

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

The Office of Public Counsel et al.,	)	
	)	
Complainants,	)	
	)	
v.	)	<b><u>File Nos. WC-2014-0138, et al.</u></b>
	)	
Missouri American Water Company,	)	
	)	
Respondent.	)	

**STAFF’S REQUEST FOR EXTENSION**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and hereby submits its *Request for Extension*, stating as follows:

1. Beginning in October 2013, several residents of Stonebridge Village, Branson West, Missouri began filing formal complaints against Missouri-American Water Company (“MAWC”) concerning billing and customer service issues.

2. On November 22, 2013, the Missouri Public Service Commission (“Commission”) issued its *Order Consolidating Cases and Granting Extensions of Time* consolidating the complaint cases and instructing Staff to investigate and file a report by January 7, 2014.

3. On December 18, 2013, in response to further formal complaints filed and a motion to consolidate by MAWC, the Commission issued its *Second Order Consolidating Cases and Order Directing Filing* which increased the number of cases Staff must investigate and include in its report.

4. In compliance with the Commission’s *Order*, Staff has been investigating these complaints. However, due to the number of complaints that continue to be filed

against MAWC, the volume of information Staff is gathering and reviewing has continued to expand. At this time, Staff continues to request new information related to these consolidated complaints as well as review the information already received, which has, in many cases, required additional investigation. Staff also continues to monitor and evaluate the effect of MAWC's attempts to resolve customer issues as outlined in its December 13, 2013 *Consolidated Answer*. As a result, Staff's investigation will not be complete by January 7, 2014.

5. Staff intends to complete its investigation of the cases that have been filed thus far by March 7, 2014, and requests an extension of time to file its Report until then. If additional consumer complaints are filed between the filing of this Request and March 7, 2014, Staff will make every effort to have its investigation of those complaints complete before filing its Report. However, if that is not feasible, Staff proposes to file its Report on March 7, 2014, with a supplemental report to follow addressing any late filed consumer complaints.

**WHEREFORE**, Staff respectfully requests an extension until March 7, 2014, in order to complete its investigation and file its Report.

/s/ Tim Opitz

Tim Opitz  
Staff Counsel  
Missouri Bar No. 65082

Amy E. Moore  
Deputy Counsel  
Missouri Bar No. 61759

Attorneys for the Staff of the  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102  
(573) 751-4227 (Telephone)  
(573) 751-9285 (Fax)  
timothy.opitz@psc.mo.gov

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed with first-class postage, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 3<sup>rd</sup> day of January, 2014.

**/s/ Tim Opitz**\_\_\_\_\_