

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, and November 12, 2014.
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 80 DRs to MAWC, including seven submitted as recently as November 12, 2014. 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 has

committed to attempting to provide 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 will make additional site-visits on dates to be determined.

d. **Meetings:** Staff continues to meet periodically 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, November 6. 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. Staff has listened to a number of recorded phone calls of customers to the Company's call centers in the context of Case No. WC-2014-0138 and plans to listen to additional recorded customer calls as well as perform other on-site work at the Company's Alton, Illinois call center. Staff and the Company continue to work together to resolve issues relating to Staff's physical possession of recorded Call Center calls for listening at the PSC's offices in Jefferson City.

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 January 9, 2015, of its progress in this case.

WHEREFORE the Staff submits its Status Report.

Respectfully submitted,

/s/ Kevin A. Thompson

KEVIN A. THOMPSON

Chief Staff Counsel

Missouri Bar No. 36288

(573) 751-6514 (Telephone) (573)

526-6969 (Fax)

kevin.thompson@psc.mo.gov (e-mail)

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 **5th day of December, 2014**, 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