

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

Roman Dzurinskiy,	)	
	)	
Complainant,	)	
	)	<b><u>Case No. WC-2010-0215</u></b>
v.	)	
	)	
Missouri-American Water Company	)	

**STAFF'S STATUS REPORT**

COMES NOW the Staff of the Missouri Public Service Commission (Staff), by and through the undersigned counsel, and files this status report with the Missouri Public Service Commission (Commission), respectfully stating the following:

1. On January 19, 2010, the Commission received a formal *Complaint* from Mr. Roman Dzurinskiy (Complainant) against Missouri-American Water Company (Missouri-American or Company), which asserted inaccurate billing due to a “ratcheting” issue with his meter and customer service issues.

2. On May 12, 2010, the Commission convened a prehearing conference in this matter. On the same date, the Staff filed a status report stating that the parties had reached an agreement-in-principle based on the *Staff Investigation and Recommendation* filed herein on March 12, 2010. In part, Missouri-American agreed to install a backflow preventer at the meter on the Complainant’s premises if practicable, with the Complainant sharing responsibility only for the cost of the backflow preventer.

3. Additionally, on May 12, 2010, the Commission issued its *Order Directing Filing*, directing the Staff to file a status report no later than November 15, 2010.

4. Since the May 12, 2010 prehearing, Missouri-American has visited the Complainant's premises (site-visit) to determine whether the Company could install a backflow preventer at the meter.

5. On June 24, 2010, the Staff discussed the site-visit with Missouri-American. The Company has determined that the device could be installed, but that it is not practicable for the Company to actually perform the installation for various reasons.

6. Also on the same date, the Staff discussed the site-visit with the Complainant. The Complainant stated he was in the process of hiring an attorney to continue his *Complaint* before the Commission.

7. As the parties have not reached a resolution, the Staff files this status report as it deems it helpful to move this case forward toward an evidentiary hearing prior to the November 15, 2010 filing deadline. The undersigned can work with the parties to offer a proposed joint procedural schedule to the Commission if it so desires.

**WHEREFORE,** the Staff submits this status report for the Commission's information and consideration.

Respectfully submitted,

**/s/ Jennifer Hernandez**

Jennifer Hernandez  
Associate Staff Counsel  
Missouri Bar No. 59814

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Missouri Public Service Commission  
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### **CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served via first class U.S. postal mail, postage prepaid, on Roman Dzurinskiy, 32 Crabapple Ct. St. Louis MO 63132; electronic mail on Kenneth Jones, attorney for Missouri American Water Company at [kenneth.jones@amwater.com](mailto:kenneth.jones@amwater.com); and the Office of Public Counsel at [opcservice@ded.mo.gov](mailto:opcservice@ded.mo.gov) this 26<sup>th</sup> day of July, 2010.

**/s/ Jennifer Hernandez**