

MAWC provided responses by December 12. Staff and MAWC personnel have worked cooperatively to clarify Company responses to Staff's data requests. To date, all requested clarifying information has been provided.

b. **Consumer Complaints:** Complaints, both formal and informal, and calls from consumers received by the Commission's Consumer Services Unit also provide data concerning the performance of MAWC's call centers.

c. **Site Visits:** Staff met with Company personnel at the Alton, Illinois, Call Center on Tuesday and Wednesday, October 7 and 8, 2014. Staff conducted interviews of Company personnel and performed call monitoring at the Call Center in order to collect first-hand observations of the performance of MAWC representatives. Staff again conducted interviews of Company personnel at the Alton, Illinois, Call Center and performed call monitoring of the Call Center representatives at the Alton, Illinois, Call Center and the Pensacola Call Center on Wednesday and Thursday, October 29 and 30. Staff conducted additional interviews of Company personnel at the Alton, Illinois, Call Center on January 13 and 14, 2015. Staff visited the Alton, Illinois, Call Center on Monday, March 9, 2015, to review employee evaluations. The following day, March 10, 2015, Staff conducted monitoring at the Workforce Management Center in Belleville, Illinois.

d. **Meetings and Conference Calls:** Staff continues to meet periodically or conduct conference calls with MAWC 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, most recently on Thursday, January 29, 2015. Case No. WC-2014-0138 is a consolidation 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 will encompass those recommendations.

e. **Review of Recorded Customer Calls:** Staff has listened to a number of recorded phone calls of customers to the Company's call centers in the context both of this investigation and Case No. WC-2014-0138 and may listen to more. Company personnel brought certain recorded calls to Jefferson City for Staff to review in the presence of the Company at the Governor Office Building on Tuesday and Wednesday, February 3 and 4, 2015.

5. In addition, Staff recently submitted additional discovery that pertains to the Call Center's performance during a recent house fire that occurred in the Stonebridge Village community on the evening of March 25, 2015. These data requests were submitted in this docket on March 31 and April 1, 2015.

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 MAWC for review and comment prior to its filing in EFIS. Staff anticipates filing its Report in Case No. WO-2014-0362 on or about June 15, 2015. Staff will inform the Commission on May 4, 2015, of its progress in this case, unless it completes its investigation and files its report sooner.

WHEREFORE, the Staff submits its April Status Report and prays that the Commission will accept it.

Respectfully submitted,

/s/ Kevin A. Thompson

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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 **1st day of April, 2015**, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

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