

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

Charles Harter,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. WC-2018-0124</u></b>
	)	
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

**STAFF INVESTIGATION REPORT**

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

1. On November 6, 2017, Charles Harter ("Complainant") filed a formal complaint ("Complaint") against Missouri-American Water Company ("Respondent" or "Company").

2. On November 6, 2017, the Commission issued its Order Giving Notice of Contested Case, and Directing Answer ("Order"). The Order directed Staff to conduct an investigation under the requirements of 4 CSR 240-2.070(15), and file a report of the Complaint no later than December 21, 2017, which said date was extended to December 28, 2017, by an order entered December 22, 2017.

3. Having concluded its investigation, Staff offers its Staff Report and attached Appendix, filed concurrently, which is confidential pursuant to 4 CSR 240-2.070(11), and which details Staff's investigation and analysis. In summary, Staff concludes that the Company has not violated any applicable statutes,

Commission rules, or Commission-approved Company tariffs related to the Complaint.

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

**WHEREFORE**, Staff respectfully files its Staff Report for the Commission's information and consideration.

Respectfully submitted,

**/s/ Alexandra L. Klaus**

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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 28th day of December, 2017.

**/s/ Alexandra L. Klaus**