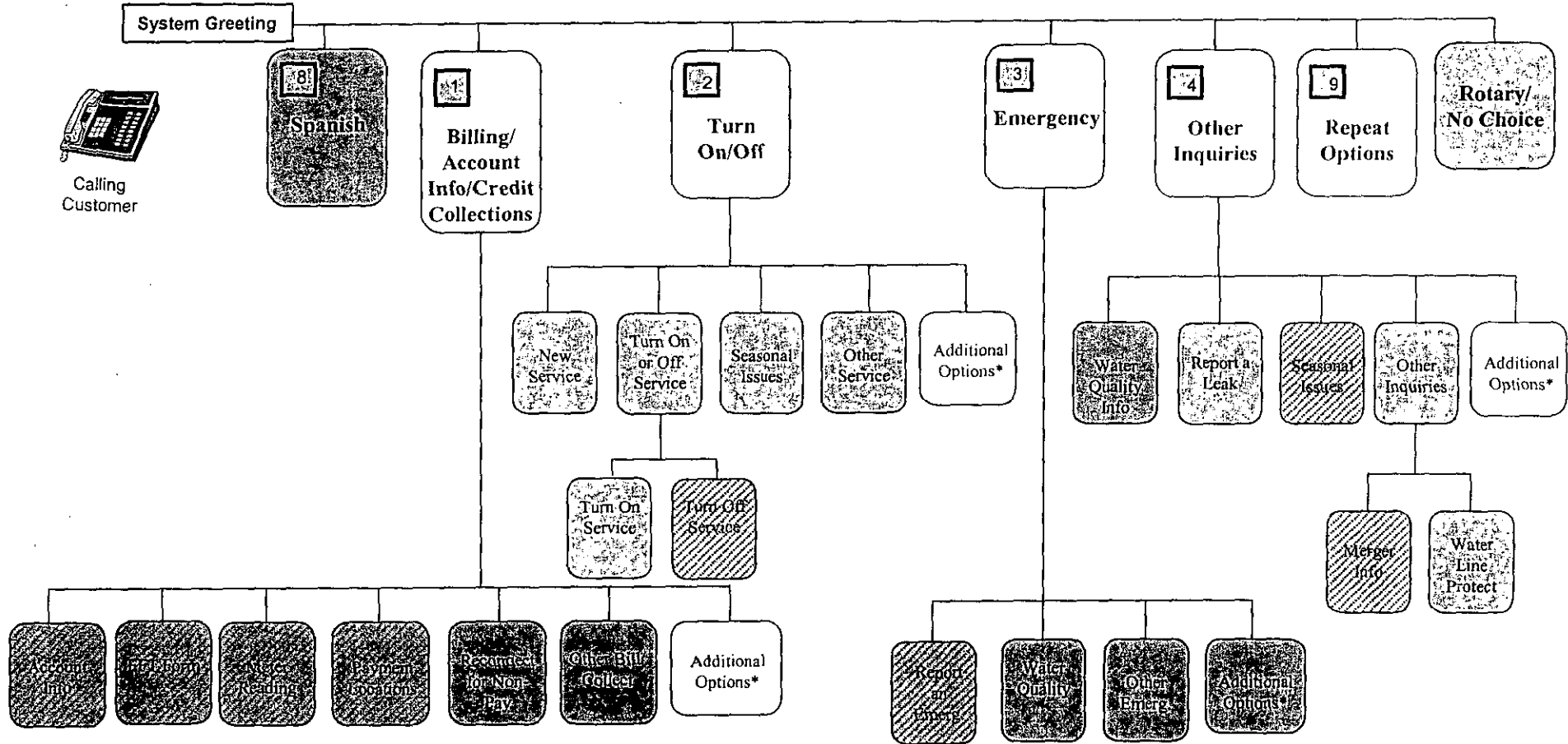


American Water Works IVR Schematic (09/03/02)



Denotes Billing & Collection Skill

Denotes General Service / Other Skill

Denotes Emergency Skill

Denotes Automated Service Available

FILED³

JAN 23 2004

Missouri Public
Service Commission

Exhibit No. 112

Case No(s) LR-2003-0500

Date 12-18-03 Rptr XF

*Additional Options will prompt with the following options:
Press 9 to return to the main Menu.
Press 7 to repeat options.