

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

Natasha Jones, Complainant )  
 )  
 v. )  
 )  
 Missouri-American Water )  
 Company, Respondent )

**Case No. WC-2018-0110**

**STATUS REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Status Report* in this matter hereby states:

1. On October 26, 2017 Natasha Jones (“Complainant”) filed this formal complaint against Missouri American Water Company (“MAWC”) alleging that she had been billed improperly. The Commission ordered Staff to file a report, which Staff filed January 10, 2018. The Commission issued an order February 26, 2018, directing the parties to file a proposed procedural schedule. Staff filed the *Proposed Procedural Schedule* March 12, 2018, which the Commission approved that same day.

2. Pursuant to the procedural schedule, Complainant was to file direct testimony April 13, however, she expressed to Staff that the filing would be delayed. Staff was informed on April 20 by counsel for MAWC of a settlement offer, which Complainant accepted April 24. Staff has been assured by counsel for MAWC that the final settlement agreement is to be filed soon.

3. At this time Staff would recommend the procedural schedule be suspended pending further update from MAWC or Complainant.

**WHEREFORE**, Staff prays that the Commission will accept this *Status Report*, order the procedural schedule be suspended pending update; and grant such other and further relief as the Commission considers just in the circumstances.

**/s/ Whitney Payne**

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**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 25<sup>th</sup> day of May, 2018, to all counsel of record.

**/s/Whitney Payne**