

**UTILICORP UNITED**  
**DOCKET NO. EM-2000-292**  
**DATA REQUEST NO. MDMP-5**

**MDNR First Requests for Production of Documents to UtiliCorp**

**DATE OF REQUEST:** April 4, 2000  
**DATE RECEIVED:** April 4, 2000  
**DATE DUE:** May 6, 2000  
**REQUESTOR:** Missouri Department of Natural Resources

**QUESTION:**

Please provide the following information:

For every separate office or other Company unit performing customer service functions, an organization chart, including descriptions of staff persons and the number of employees at each staff position:

- a. This information as each office (or Company unit) exists today; and
- b. this information as anticipated for each office after the merger.

**RESPONSE:** See attachments

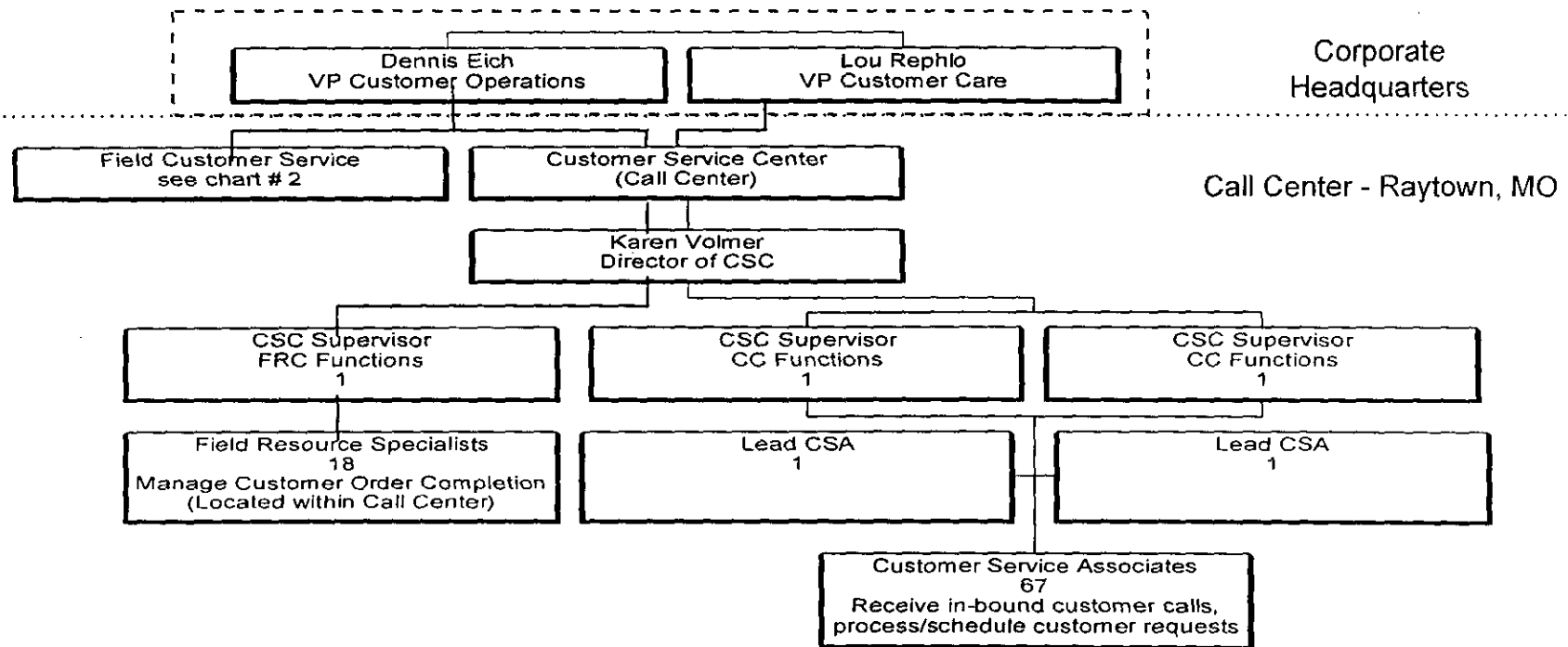
**ATTACHMENTS:** (Organization Charts 1a, 2a, 3a, 1b, 2b, 3b)

