

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 25th day
of June, 2014.

In the Matter of the Staff Investigation into the
Adequacy of the Call Centers Serving
Missouri American Water Company

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File No. WO-2014-0362

ORDER DIRECTING STAFF TO INVESTIGATE

Issue Date: June 25, 2014

Effective Date: June 25, 2014

On June 20, 2014, the Commission's Staff filed a motion asking the Commission to order Staff to investigate the adequacy of the customer service call centers operated by Missouri American Water Company. Staff explains that it is concerned about a number of complaints it has received from customers about the courtesy and knowledge of call center personnel. Staff wants to investigate those concerns in more detail.

The Commission will direct Staff to conduct the investigation it describes, and will order Staff to file a report regarding that investigation.

THE COMMISSION ORDERS THAT:

1. Staff shall investigate the adequacy of the customer service call centers operated by Missouri American Water Company.
2. Staff shall file either its final report, or a status report regarding its investigation, no later than August 4, 2014.

3. This order shall become effective upon issuance.

BY THE COMMISSION



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

Morris L. Woodruff
Secretary

R. Kenney, Chm., Stoll, Hall, and Rupp, CC., concur;
W. Kenney, C., absent.

Woodruff, Chief Regulatory Law Judge