

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

Mike and Carol Medlin)	
Complainants,)	
v.)	<u>Case No. WC-2010-0357</u>
)	
Raytown Water Company,)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through its attorney, and for its *Report* states to the Missouri Public Service Commission (“Commission”) as follows.

1. On June 7, 2010, a formal complaint was filed with the Commission by Mr. Mike Medlin and Ms. Carol Medlin (hereafter collectively referred to as “Medlin”) concerning a high water bill received from Raytown Water Co. (“Company” or “RWC”).

2. On June 11, 2010, the Commission issued a *Notice of Contested Case and Order Directing Filings*, ordering that the Staff shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than July 26, 2010.

3. On July 9, 2010, the Company filed an Answer with the Commission.

4. The Staff’s Report prepared by James A. Merciel, Jr., P.E. is attached and incorporated herein as Exhibit A to this *Report*.

WHEREFORE, Staff respectfully recommends the Commission order a fifty percent (50%) adjustment to the disputed amount of \$999.57 be made to the Medlin account, along with the removal of any late charges or related service charges, which would result in a billing of \$391.49 (through June billing) to resolve this account dispute.

Respectfully submitted,

/s/ Rachel M. Lewis

Rachel M. Lewis

Deputy Counsel

Missouri Bar No. 56073

Attorney for the

Staff of the Missouri

Public Service Commission

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Certificate of Service

I hereby certify that copies of the foregoing have been mailed or hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record on this 26th day of July, 2010.

/s/ Rachel M. Lewis

SUSAN L. SUNDERMEYER
My Commission Expires
September 21, 2010
Callaway County
Commission #06942086