

**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)
Service Provided in Missouri Service Areas.) **File No. WR-2011-0337**

STAFF RECOMMENDATION

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

1. On October 1, 2013, Missouri-American Water Company ("MAWC") filed a motion before the Public Service Commission ("Commission") seeking a waiver from its obligation to report certain billing information. This reporting obligation was agreed to in the Non-Unanimous Stipulation and Agreement in Case No. WR-2011-0337, Item 11 (B) which states: The Company will provide to Staff monthly and quarterly data to the Manager of the Engineering and Management Services Unit (corresponding with its monthly and quarterly billed customers) identifying the number of bills issued outside the 26-35 day period for monthly billed customers and no more than 100 days for a quarterly billed customer.

2. On October 2, 2013, the Commission issued an *Order Setting Deadline for Filing*, which directed Staff to file a recommendation on MAWC's motion no later than October 21, 2013.

3. In compliance with the Commission's *Order*, Staff hereby recommends the Commission grant MAWC's request for this waiver. Staff strongly supports MAWC's obligation to report the agreed-to customer billing information and is concerned that this information is not available. However, Staff has been informed by the Company that the

lack of information is a one-time occurrence due to difficulties with transitioning to MAWC's new billing system, and the Company has stated that Staff can expect to continue receiving the required monthly reports beginning with the June 2013 report. For this reason, Staff does not object to MAWC's request for a waiver.

WHEREFORE, Staff recommends the Commission grant MAWC's request for a waiver of its obligation to file its May 2013 customer billing report on the number of bills outside the 26-35 day period for monthly billed customers and outside the 100 days for quarterly billed customers.

/s/ Amy E. Moore
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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed with first-class postage, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 21st day of October, 2013.

/s/ Amy E. Moore