

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

Rhonda Martin,)	
)	
Complainant,)	
)	
v.)	<u>Case No. WC-2016-0079</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and on behalf of the parties to this case, respectfully states:

1. On September 30, 2015, Rhonda Martin filed a formal complaint alleging that Missouri-American Water Company overbilled her by nearly \$2,000. As ordered by the Commission, Ms. Martin, Missouri-American Water Company, and Staff ("the parties") participated in a prehearing conference in this matter January 11, 2016.

2. On January 12, 2016, Staff filed a Status Report indicating the parties had agreed to continue to gather information and pursue discussions to resolve the matter. Also on January 12, 2016, the Commission issued its *Order Directing Filing*, ordering the parties to file a further status report or proposed procedural schedule on February 5, 2016.

3. After discussions with the parties, Staff states that conversations between the Missouri-American Water Company and Ms. Martin continue, and the parties are hopeful they can come to a resolution of the complaint without the necessity of a hearing.

WHEREFORE, Staff respectfully requests that the Commission accept its Status Report and recommends the Commission order the parties to file another status report or a procedural schedule in the matter no later than March 4, 2016, if the parties have not resolved the complaint before that time.

Respectfully submitted,

/s/ Mark Johnson

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Mail, postage prepaid, on this 5th day of February, 2016, to all counsel of record.

/s/ Mark Johnson