

In the Matter of the Staff Investigation into the )  
Adequacy of the Call Centers Serving Missouri ) **File No. WO-2014-0362**  
American Water Company )

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

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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 prior reluctance to provide call recordings to Staff and permit those recordings to remain in Staff’s possession. The Company recently provided Staff some requested call recordings on May 5 and permitted the Staff to retain those recordings 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 continue to 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, 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 engaged in conference call for such a discussion on Friday, May 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 six 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. 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. An additional recorded phone call was listened to jointly by the Company and the Staff in the Governor Office Building on Tuesday May 5, 2015, which was the subject of the Company's Call Center performance the evening of the fire that occurred in the Company's Stonebridge Village service territory.

5. Staff has completed the writing of its draft investigatory report and has provided the draft 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.

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

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 **2<sup>nd</sup> day of June, 2015**, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

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