

**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

STAFF'S STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Status Report*, states as follows:

1. On June 20, 2014, Staff moved the Commission to open an investigation of the adequacy of the customer service call centers operated by Missouri American Water Company ("MAWC").

2. On June 25, 2014, the Commission by order directed the Staff to conduct the requested investigation. The Commission further ordered the Staff to file either its final report or a status report regarding its investigation no later than August 4, 2014.

3. Staff filed a *Status Report* on August 4, 2014, because its investigation was not yet complete. Staff filed additional *Status Reports* on September 8, 2014, October 6, 2014, November 12, 2014, December 5, 2014, January 9, 2015, February 9, 2015, March 10, 2015 and April 1, 2015.

4. Staff's investigation is nearing completion. Staff continues to conduct activities designed to gather relevant information concerning the performance of MAWC's call centers including the Company's call center response during the evening of a fire in the Stonebridge Village service territory that occurred on March 25th, 2015.

a. **Data Requests ("DRs"):** Staff has submitted 123 DRs to MAWC. MAWC has generally responded in a timely manner to Staff's DRs, with the exception of those issued on November 12, 2014. Technical issues impeded

timely responses to the DRs submitted on November 12, 2014, and they were re-submitted on December 4. MAWC provided responses by December 12. Staff and MAWC personnel have worked cooperatively to clarify Company responses to Staff's data requests. Staff does have significant concerns regarding the Company's reluctance to provide call recordings to Staff and permit those recordings to remain in Staff's possession.

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. PSC Consumer Services Staff are presently reviewing and calculating the number of specific call center concerns raised by consumers or admitted to by the Company in the context of Missouri American Water Company complaints.

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, 2014. 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 the Company and Staff met to engage in such a discussion on Thursday, January 29, 2015. Staff and the Company are presently in the process of scheduling the next service quality meeting to review Company performance. 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 will 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. Additional recorded phone calls are the subject of Data Request numbers 100, 104 and 105 in this proceeding. These requests are pertinent to the Company's call center

performance the evening of the fire that occurred in the Company's Stonebridge Village service territory.

5. Staff is in the process of writing its investigatory report and anticipates providing a draft report to the Company for its review and comment prior to filing its report with the Commission. Staff anticipates filing its Report in Case No. WO-2014-0362 on or about June 15, 2015. Staff will inform the Commission on June 1, 2015, of its progress in this case, unless it completes its investigation and files its report sooner.

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

Respectfully Submitted,

/s/ Kevin A. Thompson

Kevin A. Thompson
Chief Staff Counsel
Missouri Bar No. 36288
Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 751-6514 (Telephone)
(573) 526-6969 (Fax)
kevin.thompson@psc.mo.gov (e-mail)

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 4th day of May, 2015, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

Dean L. Cooper, Esq.
Brydon, Swearngen & England
P.O. Box 456
312 East Capitol
Ave. Jefferson
City, MO 65102

Timothy W. Luft, Esq.
Missouri American Water Company
727 Craig Road
St. Louis, MO 63141

Office of the Public Counsel
P.O. Box 2230
200 Madison St., Ste. 650
Jefferson City MO 65102

/s/ Kevin Thompson