

**Missouri American Water Company
2014 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
- 3) Call Center personnel will understand the general nature of the ISRS projects which will complement questions regarding the benefits of the program.