

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 American Water Company)

File No. WO-2014-0362

ORDER DIRECTING STAFF TO REPLY TO MISSOURI-AMERICAN'S RESPONSE

Issue Date: July 20, 2015

Effective Date: July 20, 2015

This file was opened in June 2014 to facilitate Staff's investigation of the adequacy of the customer service call centers operated by Missouri-American Water Company. Staff investigated concerns about a number of complaints it has received from customers about the courtesy and knowledge of call center personnel, and filed its final report about that investigation on June 15, 2015. The Commission directed Missouri-American to respond to Staff's recommendations, which the company did on July 20.

The Commission will now direct Staff to reply to Missouri-American's response to indicate whether Staff is satisfied with that response and whether this investigative case can now be closed.

THE COMMISSION ORDERS THAT:

1. No later than August 7, 2015, Staff shall reply to the response filed by Missouri American Water Company.

2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Law Judge,
by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 20th day of July, 2014.