

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

Claude Scott,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. WC-2020-0407</u></b>
	)	
Missouri-American Water Company,	)	
	)	
Respondent.	)	

**SUPPLEMENTAL STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through undersigned counsel, and for its *Supplemental Staff Report* respectfully states:

1. On June 22, 2020, Claude Scott (“Complainant”) filed a small formal complaint against Missouri-American Water Company (“Respondent”).

2. Staff conducted its investigation and filed its *Staff Report* (“Report”) on August 20, 2020. At the time of filing, Staff noted that it was awaiting a number of pending responses from Respondent, including:

- a. Responses to additional data requests;
- b. An inquiry about phone calls between Complainant and Respondent personnel; and
- c. An inquiry regarding Respondent’s meter testing procedures, as well as confirmation of any meter tests and results at Complainant’s address.

3. On October 27, 2020, the Commission ordered Staff to report the status of the above inquiries, and file a supplemental report with any new findings or recommendations, by November 6, 2020.

4. Respondents have submitted responses to all Staff data requests and questions. Staff has no new findings or recommendations to report based on those responses.

5. In its Report, Staff recommended that Respondent test Complainant's meter, with him being present. The test occurred on September 21, 2020, with Complainant present, and Respondent provided the results in a response to Staff data request 0008.2. That response is attached hereto as Attachment A. The meter tested within acceptable limits under Commission rule 20 CSR 4240-10.030(37).

**WHEREFORE**, Staff hereby tenders its *Supplemental Staff Report* for the Commission's information and consideration.

Respectfully Submitted,

**/s/ Travis J. Pringle**

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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or counsel of record this 6th Day of November 2020.

**/s/ Travis J. Pringle**

Removed Meter No. 83845059 Set Meter No. 27220743

MTU # 062946365

Address 3725 Geraldine

Make Nep Size 5/8 Reading 0450

Remove Reason HOLD FOR TEST Date 8-26-20

Test Data	High Flow GPM	100.0 %	Min. Flow GPM	101.0 %	Low Flow GPM	90.0
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Comments P

TESTED BY <u>3056</u> DATE <u>9/21/20</u>	Gears R S	CHARGE FOR REPAIR	REM. BY TRUCK # <u>16010</u>	EMP # <u>2851</u>
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WITNESS OF METER TEST

METER NUMBER 83845059 SIZE 5/8"

TESTED BY 3056 DATE 9/21/20

Rate of flow G.P.M. 10 2 1/8

Cubic Ft. Delivered 5 2 0.1

Percent registration 100.0 101.0 90.0

TEST WITNESSED BY

[Signature]

[Signature]

[Signature]