**ANSWERED BY:** Tracy Peterson

Exhibit No. 406  
Date 7/12/00 Case No. EM-2000-292  
Reporter KRP/1



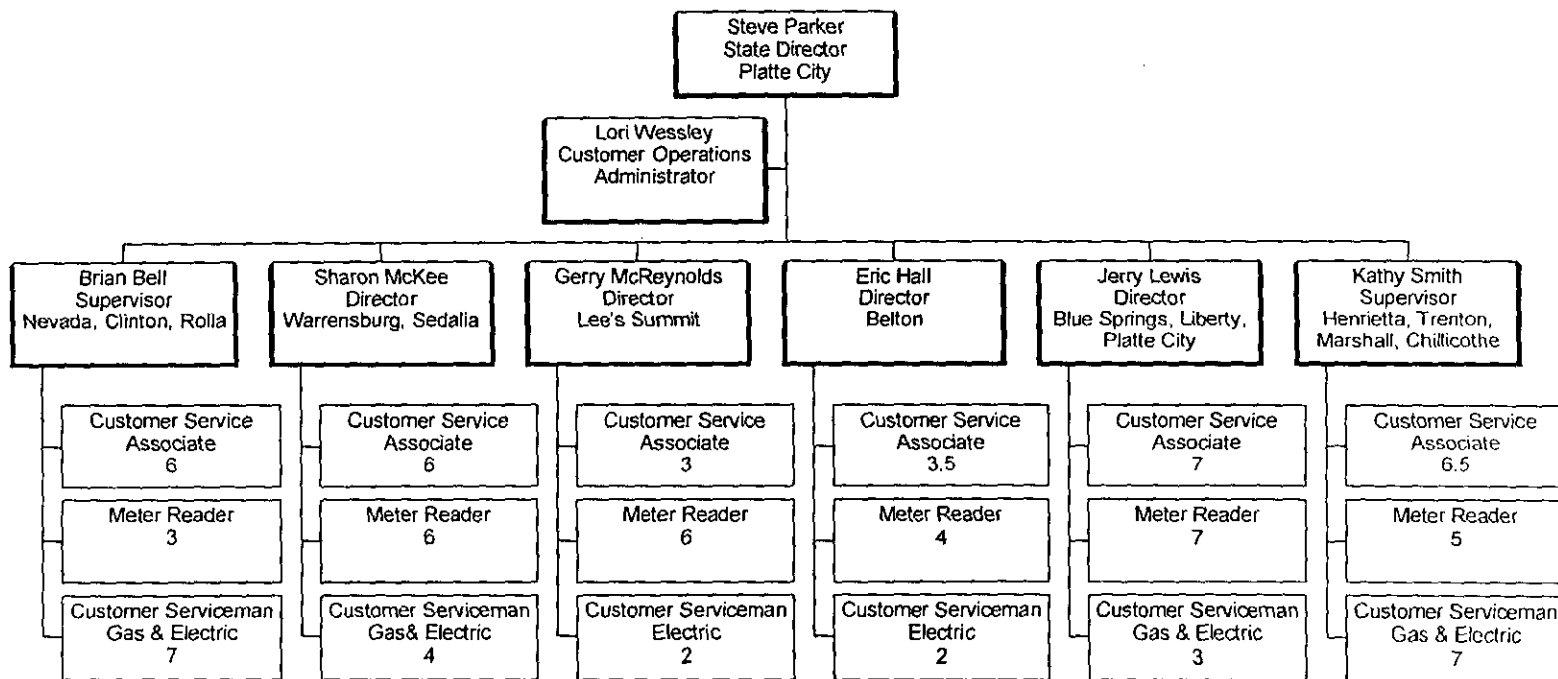
# Customer Services Organization Chart # 1a



KEY — Customer Services

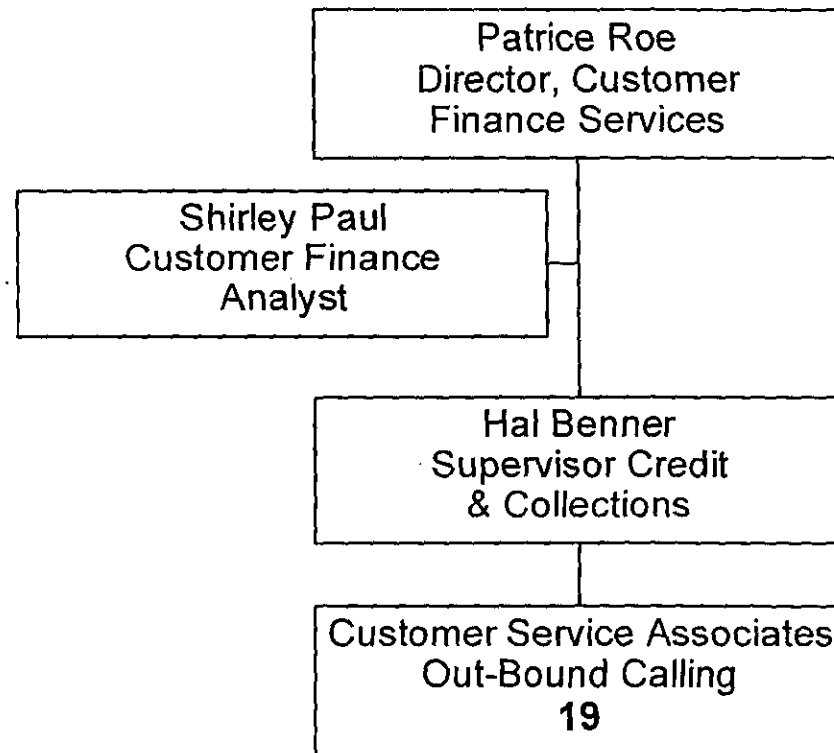
# Field Customer Service Organization Chart # 2a

