

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

CHARLES HARTER,  
COMPLAINANT

V.

MISSOURI AMERICAN WATER  
COMPANY,  
RESPONDENT

)

)

)CASE NO.WC2018-0124

)SMALL FORMAL COMPLAINT

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)

)

COMPLAINANT'S RESPONSE TO STAFF REPORT

COMES NOW Complainant, and for his Response to the Staff Report states:

Staff reports that respondent told staff that callers answering their robotic calls could reach them within minutes. Complainant suggests that this courtesy is reserved only for those who wish only to pay. After all, the entire operation is for collections and run by collections and the third party collection agents told complainant that they lacked authority to enter into any agreements. Why would they facilitate access to discuss what they could not? Thus the facility of quick communication is likely reserved for those to pay electronically, without human intervention, while those, like complainant, who wish to speak and communicate to human agents of respondent with authority for agreements, cannot get through.



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I certify that a complete copy of above provided to all parties by EFIS this 1-29-18.

