorded phone calls of customers to the Company's call centers in the context of Case No. WC-2014-0138, it plans to listen to additional recorded customer calls as well as to perform other on-site work at the Company's Alton, Illinois call center.

4. When Staff's investigation is complete, it will file a report with the Commission. Staff anticipates providing a draft of its report to Missouri American Water Company prior to its filing to receive any comments the Company may have, particularly those that may address factual correctness. The Staff will inform the Commission on September 8, 2014, of its progress in this case.

WHEREFORE the Staff prays that the Commission will accept its *Status Report*.

Respectfully submitted,

/s/ Kevin A. Thompson
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¹ Case No. WC-2014-0138 is a consolidation of the Office of the Public Counsel's complaint and multiple formal complaints from customers within the Company's Stonebridge service territory.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served, either electronically or by hand delivery or by First Class United States Mail, postage prepaid, on this **4th day of August, 2014**, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

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