## Missouri Customer Operations

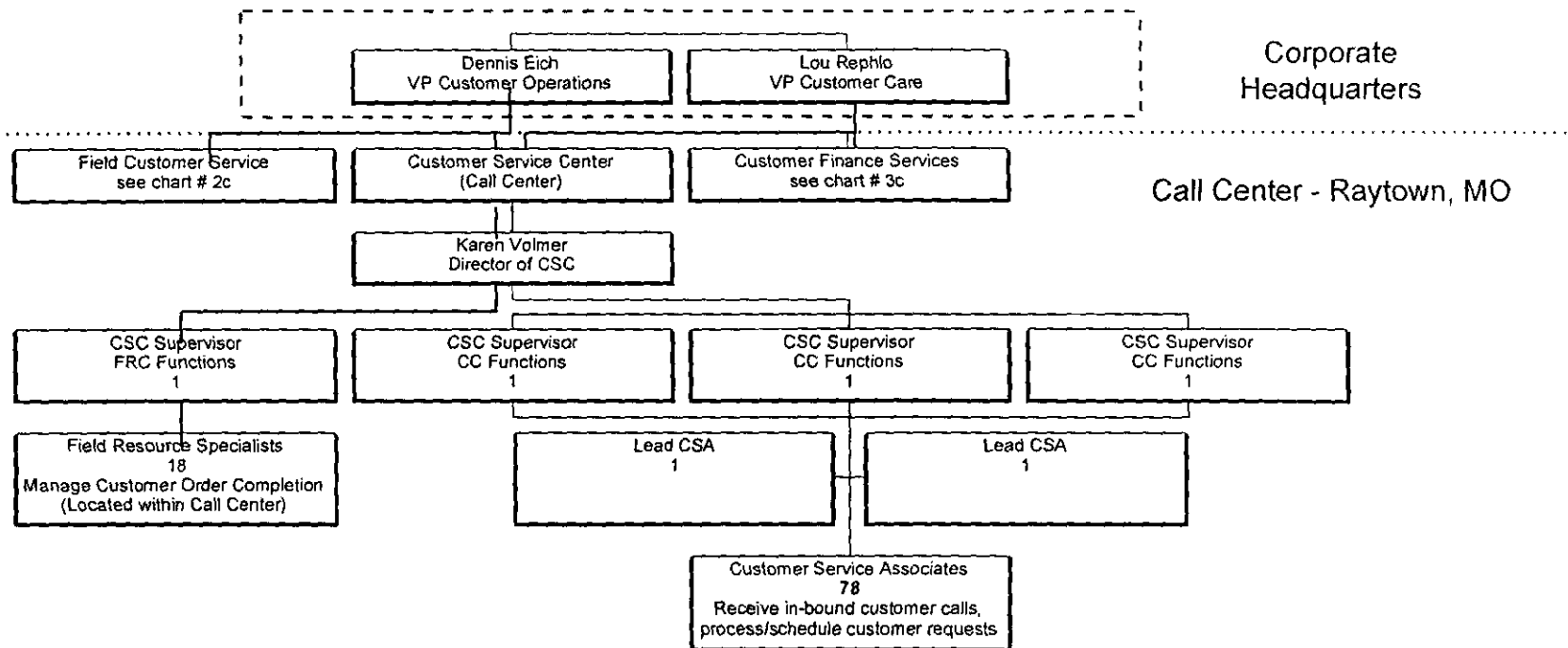


# Customer Services Organization Chart # 3a

## Customer Finance Services



# Customer Services Organization Chart # 1b

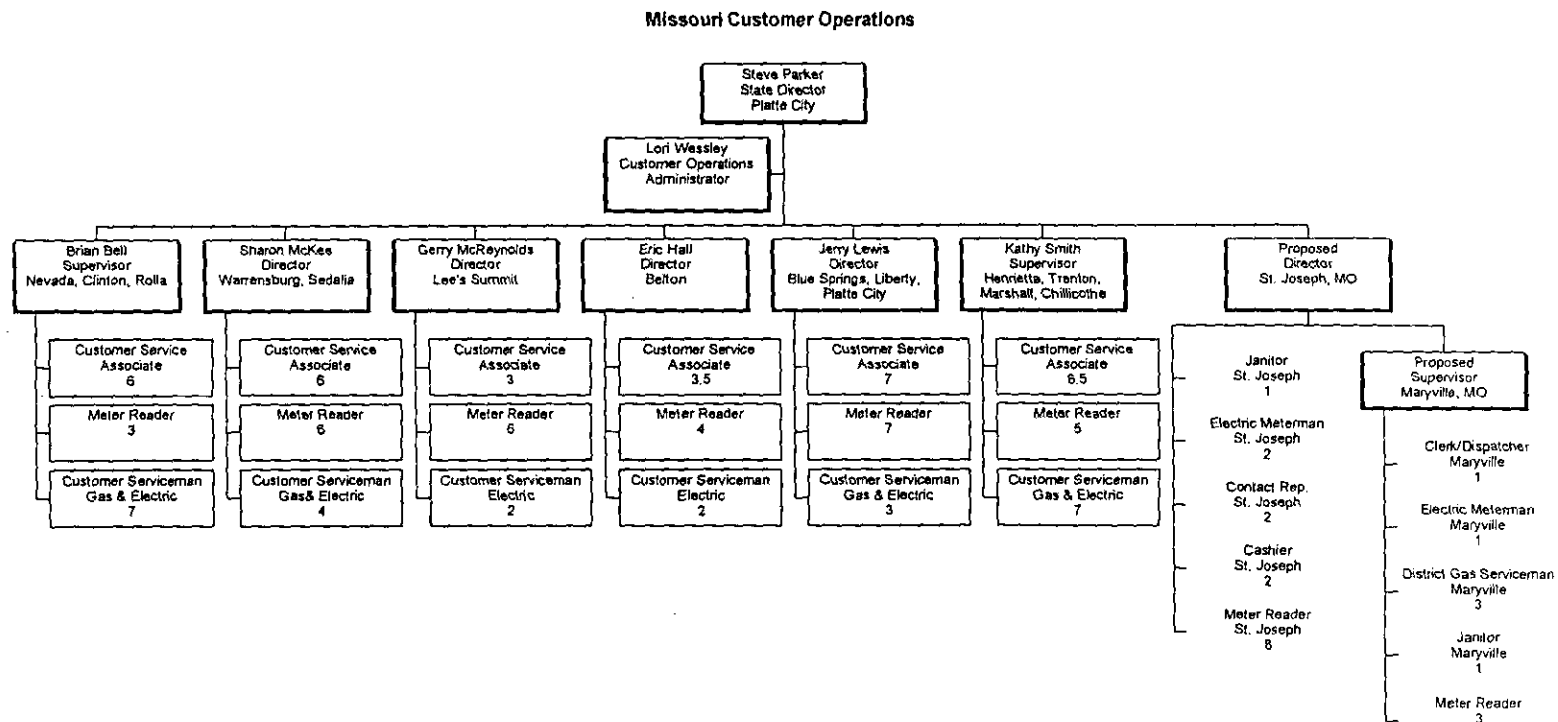


KEY — Customer Services

UTILICORP UNITED  
**ENERGYONE**

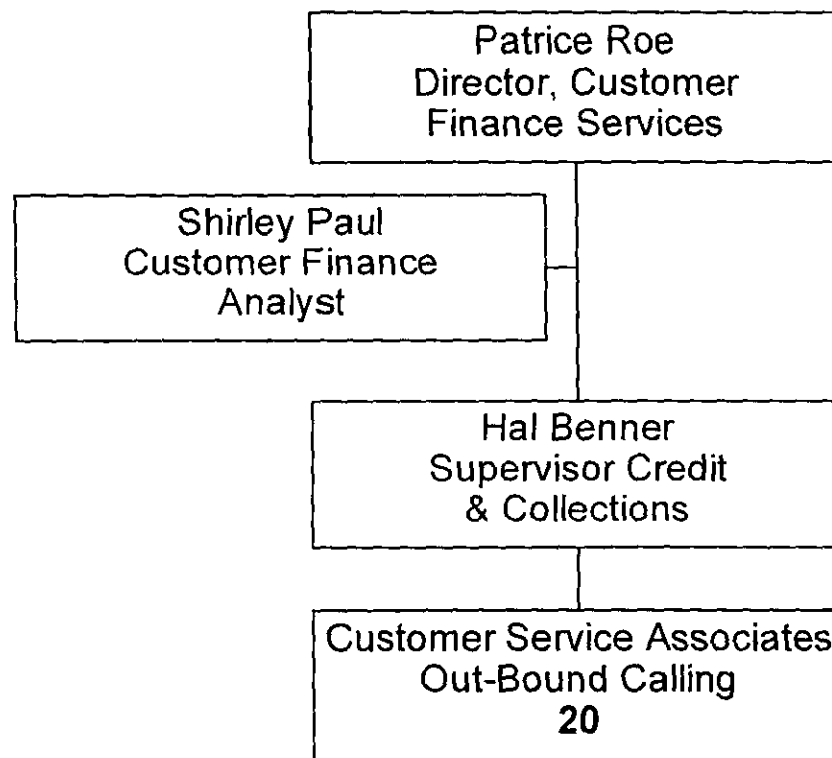
Document supports MDMP-5

# Field Customer Service Organization Chart # 2b



# Customer Services Organization Chart # 3b

## Customer Finance Services



**UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMP-6**

**MDNR First Requests for Production of Documents to UtiliCorp**

**DATE OF REQUEST:** April 4, 2000  
**DATE RECEIVED:** April 4, 2000  
**DATE DUE:** May 6, 2000  
**REQUESTOR:** Missouri Department of Natural Resources

**QUESTION:**

Please provide the following information:

For every separate office or other Company unit performing collection functions, an organizational chart, including descriptions of staff positions and the number of employees at each staff position:

- c. this information as each office exists today; and
- d. this information as anticipated for each office after the merger.

