

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

The Office of the Public Counsel,                     )  
COMPLAINANT   )  
   )  
v.   )  
   )  
Missouri-American Water Company,                 )  
RESPONDENT   )

**Case No. WC-2014-0138**

**THE OFFICE OF THE PUBLIC COUNSEL’S STATUS REPORT**

COMES NOW the Office of the Public Counsel (Public Counsel) and for its Status Report, states as follows:

1. On June 20, 2014, the Staff of the Missouri Public Service Commission (Staff) filed a Request with the Missouri Public Service Commission (Commission) under File No. WO-2014-0362 asking the Commission to open an investigatory docket concerning the adequacy of the Customer Service Call Centers operated by Missouri American Water Company (MAWC).
2. In its Request Staff noted that in its Staff Report for this Complaint, Staff found MAWC violated 16 distinct provisions of Chapters 10 and 13 of 4 CSR 240, did not take timely or reasonable actions to mitigate those violations or prevent additional violations, and to date has been reluctant or unable to provide Staff with timely and complete responses to the majority of Staff’s discovery requests.
3. In its Request, Staff goes on to state that some of the rule violations identified, and many of the complaints received, concern MAWC’s Call Centers. Staff states its belief that the difficulties at Stonebridge Village as noted in this Complaint that were purportedly caused by “growing pains” in MAWC’s new software, have been greatly exacerbated in Staff’s estimation

by the failure of MAWC's Call Centers to allay customer concerns, promptly resolve billing errors, and disseminate accurate information in response to customer queries.

4. On June 25, 2014, the Commission issued an Order in WO-2014-0362 directing Staff to investigate the adequacy of the customer service call centers operated by MAWC and requiring Staff to file either its final report on its findings or a status report no later than August 4, 2014.

5. As a result of Staff's Request in WO-2014-0362, Public Counsel believes this Complaint and the Commission's investigatory docket concerning the adequacy of MAWC's Customer Service Call Centers are similar in nature and may signify a wider association between the billing problems and customer response practices of MAWC.

6. Public Counsel expects to participate fully in the Commission's investigatory docket in WO-2014-0362 and intends to review Staff's Final Report in that docket in order to determine if the findings of Staff warrant an expansion of the scope of this Complaint.

7. As no specific date has been set at this time, Public Counsel requests that the Commission grant it 30 days after the filing of Staff's Final Report in WO-2014-0362 to file its next Status Report in this Complaint.

**WHEREFORE,** Public Counsel respectfully submits its Status Report.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

**/s/ Christina L. Baker**

By: \_\_\_\_\_

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### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to the parties of record this 31<sup>st</sup> day of July, 2014.

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