

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

Timothy Sumner,)	
)	
Complainant,)	
)	
v.)	<u>File No. SC-2024-0228</u>
)	
Missouri-American Water Company,)	
)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”),
by and through counsel, and for its Staff Report, states as follows:

1. On February 2, 2024, Timothy Sumner (“Complainant”) filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (“MAWC”).
2. On February 8, 2024, the Commission issued its *Order Giving Notice of Case Filing, Directing an Answer, and Directing a Staff Investigation*. The Order directed Staff to file a pleading no later than March 18, 2024. On March 12, 2024, Staff filed a request for additional time. On March 13, 2024, the Commission issued the *Order Granting Extension to File Report* directing Staff to file a report with the Commission by April 2, 2024.
3. The Complainant seeks for the year of back charges assessed to be dismissed and for MAWC to revise their procedures to ensure new homeowners are detected within one month of an ownership change to a property. Regulations applicable

to undercharges limit MAWC to 12 months of billing for back charges and require MAWC to offer Complainant the option to pay the adjusted bill over a period of time.¹

4. Having concluded its investigation, Staff offers its Report, filed concurrently, which is confidential pursuant to 20 CSR 4240-2.070(11), and which details Staff's investigation and analysis. In summary, Staff concludes that the Company has not violated any applicable statutes, Commission Rules, or Commission-approved Company tariffs related to the complaint.

5. The attached Report more fully explains the circumstances and facts that led Staff to make these conclusions. Staff recommends that the Commission make findings in accordance with the attached Report.

WHEREFORE, Staff prays the Commission will accept this report as compliant with the orders and make findings in accordance.

Respectfully Submitted,

/s/ Tracy D. Johnson

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¹ 20 CSR 4240-13.025(1)(B) and 20 CSR 4240-13.025(1)(C).

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been hand-delivered, emailed or mailed, postage prepaid, to the parties of record as listed in the Service List maintained for this case by the Commission's Data Center, on this 2nd day of April, 2024.

/s/ Tracy D. Johnson