

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

In the Matter of the Joint Application of Confluence)
Rivers Utility Operating Company, Inc.; Hillcrest Utility) File No. WM-2021-0412
Operating Company, Inc.; Elm Hills Utility Operating)
Company, Inc.; Osage Utility Operating Company, Inc.;)
Raccoon Creek Utility Operating Company, Inc.; and)
Indian Hills Utility Operating Company, Inc. for)
Approval of a Merger Whereby Confluence Rivers Will)
Be the Surviving Corporation, and of Related)
Transactions.)

RESPONSE TO STAFF RECOMMENDATION

COME NOW Confluence Rivers Utility Operating Company, Inc. (“Confluence Rivers”); Hillcrest Utility Operating Company, Inc. (“Hillcrest”); Elm Hills Utility Operating Company, Inc. (“Elm Hills”); Osage Utility Operating Company, Inc. (“Osage”); Raccoon Creek Utility Operating Company, Inc. (“Raccoon Creek”); and, Indian Hills Utility Operating Company, Inc. (“Indian Hills”) (collectively, “Joint Applicants”), by and through their undersigned counsel, and for their *Response to Staff Recommendation*, state as follows to the Missouri Public Service Commission (“Commission”):

1. On June 1, 2021, the Joint Applicants filed an *Application and Motion for Waiver*, concerning the proposed merger of the Joint Applicants, with Confluence Rivers being the surviving corporation.
2. On September 16, 2021, the Staff of the Commission (“Staff”) filed a *Staff Recommendation*, to include an associated Memorandum. The Staff recommended approval of the proposed merger, subject to eleven specific recommendations.
3. The Joint Applicants have no objection to Staff’s conditions 1-9 and 11.
4. Condition 10, as originally written, was problematic for the Joint Applicants

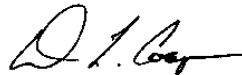
because their contracted call center is not organized in the fashion assumed by Condition 10. Accordingly, the Joint Applicants have discussed this matter with Staff personnel and understand the following modified Condition 10 is acceptable to Staff:

Require Confluence to provide CXD staff with a monthly call center statistical report regarding: calls offered to representatives, calls answered, abandoned call rate (ACR), and average speed of answer (ASA). This report should also include total number of customer service representatives employed by Confluence's 3rd Party Customer Service vendor. This report should start within thirty (30) days after the first full month after the merger.

5. With this modification, Joint Applicants have no objection to the Staff Recommendation and proposed conditions.

WHEREFORE, Joint Applicants respectfully request the Commission consider this *Response to Staff Recommendation* and, thereafter, issue its order granting Joint Applicants' Application, subject to the conditions described herein.

Respectfully submitted,



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**ATTORNEYS FOR CONFLUENCE RIVERS,
HILLCREST, ELM HILLS, OSAGE, RACCOON
CREEK, AND INDIAN HILLS**

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic mail on September 24, 2021, to the following:

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