

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

In the Matter of an Investigation of Missouri-American)
Water Company with Respect to Certain Issues) **File No. WO-2017-0012**
Disclosed During the rate case WR-2016-0064)

STAFF'S FINAL REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through the undersigned counsel, and for its *Report of Staff's Findings into Faulty Meters and Negative Reserve Balances (Final Report)*, states:

1. On July 7, 2016, Staff and Missouri-American Water Company (MAWC or Company) filed a Joint Motion to Open Investigation (*Joint Motion*) as a result of the *Stipulation and Agreement* filed in Case No. WR-2015-0301, the most recent MAWC general rate case.

2. On July 12, 2016, the Commission issued its *Order Opening an Investigation (Order)*. The *Order* identified that:

This is only a fact-finding investigation and is not a contested case. The Commission will not take any action regarding Missouri-American's practices within the confines of this investigation. If the investigation reveals that any such action is appropriate, Staff may file a formal complaint or other appropriate pleading within a new file to institute contested case procedures.¹

The *Order* directed Staff to "undertake an investigation of Missouri-American Water Company regarding faulty water meters and the practice of maintaining negative reserve balances" and directed Staff to file a progress report by September 12, 2016.

3. Staff filed Status Reports on September 12, 2016, December 19, 2016, and February 15, 2017. In its most recent Status Report, Staff stated it anticipated filing either a *Final Report* or a last status update.

¹ Case No. WO-2017-0012, EFIS Item 2, *Order*, p. 1.

4. Staff's investigation is completed. On March 28, 2017, Staff provided a copy of the draft report to the Company for its review and comment. Staff also provided a copy of the draft report to the Office of Public Counsel. Attached to this pleading is Staff received comments regarding the draft report from the Company on March 30, 2017. Staff's *Final Report* is attached.

5. Staff notes that MAWC has been cooperative and responsive throughout the investigation process.

6. As directed by the *Order*, the Final Report is fact-finding only. The *Final Report* does identify certain issues, determined as the result of its investigation, which Staff may raise in a subsequent rate case with the Company.

WHEREFORE, Staff prays that the Commission will accept its *Final Report*.

Respectfully submitted,

/s/ Jacob T. Westen

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed or hand-delivered, transmitted by facsimile or electronically mailed to all parties and or their counsel of record on this 31st day of March, 2017.

/s/ Jacob T. Westen