BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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Mike and Carol Medlin Complainants, v. Raytown Water Company, Respondent.

Case No. WC-2010-0357

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,

<u>/s/ Rachel M. Lewis</u> Rachel M. Lewis Deputy Counsel Missouri Bar No. 56073

Attorney for the Staff of the Missouri Public Service Commission P. O. Box 360 Jefferson City, MO 65102 (573) 526-6715 (Telephone) (573) 751-9285 (Fax) rachel.lewis@psc.mo.gov

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

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

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Mike Medlin, Complainant vs. Raytown Water Company, Respondent

Case No.

WC-2010-0357

AFFIDAVIT OF JAMES A. MERCIEL, JR., P.E.

STATE OF MISSOURI)) ss COUNTY OF COLE)

James A. Merciel, Jr., P.E., of lawful age, on his oath states: (1) that he is the Assistant Manager -Engineering in the Water and Sewer Department of the Missouri Public Service Commission; (2) that he participated in the preparation of the foregoing Staff Report; (3) that he has knowledge of the matters set forth in the foregoing Staff Report; and, (4) that the matters set forth in the foregoing Staff Report are true and correct to the best of his knowledge, information and belief.

James A. Merciel, Jr., P.E.

Subscribed and sworn to before me this 26th day of July 2010.

Notary Public



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