

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

The Staff of the Missouri Public Service Commission,	)	
	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. WC-2015-0330</u></b>
	)	
Fawn Lake Water Corp. and	)	
Rachel Hackman,	)	
	)	
Respondents.	)	
	)	
	)	
The Office of the Public Counsel,	)	
An agency of the State of Missouri,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. WC-2015-0340</u></b>
	)	
Fawn Lake Water Corp.,	)	
Rachel Hackman,	)	
A Missouri Water Corporation,	)	
	)	
Respondents.	)	

**STAFF STATUS REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and for its *Status Report* hereby states as follows:

1. On April 28, 2017, the Commission directed Staff to file a status report on the Fawn Lake Water Corp.'s ("Fawn Lake" or "Company") operations and to comment on the use of a process server.
2. Fawn Lake continues to provide water to its customers without being properly certificated to do so.

3. The Company has raised its rates without approval from the PSC or any members of a board or home owner's association.

4. The Company continues to allow customers only approximately three days from the date of rendition of a bill to pay for water service. Further, the Company continues to charge late fees, disconnect fees, and reconnect fees for customers who fail to pay on time.

5. Ms. Rachel Hackman, the Company's owner, has been contacted numerous times regarding the need for certification to sell water. On April 7, 2017, Ms. Hackman stated she had been out of the country for about three months but is back now. She also stated she had not received any of the recent filings, and she confirmed that the correct address is 3910 Old Highway 94 South, Suite 100. Staff's last contact with Ms. Hackman was on May 2, 2017, through Staff counsel.

6. Staff believes service was complete upon mailing to Respondents' last known address, given that Ms. Hackman recently confirmed the correctness of the address included in the latest filing. However, Staff recognizes the numerous complications that have arisen regarding appropriate service to the Respondent, so Staff does not object to the use of a process server to effectuate service in this matter.

**WHEREFORE,** the Staff submits its *Status Report*.

Respectfully submitted,

**/s/ Marcella L. Forck**

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**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was hand delivered by hand, U.S. Mail, or served electronically on this 5<sup>th</sup> day of May, 2017, to the parties of record.

**/s/ Marcella L. Forck**