

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

The Office of the Public Counsel,                    )  
COMPLAINANT    )  
  )  
v.   )  
  )  
Missouri-American Water Company,                )  
RESPONDENT    )

**Case No. WC-2014-0138**

**THE OFFICE OF THE PUBLIC COUNSEL’S RESPONSE  
TO STAFF’S STATUS REPORT**

COMES NOW the Office of the Public Counsel (Public Counsel) and for its Response to Staff’s Status Report, states as follows:

1. On April 25, 2014, the Staff of the Missouri Public Service Commission (Staff) filed a Status Report indicating that Public Counsel stated that it would file a proposed procedural schedule.
2. On April 18, 2014, Missouri-American Water Company (MAWC) filed a response to the Staff Report which was filed on March 14, 2014. In its response, MAWC noted that the Staff Report made twenty recommendations concerning issues with MAWC’s billing and service. MAWC states that it is not opposed in concept to prospective conditions that address its customer service and billing. However, MAWC states that it cannot agree to the Staff recommendations in the form proposed. MAWC states that it is willing to discuss these recommendations with Staff and other parties to see if a set of conditions that addresses the parties’ concerns can be developed and agreed to in order to resolve this matter short of the filing of testimony and hearing.

3. Public Counsel appreciates MAWC's willingness to discuss the Staff recommendations and believes it would be beneficial for all parties to attempt to negotiate an acceptable resolution that addresses the parties' concerns before resorting to an evidentiary hearing.

4. With that in mind, Public Counsel would suggest that it would be appropriate for the parties to attempt to negotiate such a resolution at this time. If no resolution can be agreed on by June 1, 2014, Public Counsel will file a proposed procedural schedule at that time.

**WHEREFORE**, Public Counsel respectfully submits its Response.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

**/s/ Christina L. Baker**

By: \_\_\_\_\_

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### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the following this 25<sup>th</sup> day of April, 2014:

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