

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

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

**STATUS REPORT**

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

1. On July 30, 2018, Teresa Jones ("Complainant") filed a small formal complaint against Missouri American Water Company ("Respondent").

2. Also on July 30, 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 September 13, 2018.

3. Having concluded its investigation, Staff offered its *Staff Report*, which detailed Staff's investigation and analysis, as well as provided recommendations to be adopted by Respondent, on September 13, 2018.

4. Respondent filed a *Response to Staff Report and Recommendations* ("Response") on September 28, 2018, accepting Staff's recommendations. The *Response* noted that effectuating Staff's Recommendations may resolve the Complaint.

5. Also on September 28, 2018, the Commission issued its *Order that Respondent and Staff File a Joint Stipulation and Agreement or a Status Report*. Staff

was directed to coordinate with Respondent to file a proposed Stipulation resolving the matter, or a status report.

6. While the Respondent may have accepted Staff's recommendations, Staff is unaware of whether Respondent's concessions to Staff adequately resolves Complainant's concerns.

7. Pursuant to the Small Formal Complaint procedures found at 4 CSR 240-2.070(15)(D), Staff is obliged to "investigate the complaint and file a report detailing staff's findings and recommendations." Also pursuant to the rule, "Staff shall not advocate a position beyond reporting the results of its investigation." If Staff believes it should advocate a position, Staff may file a motion to change the status of the complaint. Staff has not done that in this matter.

8. Staff and Staff Counsel are entities within the Commission. "Staff Counsel represents the commission staff in proceedings before the commission."<sup>1</sup> While their interests may align, neither Staff, nor Staff Counsel, may represent complainants in cases before the Commission. As a result, Staff is not in a position to agree on behalf of the Complainant that the Company's agreement to Staff's recommendations resolves the Complaint. Only Complainant and Respondent may resolve this case and controversy.

9. Staff has reached out to both the Complainant and Respondent. Both have informed Staff that they have not yet heard from the opposing party.

10. Staff has informed both the Complainant and Respondent that Staff does not have the power or ability to settle this matter on either party's behalf.

---

<sup>1</sup> Commission Regulation 2 CSR 240-2.010(21).

11. At this time Staff would recommend that the Commission order the parties file a Stipulation together, or proceed for this complaint to move forward to hearing.

**WHEREFORE**, Staff prays that the Commission will accept this *Status Report*, order the parties to file a stipulation together, or proceed for this complaint to move forward; and grant such other and further relief as the Commission considers just in the circumstances.

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 22<sup>nd</sup> day of October, 2018.

**/s/ Travis J. Pringle**