

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

In the Matter of Missouri-American Water)
Company's Request for Authority to)
Implement a General Rate Increase for)
Water and Sewer Services Provided in)
Missouri Service Areas.)

Case Nos. WR-2011-0337
SR-2011-0338

STAFF REPORT REGARDING CONSUMER SERVICES

COMES NOW the Staff of the Missouri Public Service Commission (Staff), by and through the undersigned counsel, and submits to the Missouri Public Service Commission (Commission) the following *Staff Report Regarding Consumer Services(Report)*:

1. On July 5, 2011, the Commission issued an *Order Directing Notice, Setting Intervention Deadline, Setting Hearings, Directing Filings and Setting Procedural Schedule (Order)* which included in paragraph 11 that no later than August 31, 2011, the Commission’s Consumer Services Department “shall file a report identifying and describing all customer complaints against MAWC, informal or formal, that were received by the Commission between the time when MAWC’s last rate case concluded and the date in which the current case was filed.”

2. On August 11, 2011 Staff filed a *Request for Extension of Time (Request)*, until September 30, 2011. The Commission granted this *Request* on August 15, 2011.

3. Attached and incorporated herein as Appendix A is the Consumer Service Department’s Report on inquiries, informal and formal complaints and public comments made involving MAWC since for the period of time from July 1, 2010 to June 30, 2011, which is meant to comply with the Commission’s *Order*.

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

Respectfully submitted,

/s/ Rachel M. Lewis

Rachel M. Lewis
Deputy Counsel
Missouri Bar No. 56073

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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 by electronic mail to all counsel of record on this 29th day of September, 2011.

/s/ Rachel M. Lewis

REPORT OF THE STAFF

TO: Missouri Public Service Commission Official Case File
Case No. WR-2011-0337 and SR-2011-0338

FROM: Carol (Gay) Fred, Consumer Service Department Manager

DATE: September 29, 2011

/s/ Carol Gay Fred / 09/29/11 /s/ Rachel M. Lewis / 09/29/11
Consumer Service Department/Date Staff Counsel's Office/Date

The Missouri Public Service Commission (Commission), in its *Order Directing Notice, Setting Intervention Deadline, Setting Hearings, Directing Filings and Setting Procedural Schedule (Order)*, issued on July 5, 2011 and its *Order Granting Extension of Time* issued on August 15, 2011, ordered the Consumer Services Department (Consumer Services or Staff) to submit this report identifying and describing all customer complaints against Missouri-American Water Company (MAWC).

Consumer Services has identified all of the water and sewer informal and formal complaints as well as inquiries received by the Commission between the time of MAWC's last rate case (July 1, 2010) through the date in which the current case was filed (June 1, 2011). In order to capture an entire year's worth of data, Staff ran its data reports from July 1, 2010 through June 30, 2011. In addition, Staff has also included the number of public comments received by Staff during the same period stated previously. Staff has also attached a matrix as Exhibit 1, and more fully described below, that provides a breakdown of all of these inquiries, informal and formal complaints, and public comments.

Overall Summary:

July 1, 2010 – June 30, 2011

| | Informal Complaints | Inquiries | Formal Complaints | Public Comments |
|--------------|------------------------|-----------|----------------------|--------------------|
| Water | 200 | 90 | 5 | |
| Sewer | 6 | 6 | 0 | |
| Total | 206 | 96 | 5 | 31 |

Informal complaints are those complaints received by Staff that requires communication between the utility and the customer, in an attempt to resolve the matter within the Commission Rules/Regulations and the utilities' Commission-approved tariff. An example of an informal complaint is where a customer calls upset with a high bill and would like to have their meter tested and an extension of time to make payment on their account.

Inquires are consumer contacts with Staff whereby Staff has been able to respond to the customer's inquiry and has been able to satisfy the customer's inquiry without the need to communicate with the utility. An example of an inquiry is where a customer calls the Commission's hotline and requests information regarding a late charge that appears on their bill or asks what is the current rate the utility can charge.

Formal complaints are generally informal complaints that Staff has been unable to resolve to the customer's satisfaction, even after communicating with the utility. Therefore, the consumer is advised of their opportunity to appeal their complaint through the Commission's formal complaint process in accordance with 4 CSR 240-2.070.

