

**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)	<u>File No. WO-2014-0362</u>
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 moved the Commission to open 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 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. 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. Nine additional data requests were submitted August 26, 2014, and nine more on October 7, 2014. On October 27, Staff submitted twelve data requests. If necessary, Staff will submit additional data requests. Consumer calls to the Commission's Consumer Services Unit also continue to provide data concerning the performance of the Company's call center.

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. Minimal clarification was 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 since been provided and Staff is reviewing the information.

5. Staff met with Company personnel at the Alton, Illinois, Call Center on Tuesday and Wednesday, October 7 and 8, 2014. An Initial Meeting was held Tuesday morning, October 7, and Staff conducted interviews with Company personnel and performed call monitoring of the Call Center representatives. Staff also 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 waiting to receive from Company personnel follow-up to data requests and requested information during the October 7 and 8 meetings. Additionally, Staff is expecting Company personnel to provide available dates for Staff's next onsite visit.

6. 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. On July 21, 2014, a periodic meeting was scheduled for Tuesday, October 21, 2014, at the Call Center in Alton, Illinois. But, Staff was notified by the Company on October 15, 2014, that Company personnel needed to reschedule the October 21 meeting because there were "a number of conflicts that unfortunately cannot be

changed for a number of members” of Company personnel. The periodic meeting was rescheduled for Thursday, November 6, and Staff and Company personnel met on that day. 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 to 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.

7. An issue has arisen concerning the Company’s unwillingness to provide copies of recorded consumer calls to Staff for further review and analysis at the Commission’s offices in Jefferson City. On the instructions of American Water’s legal department in New Jersey, the Company has refused to allow Staff to take call recordings away from the Company premises. Staff has not thus far pressed the issue, hoping that the Company will reconsider. In the event that it does not, Staff will subpoena the tapes.

8. When Staff’s investigation in Case No. WO-2014-0362 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 December 5, 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 12th day of November, 2014, on counsel for Missouri American Water Company and on the Office of the Public Counsel.

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