

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

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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,

/s/ Kevin A. Thompson

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