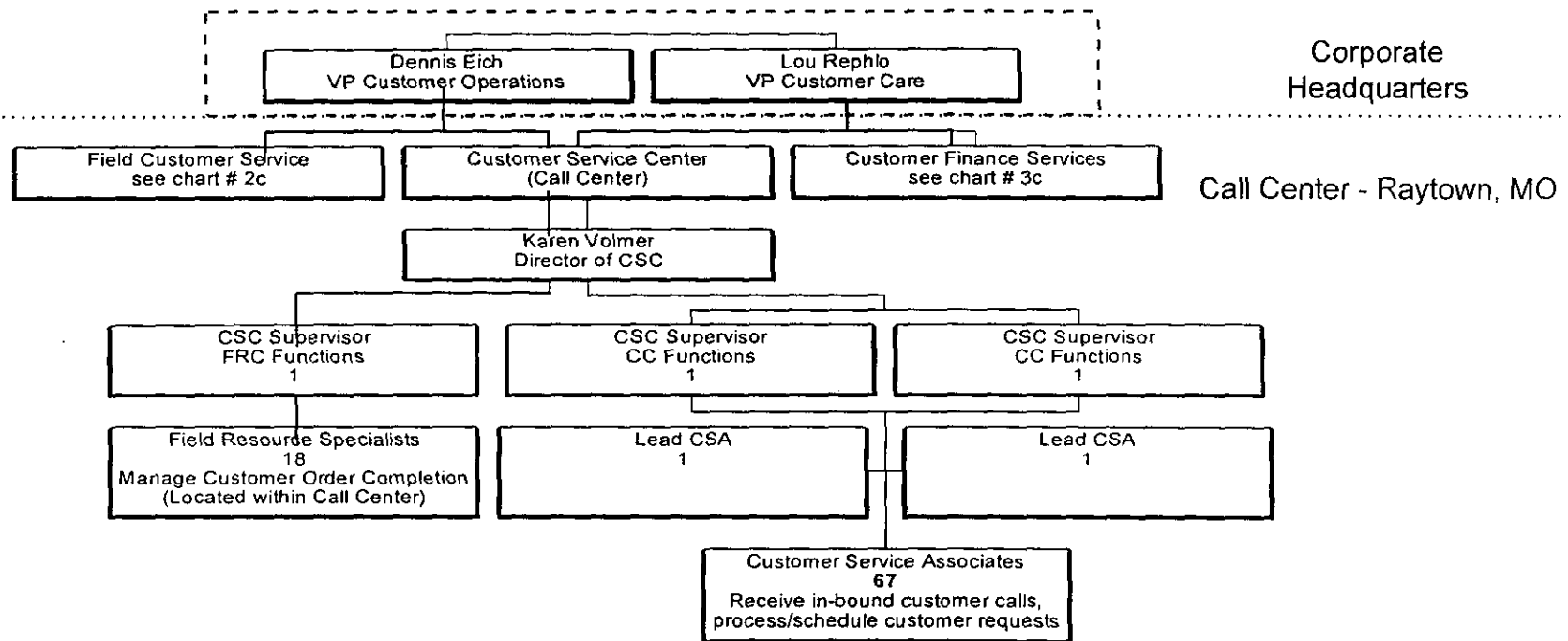
**RESPONSE:** See Attachments

**ATTACHMENTS:** Organization Charts: (1c, 2c, 3c, 1d, 2d, 3d)

**ANSWERED BY:** Tracy Peterson



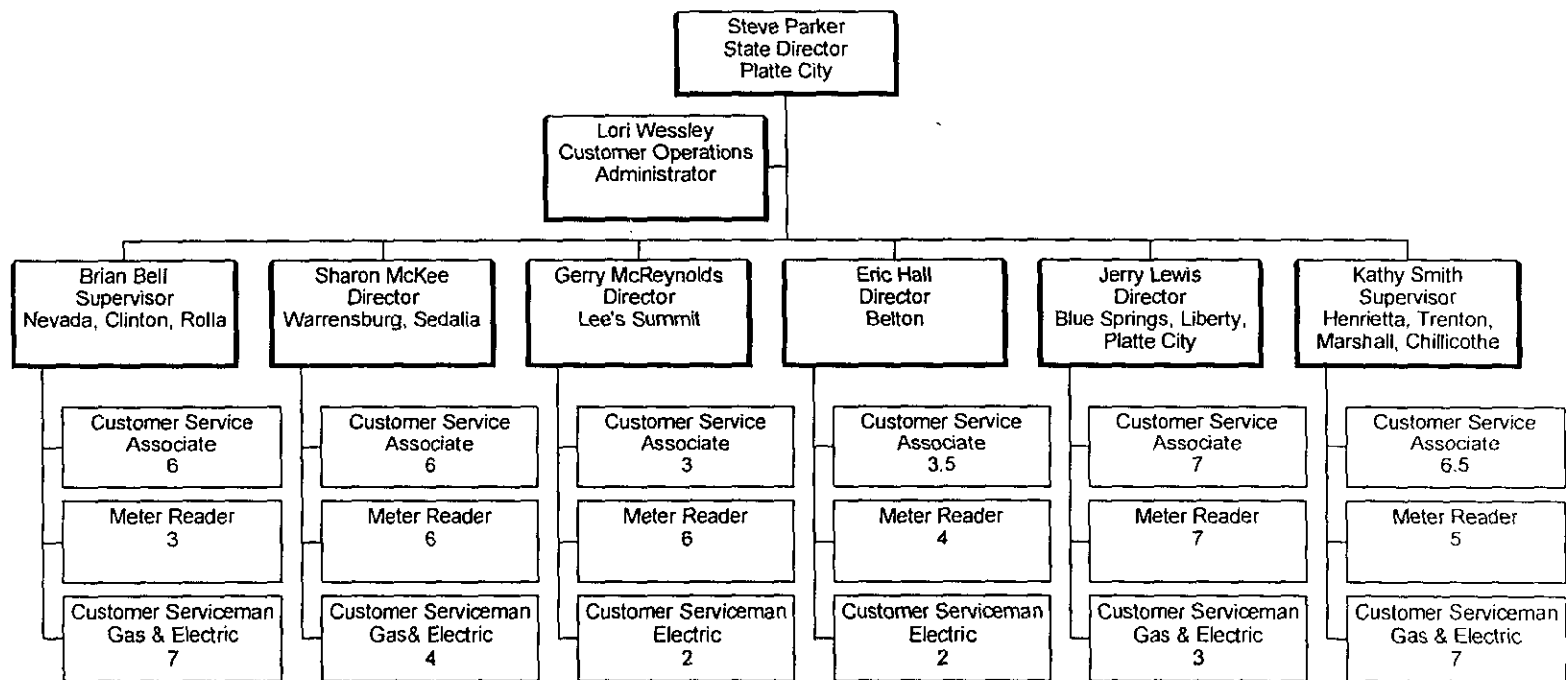
# Customer Services Organization Chart # 1c



