

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

In the Matter of an Investigation of Missouri-American)	
Water Company with Respect to Certain Issues)	<u>File No. WO-2017-0012</u>
Disclosed During the rate case WR-2016-0064)	

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through the undersigned counsel, and for its *Status Report*, states:

1. On September 19, 2016, the Commission directed Staff to file a *Progress Report* on December 19, 2016, regarding an investigation into issues involving faulty water meters and the practice of maintaining negative reserve balances.

2. Subsequent to the Commission's *Order Directing Staff to File a Progress Report*, Staff has propounded several data requests to Missouri-American Water Company ("Company"); and, the Company has been cooperative and responsive. Staff and the Company have met and held conference calls to review and follow-up on information and responses to data requests that the Company has provided. On December 12, 2016, the Company provided responses to several Staff data requests.

3. Staff and the Company have a meeting scheduled on Tuesday, December 20, 2016 to discuss the responses that have been provided. The Company also plans to provide a presentation to demonstrate and explain their Powerplant software. This presentation will explain Company's process for recording plant-in-service and depreciation reserve. Staff also anticipates a discussion of preliminary observations to be included in an Investigation Report.

4. Staff is currently working on a draft version of its Investigation Report.

5. Staff currently anticipates filing an Investigation Report on or before February 15, 2017.

WHEREFORE, Staff prays that the Commission will accept its *Progress Report*.

Respectfully submitted,

/s/ Jacob T. Westen

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was either hand delivered or served electronically on this 19th day of December, 2016, to the parties of record.

/s/ Jacob T. Westen