

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

Thirty and 141, L.P.,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. WC-2019-0004</u></b>
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

**STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (Staff), by and through undersigned counsel, and submits its *Staff Report*.

1. On July 3, 2018, Thirty and 141, L.P., (Complainant), a commercial customer of Missouri-American Water Company, (Respondent) filed a formal complaint against Respondent regarding two high bills dated March 30, 2017 and June 27, 2017.<sup>1</sup>

2. On July 5, 2018, the Commission issued its *Order Giving Notice of Contested Case and Directing Answer*.

3. On July 16, 2018, the Commission issued its *Order Directing Staff Investigation and Report*, directing Staff to conduct an investigation of the complaint and file a report of its investigation along with any recommendations. The Commission gave a deadline of September 6, 2018 to complete this investigation.

4. On September 5, 2018, Staff filed a *Motion for Extension* of the September 6 deadline, seeking an extension until October 5, 2018. On September 6, 2018, the Commission granted that request.

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<sup>1</sup> Complainant primarily references the later of these two bills with the *due* date of July 19, 2017, rather than the date of the bill. See, EFIS Item No. 1, *Complaint*, ¶ 7.

5. Having concluded its investigation, Staff offers its *Staff Report*, marked as Confidential in its entirety pursuant to 4 CSR 240-2.070(11), which details Staff's investigation conclusions and analysis, and which is attached hereto.

6. In summary, Staff concludes that, (A) regarding the March 30, 2017 and June 27, 2017 bills, about which Complainant filed the Complaint, Respondent did not violate any Commission regulation, statute or company tariff. However, Staff further concludes that (B) the Respondent violated its tariff P.S.C. MO NO. 13, 1<sup>st</sup> Revised Sheet No. R.21, Rule 9.J, by issuing bills based upon estimated usage rather than actual usage for the two billing periods *immediately prior* to the bills in question in this Complaint.

7. Staff's investigation conclusions and analysis in the attached *Staff Report* more fully explain the circumstances that led Staff to make these conclusions.

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

Respectfully submitted,

**/s/ Jacob T. Westen**

Jacob T. Westen  
Deputy Counsel  
Missouri Bar No. 65265

P.O. Box 360  
Jefferson City, MO 65102  
573-751-5472 (Voice)  
573-751-9285 (Fax)  
[jacob.westen@psc.mo.gov](mailto:jacob.westen@psc.mo.gov)

Attorney for the Staff of the  
Missouri Public Service Commission

**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 on this 5th day of October, 2018.

**/s/ Jacob T. Westen**