KEY — **Customer Services**

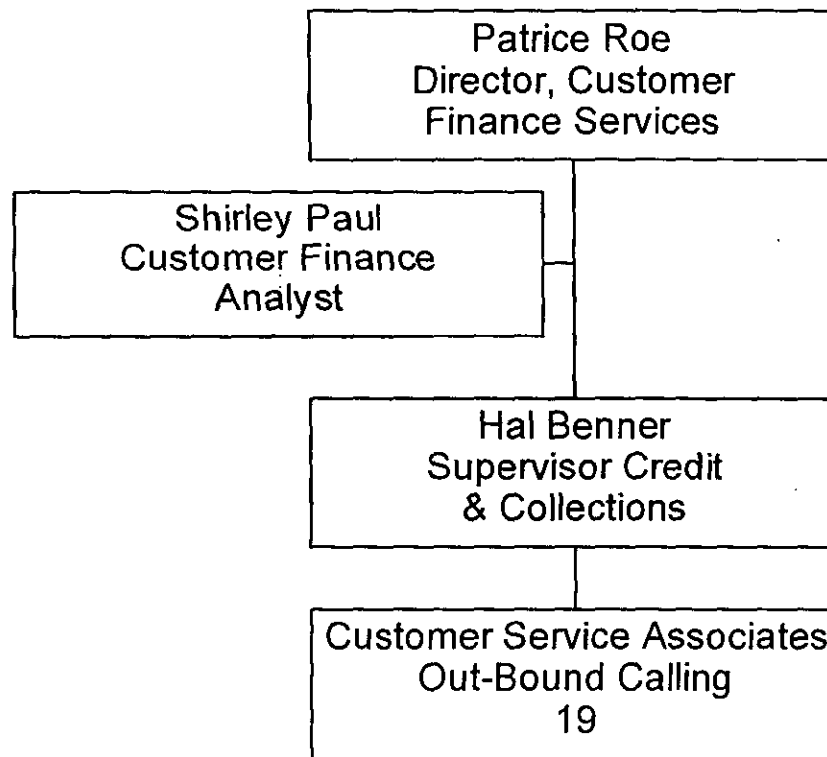
# Field Customer Service Organization Chart # 2c

