

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

Teresa Jones,)	
)	
Complainant,)	
)	
vs.)	<u>Case No.: WC-2019-0028</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

**ORDER DIRECTING COMPLAINANT AND PUBLIC
COUNSEL TO EXPLAIN WHETHER THEY
ACCEPT STAFF’S PROPOSED RESOLUTION**

Issue Date: October 24, 2018

Effective Date: October 24, 2018

On July 30, 2018, Teresa Jones filed a complaint alleging that Missouri-American Water Company (Missouri-American) wrongfully disconnected her service. On July 30, 2018, the Commission issued its Notice of Contested Case and Orders for Small Formal Complaint, ordering Missouri-American to answer no later than August 29, 2018, and ordering the Commission’s staff (“Staff”) to file a report detailing its recommendations no later than September 13, 2018. Staff filed its report on September 13, 2018. The Commission ordered Missouri-American to reply, and Missouri-American did so on September 28, 2018, therein acknowledging that Commission Rule 4 CSR 240-13.050(3) and the Company’s Tariff Rule 10(G) were applicable to the service disconnection and accepting Staff’s recommendations.

Noting that neither Ms. Jones nor the Office of Public Counsel was ordered to, or had replied to Staff’s recommendations, the Commission ordered Missouri-American and

Staff to file either a joint stipulation and agreement proposing a resolution to the case or a status report no later than October 22, 2018. No joint stipulation and agreement proposing a resolution was filed. On October 22, 2018, the Staff filed a Status Report.¹

In its Report filed with the Commission on September 13, 2018, the Staff stated that it had concluded that Missouri-American had violated 4 CSR 240-13.050(3) and Missouri-American's own Tariff Rule 10(G). Staff recommended that Missouri-American review its training process to ensure awareness of service disconnection notification requirements and that Missouri-American should confirm and detail any remedial training conducted. Staff also recommended that Missouri-American review the programming of its Customer Information System to ensure that the proper service disconnection notification process is followed and that Missouri-American submit confirmation to the Commission once "this technical error has been corrected."

The Commission will issue its order that Ms. Jones shall and Public Counsel may either object to the Commission's entering an order adopting the Staff's findings and recommendations or may allow the Commission to enter such an order. The Commission will issue its order that no later than November 5, 2018, Ms. Jones or Public Counsel may register such an objection by requesting an evidentiary hearing. If none is filed, the Commission may adopt the Staff's finding and recommendations.

THE COMMISSION ORDERS THAT:

1. Teresa Jones shall and Public Counsel may register an objection to the Commission's adopting the Staff's findings by filing a request for an evidentiary hearing no later than November 5, 2018.

¹ Missouri-American did not file a Report, but the Commission officially notices that in its Response to Staff's Report and Recommendations filed on September 28, 2018, Missouri-American stated that it had no objection to the Staff's recommendations.

2. In the event that either Teresa Jones or Public Counsel requests an evidentiary hearing, then the Commission will enter further orders setting the matter for a procedural conference.

3. If neither Teresa Jones nor Public Counsel requests an evidentiary hearing, then the Commission may enter its order adopting the Staff findings and recommendations.

4. This Order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Paul T. Graham, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 24th day of October, 2018.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 24th day of October 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 24, 2018

File/Case No. WC-2019-0028

**Missouri Public Service
Commission**

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**Missouri-American Water
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Teresa Jones

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.