# 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	)	File No. WO-2014-0362
Missouri-American Water Company	)	

## **STAFF REQUEST**

**COMES NOW** the Staff of the Missouri Public Service Commission ("Staff") and respectfully requests that the Commission accept the attached Status Report out-of-time. The press of Commission business, especially the current rate case, caused the Staff to overlook the matter until today. The Staff apologizes for any inconvenience the delay in filing may have caused.

Respectfully submitted,

### /s/ Kevin A. Thompson

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Attorney for the Staff of the Missouri Public Service Commission P. O. Box 360 Jefferson City, MO 65102

#### **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 10<sup>th</sup> day of March, 2015, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

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/s/ Kevin Thompson

# 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	)	File No. WO-2014-0362
American Water Company	)	

#### 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, and February 9, 2015.
- 4. Staff's investigation is still not completed. Staff continues to conduct activities designed to gather relevant information concerning the performance of MAWC's call centers.
  - a. **Data Requests ("DRs"):** Staff has submitted 96 DRs to MAWC. MAWC has timely responded 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. 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 is scheduled to be at the Alton, Illinois, Call Center on Monday, March 9, 2015, and at the Belleville, Illinois, Workforce Management Center on Tuesday, March 10, 2015.
- 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. 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 will inform the Commission on April 3, 2015, of its progress in this case, unless it completes its investigation and files its report sooner.

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

Respectfully submitted,

# <u>/s/ Kevin A. Thompson</u>

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