

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY
January 18, 2002**

CASE NO: WO-2002-163

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Enclosed find certified copy of an ORDER in the above-numbered case(s).

Sincerely,



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the Matter of the Investigation of the)	
Quality of Service Provided by Osage)	<u>Case No. WO-2002-163</u>
Water Company to Its Customers)	

ORDER DIRECTING SECOND STAFF REPORT

In the Report and Order issued on March 29, 2001, in Case No. WR-2000-557, the Commission ordered its Staff to monitor the quality of service Osage Water Company provides to its customers, and to file a report detailing the results of this monitoring. On September 28, Staff filed its report. Staff's report detailed its findings in five areas: interaction with customers, response to reported problems, customer complaints, water pressure and quality, facility operation and maintenance. Staff prefaces its report by noting that Osage had a major management change and gives its observations of the company's customer service after the change. Staff found improvement, but concluded that there is room for further improvement particularly in the areas of water pressure and quality, and facility operation and maintenance. The Commission will direct Staff to continue to monitor the quality of service Osage provides to its customers, and to file another report.

IT IS THEREFORE ORDERED:

1. That the Staff of the Commission shall continue to monitor the quality of service Osage Water Company provides to its customers, and shall file a second report no later than March 28, 2002, that details the results of this monitoring.
2. That this order shall become effective on January 20, 2002.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Lewis Mills, Deputy Chief Regulatory Law
Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 18th day of January, 2002.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and
I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City,
Missouri, this 18th day of Jan. 2002 .

Dale Hardy Roberts

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

