

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

Cordney Jack Travis,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. WC-2019-0324</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 April 19, 2019, Cordney Jack Travis ("Complainant") filed a formal complaint against Missouri American Water Company ("Respondent").

2. On April 23, 2019, the Commission issued its *Order Giving Notice of Contested Case, Directing Answer and Directing Staff Investigation*. The *Order* directed Staff to conduct an investigation and file a report by June 7, 2019.

3. On June 3, 2019, Staff requested an extension of time in which to complete discovery, noting that neither party had objected to the extension. The Commission granted Staff's request on June 4, 2019, ordering Staff to file a report no later than July 8, 2019.

4. Having concluded its investigation, Staff offers its *Staff Report*, which details Staff's investigation and analysis, and is attached hereto as Appendix A. In summary, Staff concludes that Respondent did not violate any applicable statutes, Commission rules or regulations, or its Commission approved tariff.

5. However, Staff's investigation discovered areas where Respondent could improve its meter change policies, account note documentation, and its monitoring of unauthorized usage; particularly regarding Respondent policy about detailing documentation and verification that water service was shut off. The Respondent was unable to provide evidence that the water service was off and there did not appear to be sufficient follow-up or that the account had been flagged. These discrepancies, as well as Staff's recommendations, are more fully explained in the attached *Staff Report*.

6. The Complainant's request that Respondent be held liable for its role in the dispute due to negligence on behalf of Respondent's service technician is not addressed due to the Commission's lack of jurisdiction over such claims.

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

Respectfully Submitted,

**/s/ Travis J. Pringle**

Travis J. Pringle  
Legal Counsel  
Missouri Bar No. 71128  
Attorney for the Staff of the  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Mo 65102-0360  
(573) 751-4140 (Telephone)  
(573) 751-9285 (Facsimile)  
(Email) [travis.pringle@psc.mo.gov](mailto:travis.pringle@psc.mo.gov)

### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all counsel of record this 8<sup>th</sup> day of July, 2019.

**/s/ Travis J. Pringle**