

**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) File No. WO-2014-0362
Missouri American Water Company)

MAWC’S COMMENTS CONCERNING STAFF’S REPLY

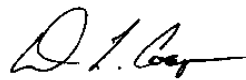
COMES NOW Missouri-American Water Company (MAWC or Company) and, after review of Staff’s Reply to the Response of Missouri-American to Staff’s Final Report and Motion for Order Requiring Company to Comply with Staff’s Continued Monitoring (Staff’s Reply), respectfully provides the following comments to the Missouri Public Service Commission (Commission):

1. The Staff’s Reply “agrees that this docket may now be closed.” However, it further requests that the Commission order MAWC to perform certain actions “in order to permit Staff to continue to monitor [MAWC’s] progress toward resolving all identified Call Center and customer service issues.” Those actions include: 1) the submission of “Implementation Status Reports;” 2) provide copies of certain studies, analysis and audits; and, 3) to continue meeting with the Staff as necessary to address call center and other matters as they arise.

2. MAWC has no objection to taking the actions identified by Staff and will agree to do so.

WHEREFORE, MAWC respectfully requests that the Commission consider these comments and, thereafter, issue such order as the Commission deems reasonable and just.

Respectfully submitted,



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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been transmitted by electronic mail to the following on this 12th day of August, 2015:

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