

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 2nd day of
June, 2010.

The Staff of the Missouri Public Service Commission,)	
)	
)	
Complainant,)	
v.)	<u>File No. SC-2010-0150, et al.</u>
)	
Aqua Development Company, d/b/a Aqua Missouri, Inc.,)	
)	
Respondents.)	

ORDER GRANTING WAIVER REQUEST

Issue Date: June 2, 2010

Effective Date: June 12, 2010

On May 18, 2010, Aqua Missouri, Inc. ("Aqua") filed a petition for a waiver of a requirement for retaining recordings of call center calls established in the Commission's 2008 "Order Approving Unanimous Disposition Agreement and Approving Tariff ("2008 Order")."¹ This request was filed pursuant to a provision in the "Unanimous Partial Stipulation and Agreement Regarding Counts I, II, III, and V" approved by the Commission on April 21, 2010.

The 2008 Order required Aqua to record call center calls for no less than six months. However, it was discovered that Aqua's new consolidated call center system had less capacity than originally believed. Consequently, the parties in this matter reached agreement that Aqua would seek a waiver of the six month requirement and they agreed to

¹ The order was issued on August 28, 2008 in File No. SR-2008-0268.

maintaining the recordings for a minimum period of three months.

On May 25, 2010, the Commission's Staff recommended the Commission approve the waiver request. Staff agrees that six-month retention of the call records is technologically infeasible for Aqua. Staff further states that the minimum three-month call record retention requirement agreed to in the stipulation in this matter is reasonable and will provide Staff with sufficient data to evaluate Aqua's call center and customer services activities effectively.

Because the parties agreed to the minimum three-month call center record retention requirement, and because Staff asserts it will have sufficient data to monitor the company's customer service activities with three months worth of data instead of six, the Commission finds the waiver request to be reasonable and will grant it.

THE COMMISSION ORDERS THAT:

1. Aqua Missouri, Inc.'s May 18, 2010 "Petition for Waiver" is granted.
2. Paragraph 19 of the "Unanimous Partial Stipulation and Agreement Regarding Counts I, II, III, and V" approved by the Commission on April 21, 2010 in this matter, establishing the minimum three-month call center record retention requirement, shall supplant the six-month call center record retention requirement established in Paragraph 12 of the "Unanimous Agreement Regarding Disposition of the Small water Company Revenue Increase Request" approved by the Commission on August 28, 2008 in File No. SR-2008-0268.

3. This order shall become effective on June 12, 2010.

BY THE COMMISSION

(S E A L)

A handwritten signature in black ink, appearing to read 'S. Reed', is positioned above the printed name of the Secretary.

Steven C. Reed
Secretary

Clayton, Chm., Davis, Jarrett, Gunn,
and Kenney, CC., concur.

Stearley, Senior Regulatory Law Judge