## Missouri Customer Operations

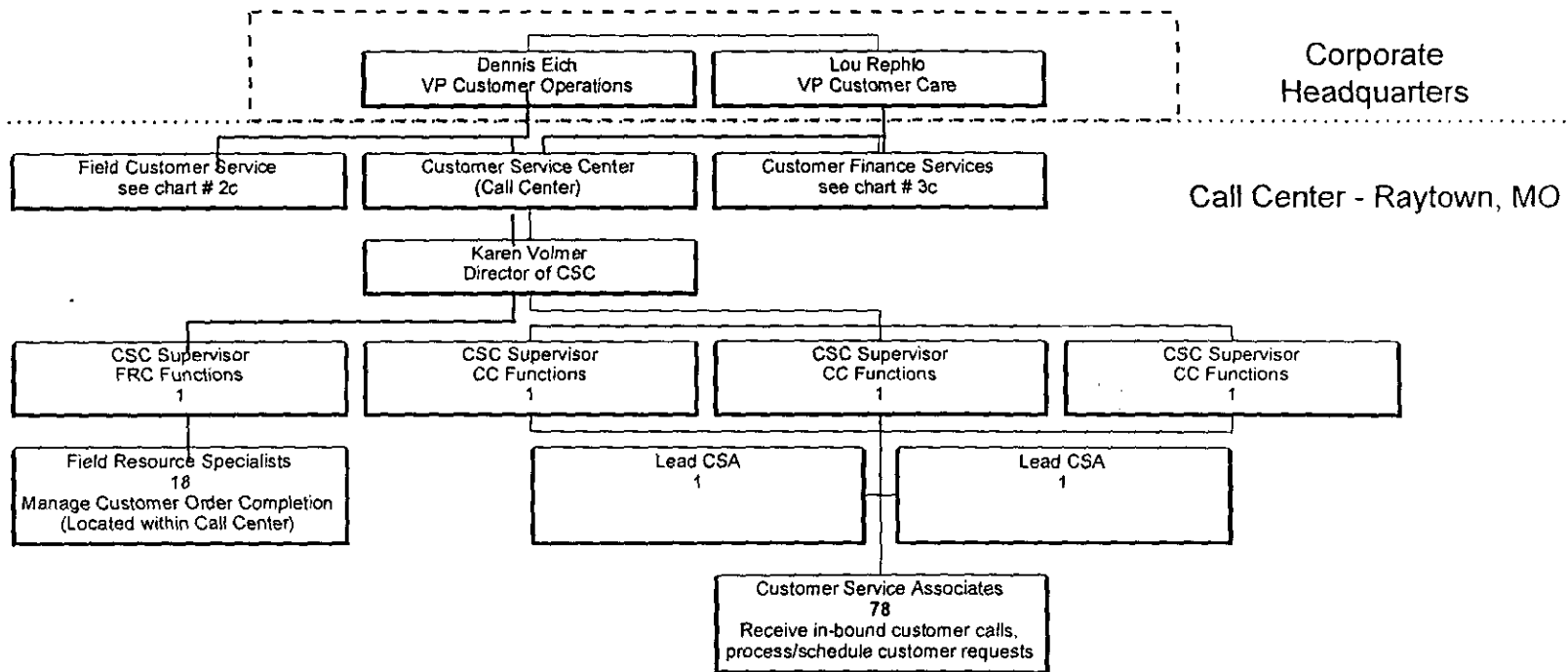


# Customer Services Organization Chart # 3c

## Customer Finance Services



# Customer Services Organization Chart # 1d



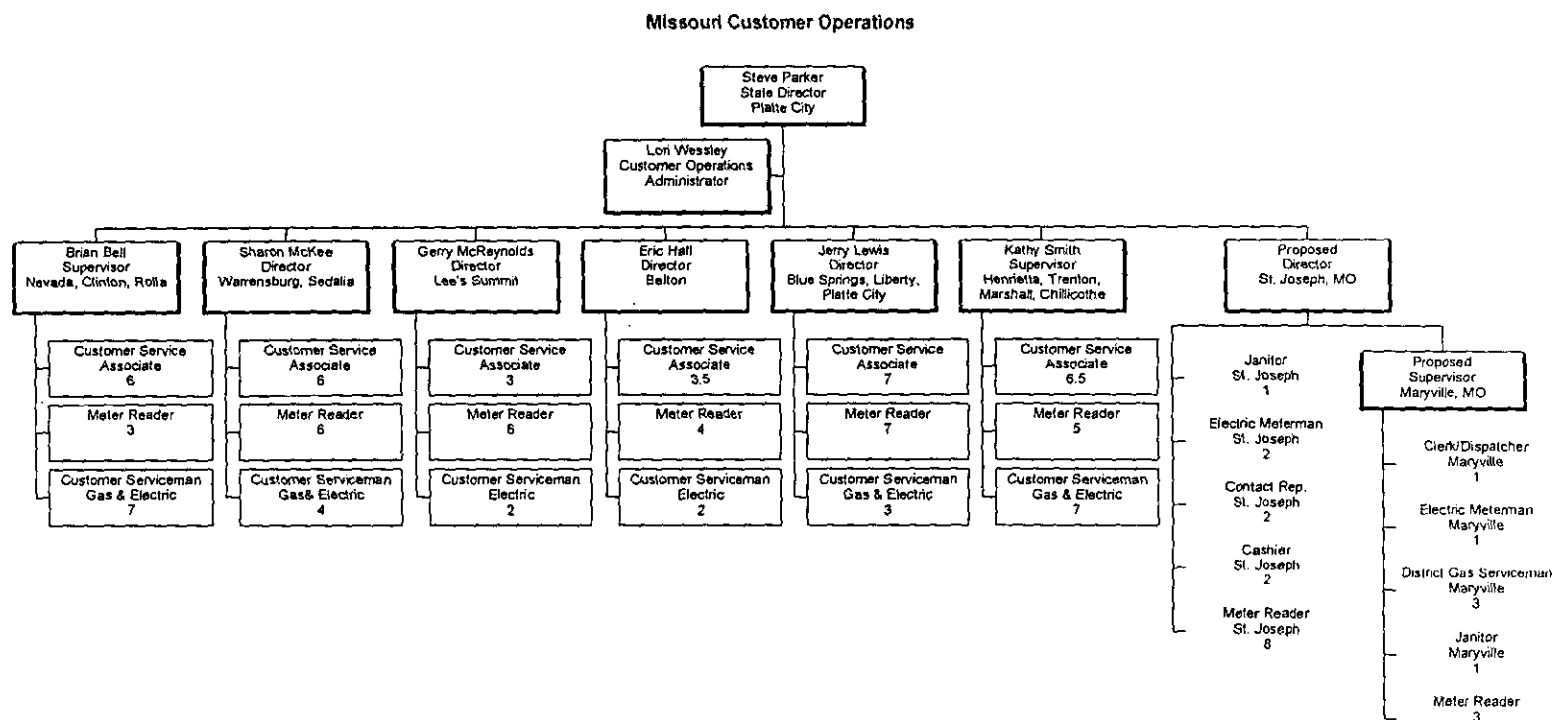
KEY — Customer Services

UTILICORP UNITED

**ENERGYONE**

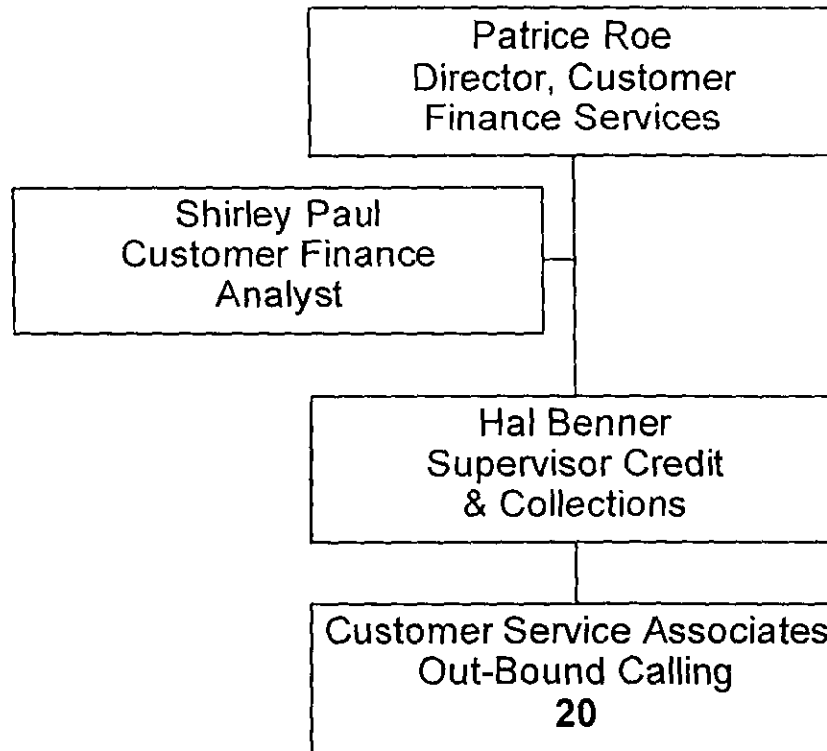
Document supports MDMP-6

# Field Customer Service Organization Chart # 2d



# Customer Services Organization Chart # 3d

## Customer Finance Services



**UTILICORP UNITED  
DOCKET NO. EM-2000-292  
DATA REQUEST NO. MDMPIN-16**

**MDNR First Set of Interrogatories to UtiliCorp United Inc.**

**DATE OF REQUEST:** April 4, 2000

**DATE RECEIVED:** April 4, 2000

**DATE DUE:** May 4, 2000

**REQUESTOR:** Missouri Department of Natural Resources

**QUESTION:**

Please provide a detailed description of each different type of deferred payment plan offered by the Company to residential customers. Separately indicate to whom (or under what circumstances) each type of deferred payment plan is offered.

**RESPONSE:** Customer Service Associates are instructed to work with Customers towards a 'win-win' solution when making arrangements. See attachment.

**ATTACHMENTS:** Document supporting MDMPIN-16

**ANSWERED BY:** Tracy Peterson

## Payment Arrangements

The person must be listed on the account as financially responsible in order to initiate a payment arrangement. If an agency makes a guarantee of funds on a customer's account, note the person making the guarantee and agency name on the payment arrangement. Residential customers are eligible for payment arrangements, while commercial and industrial customers are not eligible for payment arrangements unless special circumstances exist.

Payment arrangement options IF NO SHUT OFF or DOOR TAG (no notice on door) in order of offering to the customer are:

- Ask for full balance - Ask for the full arrears payment before the next bill is generated. If necessary, set up scheduled weekly payment amounts and dates. Or, ask for the full arrears to be paid within the next 30 days.
- 2 month option - Half of arrears with the current bill and the balance of arrears before the next month's billing. At the very latest, before the bill after next is prepared. A late payment charge is assessed on the unpaid balance.
- 3 month option - In extreme situations where a very large arrears (\$500 or greater) exists. A customer can have up to 90 days to pay past due billing, along with paying his or her current bill on or before the due date; a late payment charge is assessed on the unpaid balance.

### Note:

- During Cold Weather Rule periods, default to the state rules located at the bottom of the Payment Arrangement Action Page.
- If the local office is working an account and does not want the CSC to accept any arrangements or print a turn on etc., a memo should be placed on the ACCT screen, using the alert field.

## Changing the due dates of negotiated payment arrangements

The customer is allowed to change the due date of a payment as long as the change does not extend past option three (90 days) on page one. Do not delete the previous payment arrangement that is being changed. Cancel it (so a record will still show) and add the new arrangement.

