

**Missouri American Water Company  
2008 ISRS Filing  
Instructions for Call Center Personnel**

- 1) Each Call Center personnel will be required to read and be familiar with the ISRS Filing and Reporting Requirements.
- 2) Call Center personnel will be required to respond to customer inquiries regarding the following:
  - a. Benefits of ISRS Program
  - b. Proposed and authorized ISRS rates
  - c. Calculation of ISRS
  - d. Effective date of ISRS
  - e. How long the rate will be in effect
  - f. Future ISRS rate changes
- 3) Call Center personnel will understand the general nature of the ISRS projects which will compliment questions regarding the benefits of the program.