

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

Marcia Eason,

Complainant,

v.

Missouri-American Water Company,

Respondent.

)
)
)
)
)
)
)

File No. WC-2013-0010

STAFF'S STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through its undersigned counsel, and files *Staff's Status Report* with the Missouri Public Service Commission ("Commission"), respectfully stating the following in support thereof:

1. On November 29, 2012, Missouri-American Water Company ("MAWC" or "Company") filed a *Notice of Status* informing the Commission that Marcia Eason ("Complainant") rejected the Company's offer for full and final settlement.

2. On November 29, 2012, Staff counsel spoke to the Complainant and confirmed that she had rejected the settlement offer made by MAWC. During that call, the Complainant also requested that this matter proceed to hearing in order to resolve this formal complaint.

3. On November 30, 2012, the Commission issued an *Order Directing Complainant to File a Statement*, requiring the Complainant to file a statement showing

good cause for failing to appear at the prehearing conference no later than December 14, 2012.

4. Because the Complainant has requested an evidentiary hearing to resolve this matter, should the Commission deem appropriate, Staff is willing to work with Complainant and the Company in an effort to create a proposed procedural schedule to file with the Commission after December 14, 2012, in order to allow sufficient time for Complainant to respond to the Commission's recent order explaining her absence. Staff asserts that any such filing could be ready for filing as early as December 21, 2012, assuming Complainant responds appropriately and timely to the Commission's recent order.

WHEREFORE, Staff respectfully submits *Staff's Status Report* to the Commission for its information and consideration.

Respectfully submitted,

/S/ TANYA K. ALM

Tanya K. Alm Mo. Bar No. 62721
Rachel M. Lewis Mo. Bar No. 56073

Attorneys for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 526-6036 (Telephone)
(573) 751-9285 (Fax)
tanya.alm@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile, or electronically mailed to all counsel of record this 30th day of November, 2012.

/S/ TANYA K. ALM