Commission complaints are generally broken down into five distinct complaint issues/categories: 1) Billing, 2) Rates and Tariff, 3) Rules and Regulations, 4) Service Quality and 5) Other Miscellaneous. Within those five distinct categories there are a number of sub-complaint issues/categories that identify the complaint issue more specifically. In addition, there is a complaint resolution code that generally describes the resolution.

Informal complaints are generally considered confidential information given the consumer specific account information related to the complaint. For this reason consumer complaints are not available to the public. However, the Commission in its *Order* not only asked to identify consumer complaints but asked that Staff to describe all consumer complaints filed against MAWC. For this purpose Staff has created the attached matrix, Attachment A, that identifies and describes all consumer complaints, broken out in by water and sewer industry, and demonstrates the general resolution for each type of complaint sub-issue.

Informal Complaint Summary

Water - Complaint Issue

| | |
|-------------------|-----|
| Billing | 108 |
| Rates/Tariff | 6 |
| Rules/Regulations | 51 |
| Service Quality | 14 |
| Other Misc. | 21 |
| Total | 200 |

Complaint Sub-Issue

Billing

| | |
|---------------------------|----|
| Billing Cycle | 7 |
| Billing in General | 27 |
| Billing Switch Meter | 1 |
| Billing Construction Cost | 1 |
| Delinquent Account | 2 |
| Disputed Bill | 15 |
| Estimated Bill | 13 |
| Final Bill | 1 |
| High Bill | 34 |
| Rebill | 2 |
| No Bill Received | 3 |
| Refunds | 1 |
| Payment Posting Problem | 1 |

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Resolution Generally Found

Billing Sustained

Bill Adjustment Given

Utility in Compliance w/Tariff, Rules & Regulations

Rates/Tariff

| | |
|-------------------------|---|
| Customer Minimum Charge | 1 |
| Oppose Rate increase | 1 |
| Rates in General | 4 |

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Resolution Generally Found

Billing Sustained

Utility in Compliance w/Tariff, Rules & Regulations

Education Provided

Rules/Regulations

| | |
|----------------------------|----|
| Denial of Service | 3 |
| Discontinuance of Services | 48 |

51

Resolution Generally Found

Billing Sustained

Utility in Compliance w/Tariff, Rules & Regulations

Billing Adjustment Given

Payment Arrangement Reached or Denied

Service Quality

| | |
|---|---|
| Delayed Restoral | 1 |
| Refusal of Service | 1 |
| Repair Service | 1 |
| Service in General | 3 |
| Service Line Maintenance- Responsibility | 1 |
| Service Outages | 1 |
| Utility Extension | 1 |
| Water Leak | 4 |
| Water Pressure | 1 |

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Resolution Generally Found

Utility Resolved

Utility in Compliance w/Tariff, Rules & Regulations

Requested Service Provided

Other Miscellaneous

| | |
|----------------------|---|
| Damage Claim | 1 |
| General Information | 6 |
| Harassment | 1 |
| Misc | 5 |
| Property Restoration | 8 |

21

Resolution Generally Found

Utility in Compliance w/Tariff, Rules & Regulations

Civil Matter

Requested Service Provided

(definition:installation delay/property restoral)

Informal Complaint Summary

Sewer - Complaint Issue

| | |
|-------------------|---|
| Billing | 5 |
| Rates/Tariff | 1 |
| Rules/Regulations | 0 |
| Service Quality | 0 |
| Other Misc. | 0 |

6

Complaint Sub-Issue

Billing

| | |
|--------------------|---|
| Billing in General | 2 |
| Disputed Bill | 1 |
| High Bill | 1 |
| Taxes | 1 |
| Rates in General | 1 |

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Resolution Generally Found

Utility in Compliance w/Tariff
and Rules and Regulations


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AFFIDAVIT OF CAROL GAY FRED

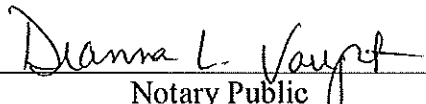
STATE OF MISSOURI)
)
COUNTY OF COLE) ss.

Carol Gay Fred, of lawful age, on her oath states: that she has knowledge of the matters set forth in the Report of Staff containing two (2) pages and one (1) schedule; and that such matters are true to the best of her knowledge and belief.



Carol Gay/Fred

Subscribed and sworn to before me this 29th day of September, 2011.



Notary Public

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|---|
| DIANNA L. VAUGHT Notary Public - Notary Seal State of Missouri Commissioned for Cole County My Commission Expires: June 28, 2015 Commission Number: 11207377 |
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