

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

Ray Ghasedi,)	
)	
Complainant,)	
)	
v.)	<u>Case No. WC-2019-0178</u>
)	
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 December 13, 2018, Ray Ghasedi (“Complainant”) filed a small formal complaint against Missouri American Water Company (“Respondent”).

2. Also on December 13, 2018, the Commission issued its *Order Giving Notice of Contested Case and Orders for Small Formal Complaint*. The *Order* directed Staff to conduct an investigation and file a report by January 27, 2019.

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

4. However, Staff did find several customer service discrepancies that Respondent could address to improve the customer experience provided to consumers. These discrepancies, as well as possible solutions, are more fully explained in the attached *Staff Report*.

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

Respectfully Submitted,

/s/ Travis J. Pringle

Travis J. Pringle

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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 25th day of January, 2019.

/s/ Travis J. Pringle