

Exhibit No.:
Issue(s): Customer Service
Witness: Lisa Stockman
Sponsoring Party: MoPSC Staff
Type of Exhibit: Direct Testimony
Case No.: WR-2023-0344
Date Testimony Prepared: October 10, 2023

MISSOURI PUBLIC SERVICE COMMISSION
FINANCIAL AND BUSINESS ANALYSIS DIVISION
CUSTOMER EXPERIENCE DEPARTMENT

DIRECT TESTIMONY
OF
LISA STOCKMAN

RAYTOWN WATER COMPANY

CASE NO. WR-2023-0344

Jefferson City, Missouri
October 2023

DIRECT TESTIMONY OF
LISA STOCKMAN
RAYTOWN WATER COMPANY
CASE NO. WR-2023-0344

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5 Q. Please state your name and business address.

6 A. My name is Lisa Stockman, 200 Madison Street, Jefferson City, MO 65101.

7 Q. What is your position and duties with the Missouri Public Service Commission
8 (“Commission”)?

9 A. I am a Research/Data Analyst in the Customer Experience Department
10 (“CXD”). My duties as an analyst include, but are not limited to, participating in and conducting
11 customer service and business office operations reviews. I research and manage formal
12 complaints. I prepare and review audit and investigative reports, and I participate in water and
13 sewer case Staff recommendations and review tariffs.

14 Q. Would you please review your work experience and educational background?

15 A. I have been employed by the Commission since 2006. I have worked in Fiscal
16 Services and CXD. In 1993, I graduated from Lincoln University with a Bachelor of
17 Science degree in Office Management.

18 Q. Have you previously filed testimony before the Commission?

19 A. No. Attached is schedule LS-d1 which is a list of my case history with
20 the Commission.

21 Q. What is the purpose of your direct testimony?

1 A. The purpose of my testimony to summarize what CXD Staff reviewed
2 concerning Raytown Water Company (“RWC” or “Company”) operations as it relates to
3 customer service and if Staff had any recommendations.

4 Q. How did CXD Staff prepare for its investigation in RWC’s rate case?

5 A. CXD Staff submitted data requests (“DRs”) to RWC to obtain Company
6 information in preparation for the 150 day Staff report, reviewed the Company’s tariffs,
7 informal and formal Commission complaints, customer billing, meter reading, payment
8 remittance, credit and collections, customer rights and responsibilities brochure and estimating
9 procedures. In addition, Staff reviewed the previous recommendations in the last rate case,
10 Case No. WR-2020-0264.¹

11 Q. What were the recommendations from the last rate case,
12 Case No. WR-2020-0264, from CXD Staff and ordered by the Commission?

13 A. The recommendations were:

14 1. Company Management needs to change its estimating usage process to
15 comply with Chapter 13 or have a Commissioned-approved tariff.

16 2. Bill customers according to the billing period defined in
17 Chapter 13.015(1)(C) and consider changing procedures to address staff shortages and short
18 billing periods such as occurred in February.

19 3. The Company needs to stop charging a minimum monthly charge after water
20 service has been shut off.

¹ Full details can be found in CXD’s section of the Non-Unanimous Agreement Regarding Disposition of Small Utility Company Revenue Increase Request, Attachment I.

1 4. The Company needs to revise and distribute to all current and future customer written
2 information specifying the rights and responsibilities of the Company and its customers as
3 required by Commission Rule 20 CSR 4240-13.040(3). Also, update the Commission numbers
4 referenced in the brochure.

5 Q. Did CXD Staff follow up to check if RWC complied with the Commission order
6 in the last rate case concerning these recommendations?

7 A. Yes, CXD Staff sent data requests to the Company addressing the
8 recommendations in the last rate case and how the Company complied with the
9 recommendations. Staff reviewed the Company's tariffs, billings, estimation procedures, the
10 Company's brochure and data request responses that were provided by the Company. Staff
11 concluded that RWC has complied with the recommendations.

