

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

Rhonda Martin,	)	
	)	
Complainant,	)	
	)	
	)	
v.	)	<u>Case No. WC-2016-0079</u>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and on behalf of the parties to this case, respectfully states:

1. On September 30, 2015, Rhonda Martin filed a formal complaint alleging that Missouri-American Water Company (“MAWC”) overbilled her by nearly \$2,000. As ordered by the Commission, Ms. Martin, MAWC, and Staff (“the parties”) participated in a prehearing conference in this matter January 11, 2016.

2. On January 12, 2016, Staff filed a Status Report indicating the parties had agreed to continue to gather information and pursue discussions to resolve the matter. Also on January 12, 2016, the Commission issued its *Order Directing Filing*, ordering the parties to file a further status report or proposed procedural schedule on February 5, 2016.

3. On February 5, 2016, Staff filed a second Status Report indicating that the discussions between the parties were ongoing, and there was hope that a settlement could be reached. On that same day, the Commission directed the parties to file a further status report on March 4, 2016.

4. Discussions between the parties have been ongoing, and an agreement has been reached to settle the *Complaint*. A credit has been provided by MAWC to Ms. Martin's account, and it is the parties' understanding that Ms. Martin will voluntarily dismiss her *Complaint* at her soonest convenience.

WHEREFORE, Staff respectfully requests that the Commission accept its Status Report.

Respectfully submitted,

/s/ Mark Johnson

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Mail, postage prepaid, on this 4th day of March, 2016, to all counsel of record.

/s/ Mark Johnson