

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

The Staff of the Missouri)	
Public Service Commission)	
)	
Complainant,)	
)	
vs.)	Case No. SC-2010-0150, et al.
)	
Aqua Missouri, Inc.,)	
)	
Respondent.)	

PETITION FOR WAIVER

COMES NOW Aqua Missouri, Inc., a Missouri sewer utility subject to the regulation of the Missouri Public Service Commission, by and through counsel, and for its Petition for Waiver states as follows:

1. On April 21, 2010 the Commission issued an "Order Approving Stipulations and Agreements" in SC-2010-0150, et al., approving the "Unanimous Partial Stipulation and Agreement Regarding Counts I, II, III, and V" and the "Unanimous Partial Stipulation and Agreement Regarding Count IV."

2. Paragraph 18 of the "Unanimous Partial Stipulation and Agreement Regarding Counts I, II, III, and V" states:

Within thirty (30) days of the effective date of a Commission order approving the terms of this stipulation and agreement, the Company shall request from the Commission a formal waiver of the provision of the Commission's 2008 Order [Order Approving Unanimous Disposition Agreement and Approving Tariff issued on August 28, 2008 in Case No. SR-2008-0268] requiring the Company to record call-center calls for six months.

3. Paragraph 12 of the 2008 Order states:

That the Company will redirect all calls, except developer calls, to the call center and all call center calls will be recorded and retained for as long as technically feasible, but in no case less than six months.

4. During the last Aqua Missouri rate case, the parties discussed adding a provision regarding the recording of calls. With the new consolidated call center system, Aqua had the capability of recording calls. As new calls are recorded, the older calls are overridden based on call volume. At the time, Aqua believed the database could hold six months of sound recordings. However, as the new system was implemented and based on varying call volume and events that could cause an increase in calls in a particular system (i.e. unplanned outage), the data base did not hold as much data as originally anticipated.

5. Paragraph 19 of the "Unanimous Partial Stipulation and Agreement Regarding Counts I, II, III, and V" states:

Beginning on the effective date of a Commission order approving the terms of this stipulation and agreement the Company shall redirect calls, except developer calls, to the call center and calls shall be recorded and maintained for a period of three (3) months, reflecting the database's current capabilities.

WHEREFORE, Aqua Missouri respectfully requests that this Commission waive Paragraph 12 of the Commission's 2008 Order and enter such other relief as this Commission deems appropriate.

Respectfully submitted,

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing Petition for Waiver was sent via electronic mail, this 18th day of May, 2010, to:

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