## Payment Arrangements when a Shut Off or Door Tag has been hung

Regardless of the balance, arrangements must be made (IE: there is no threshold amount that is exempt). Arrangements can be made using the same options listed under Promise to Pay - If NO SHUT OFF OR DOOR TAG (no notice on door). In addition though, if the customer is not at the premise, warn them that there is a chance that they could already be turned off or turned off sometime that day. As a precaution, if the customer is home, you can advise them to watch for our company representative and provide payment to them to avoid shut off. It is extremely important that the customer be told there is a chance that the gas or electricity may be turned off.

### Exceptions to the possibility of the gas or electricity being shut off the same day as call:

If the 24 hour notice was left on the same day as current call.

It is after 4:00 p.m. and their gas is still on.

## Best Method/Location to make Past Due Payments

- In person at a local office or drop box if one is within driving distance.
- Travelers location
- Pay Service Technician upon arrival



- Mail, if necessary:

Allow five calendar days for the payment to be received and posted. There is no guarantee that the payment will be received and posted within five days. Advise the customer to call back on the fifth day to ensure their payment has posted. If it is not posted, a two day extension can be granted.

*It is very important that the customer bring their bill stub (or include account number on check) to the most convenient local office or Travelers location. If the customer chooses to mail the payment, it is imperative we advise them to contact our 800 number to prevent further collection activity when mailing their past due payments.*

### **Unacceptable Payment Arrangements**

- Customer cannot tell you how much they can pay.
- Customer cannot tell you when they can pay at least the minimum amount.
- Customer's last arrears payment was NSF and they have not made it good.
- Customer has defaulted on a previous promise to pay and the extension will be beyond their next billing date (if the extension will not be beyond their next billing date you can approve it).

### **If You are Unable to Make Arrangements**

Ask the customer if they would like the number to assistance agencies in their area (see attached energy assistance agency information by state/county).

If the customer requests assistance agency information, please memo the account on the CC screen and advise the customer to contact us once application for assistance has been made.

### **Inactive Accounts**

If the Customer with (inactive) arrears is requesting to activate service at the same or different premise, whether or not the inactive service is off for non pay or off due to a regular turn off, the options are the same:

#### **Options:**

- 100% of utility balance, plus reconnect fees and deposit to be paid before the service is turned on.
- 100% of utility balance to be paid before the service is turned on, with payment arrangement for reconnect fees and deposit.
- 50-100% of utility balance to be paid before the service is turned on, with payment arrangement for remaining utility balance, reconnect fee and deposit

If the customer is not requesting to activate service now (just calling about the arrears), can offer them the same payment arrangements listed under Promise to Pay - IF NO SHUT OFF or DOOR TAG (no notice on door ).