

**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	)	File No. WO-2014-0362
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 an *Order Directing Staff to Investigate* ("Order"). In said *Order*, the Commission directed that the Staff conduct the investigation it describes. The Commission further ordered that the Staff should file either its final report or a status report regarding its investigation no later than August 4, 2014.

3. The 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. An additional nine data requests were submitted August 26, 2014, with responses due by September 15, 2014. It may be necessary for Staff to submit additional data requests in order for Staff to complete its investigation.

4. Staff and Company personnel held a conference call Wednesday, September 3, 2014, to clarify the Company's responses to the first two sets of data

requests (46). Staff and Company personnel agreed that discussing the Company's responses to Staff's data requests would be more beneficial than Staff submitting additional data requests in order to obtain clarification. The Company was able to provide limited clarification during the September 3 conference call. Staff requested clarification on 35 of the 46 data requests. During the conference call, Staff was unable to obtain clarification on 21 of the 35 data requests and Company personnel has informed Staff that they will notify Staff when they have the requested information.

5. Members of Staff continue to meet 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. The next periodic meeting is scheduled for Tuesday, October 21, 2014, at the Call Center in Alton, Illinois. 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. 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 and expand upon its prior work. While the 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 perform other on-site work at the Company's Alton, Illinois call center.

6. When Staff's investigation is complete, it will prepare a report to file with the Commission and 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 October 6, 2014, of its progress in this case.

**WHEREFORE**, the Staff submits its *Status Report*.

Respectfully submitted,

/s/ Kevin A. Thompson

**Kevin A. Thompson**

Chief Staff Counsel

Missouri Bar No. 36288

Missouri Public Service Commission

P. O. Box 360

Jefferson City, MO 65102

(573) 751-6514 (Telephone)

(573) 526-6969 (Fax)

[kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov) (e-mail)

Attorney for the Staff of the

Missouri Public Service Commission.

## **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 **8th day of September, 2014**, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

Dean L. Cooper, Esq.  
Brydon, Swearngen & England  
P.O. Box 456  
312 East Capitol Ave.  
Jefferson City, MO 65102

Timothy W. Luft, Esq.  
Missouri American Water Company  
727 Craig Road  
St. Louis, MO 63141

Office of the Public Counsel  
P.O. Box 2230  
200 Madison St., Ste. 650  
Jefferson City MO 65102

/s/ Kevin Thompson