12 Q. Did Staff review any complaints regarding RWC since the last rate case and how
13 did that factor into this case review?

14 A. Yes, Staff reviewed informal and formal complaints filed against RWC since
15 the last rate case. Staff sent DRs specific to Staff's findings related to Case No. WC-2023-0166.
16 One of the issues found was the Company was not retaining copies of all delinquency notices
17 sent to customers. As a result of Staff's finding, the Company now generates delinquency
18 notices, exports them as a pdf file and saves them on a server by the disconnect date. The notices
19 will be retained for seven (7) years. The customer's account is automatically noted with the
20 date the disconnect is issued and is accessible by the Customer Service Representative in a
21 public folder². Staff also noted that additional staff training on Chapter 13 Rules and

² Staff Data Request 0116

1 Regulations should be considered. Additional training is now being provided to
2 Customer Service Representatives by the Company.³ Staff concluded, after its review, that
3 RWC had addressed the customer service related issues identified in the complaint case

4 Q. At the conclusion of its investigation in the current rate case,
5 Case No. WR-2023-0344, did CXD Staff have any findings or recommendations for RWC?

6 A. Staff did not have any findings or recommendations. After extensive review of
7 the data requests, informal and formal complaints and the information provided by the
8 Company, Staff concluded that the Company had addressed all the concerns previously
9 recommended by the Commission and the Company is Chapter 13 complaint.

10 Q. Does this conclude your direct testimony?

11 A. Yes, it does.

³ Staff Data Request 0117

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of the Application of a Rate
Increase of Raytown Water Company

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Case No. WR-2023-0344

AFFIDAVIT OF LISA A. STOCKMAN

STATE OF MISSOURI)
)
COUNTY OF COLE)

ss.

COMES NOW LISA A. STOCKMAN and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Direct Testimony of Lisa A. Stockman*; and that the same is true and correct according to her best knowledge and belief.

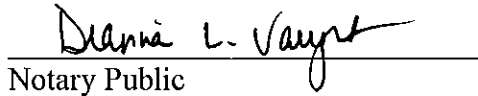
Further the Affiant sayeth not.


LISA A. STOCKMAN

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 10th day of October 2023.

DIANNA L. VAUGHT
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: July 18, 2027
Commission Number: 15207377


Notary Public

Lisa Stockman

Present Position:

I am a Research/Data Analyst in the Customer Experience Department of the Financial and Business Analysis Division of the Missouri Public Service Commission. I have been employed by the Missouri Public Service Commission since August 2006.

Educational Background and Work Experience:

I earned a Bachelor of Science degree in Office Management from Lincoln University in 1993.

Case Participation:

<u>Company Name</u>	<u>Case Number</u>	<u>Case Type / Type of Testimony</u>	<u>Utility Type</u>
Spire Missouri Inc.	GO-2022-0022	Investigatory Docket- Staff Report	Gas
Ralph Rudolph	WC-2022-162	Formal Complaint – Staff Report	Water
S.K.& M. Water and Sewer	WR-2022-0240	Rate Case – Staff Report	Water
Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities	WO-2022-0253	Investigatory Docket – Staff Report	Water
Missouri American Water Company	WA-2022-0311	Certificate of Convenience and Necessity – Staff Recommendation	Water
Timber Creek Sewer Company	SA-2022-0338	Certificate of Convenience and Necessity – Staff Recommendation	Sewer
Argyle Estates Water Supply	WR-2022-0345	Rate Case – Staff Report	Water
Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities	SA-2023-0020	Certificate of Convenience and Necessity – Staff Recommendation	Sewer
Bobby Armour	GC-2022-0301	Formal Complaint – Staff Report	Gas
Charles Harter	EC-2023-0281	Formal Complaint – Staff Report	Electric
Confluence Rivers Utility Operating Company, Inc.	WA-2023-0450	Certificate of Convenience and Necessity – Staff Recommendation	Water
Raytown Water Company	WR-2023-0344	Rate Case – Staff Report	Water