

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 is scheduled to conduct additional interviews of Company personnel, remotely monitor live customer calls at the Pensacola Call Center and review documents requested in Data Request No. 31 at the Alton, Illinois, Call Center on Tuesday and Wednesday, January 13 and 14, 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, 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. The next periodic meeting between Company personnel and Staff, which will be a teleconference, is scheduled for Thursday, January 29, 2015.

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 plans to listen to more. 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. This is an important issue because physical possession of recorded calls is sometimes necessary for Staff to listen to calls repeatedly; to engage additional Staff experts as the demands of other business may allow; and to transcribe calls when litigation needs so require. Staff notes that no other regulated entity operating in Missouri has refused to permit Staff to take physical possession of recorded calls. Of course, if necessary, Staff will serve subpoenas on MAWC in order to require that recorded calls be turned over. On January 8, 2015, Staff and the Company agreed that Company personnel will bring 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 February 6, 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

Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360

Jefferson City, MO 65102

(573) 751-6514 (Telephone)

(573) 526-6969 (Fax)

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

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 **9th day of January, 2015**, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

Dean L. Cooper, Esq.
Brydon, Swearingen & 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