

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

Edward Lander,	)	
Complainant	)	
	)	
v.	)	<u>Case No. WC-2018-0099</u>
	)	
Missouri-American Water Company,	)	
Respondent.	)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through undersigned counsel, and submits its Staff Report.

1. On October 18, 2017, Edward Lander. ("Complainant"), filed a formal complaint against Missouri-American Water Company ("MAWC").
2. On October 19, 2017, the Commission issued its *Order Giving Notice of Contested Case and Directing Answer* ("Order"). The *Order* directed staff to conduct an investigation under the requirements of 4 CSR 240-2.070(15) and file a report by December 4, 2017.
3. Having concluded its investigation, Staff offers its *Staff Report*, filed concurrently, which is highly confidential pursuant to 4 CSR 240-2.070(11), and which details Staff's investigation and analysis. In summary, Staff concludes that the Company has not violated any applicable statutes, Commission Rules, or Commission-approved Company tariffs related to the complaint. The bills rendered to Mr. Lander were correct and those amounts are now due and owing.
4. The attached *Staff Report* more fully explains the circumstances and facts that led Staff to make these conclusions. Staff recommends that the Commission make findings in accordance with the attached *Staff Report*.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Casi Aslin

Casi Aslin

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all counsel of record this 4th day of December, 2017.

/s/ Casi Aslin