

**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, the Commission Staff filed a motion for Commission authorization of a Staff investigation of the adequacy of the customer service call centers operated by Missouri American Water Company.

2. On June 25, 2014, the Commission issued an *Order Directing Staff to Investigate* ("Order"). In said *Order*, the Commission directed that the Staff conduct the investigation it describes. The Commission further ordered that the Staff should file either its final report or a status report regarding its investigation no later than August 4, 2014.

3. The Staff has been working on its investigation of the customer service call centers operated by Missouri American Water Company. Staff submitted 43 data requests on July 3, 2014, and three data requests on July 22, 2014, for information in this docket. An additional nine data requests were submitted August 26, 2014. Staff plans to submit additional data requests in order for Staff to complete its investigation.

4. Staff and Company personnel held a conference call Wednesday, September 3, 2014, to clarify the Company's responses to the first two sets of data requests (46). Staff and Company personnel agreed that discussing the Company's

responses to Staff's data requests would be more beneficial than Staff submitting additional data requests in order to obtain clarification. There was minimal clarification provided by Company personnel during the September 3 conference call. Staff requested clarification on 35 of the 46 data requests. During the conference call, Staff was unable to obtain clarification on 21 of the 35 data requests and Company personnel informed Staff that they would provide Staff the requested information. The requested information has been provided and Staff is reviewing the information.

5. Members of Staff continue to meet periodically with Missouri American Water Company 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. A periodic meeting is scheduled for Tuesday, October 21, 2014, at the Call Center in Alton, Illinois. Case No. WC-2014-0138 is a consolidation of the Office 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 to encompass those existing recommendations and expand upon its prior work. While the 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, it plans to listen to additional recorded customer calls as well as perform other on-site work at the Company's Alton, Illinois call center.

6. Staff has scheduled meetings with Company personnel at the Alton, Illinois, Call Center on Tuesday and Wednesday, October 7 and 8, 2014. An Initial

Meeting will be held Tuesday morning, October 7, and Staff plans to conduct interviews with Company personnel and perform call monitoring of the Call Center representatives.

7. 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 Missouri American Water Company prior to its filing to receive any comments the Company may have, particularly those that may address factual correctness. The Staff will inform the Commission on November 7, 2014, of its progress in this case.

WHEREFORE, the Staff submits its Status Report.

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 6th day of October, 2014**, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

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