

**APPENDIX D**  
**WO-2011-0168**

1. MAWC shall document all former Aqua Missouri customer contacts with the Company's Jefferson City office that require follow-up actions and/or communications from the Company, ensure that all customers expecting follow-up actions and/or communications from the Company receive appropriate responses to their requests and make certain that customers are referred to the Company's Call Center when necessary within thirty (30) days of the Commission order approving the terms of this stipulation and agreement.
2. MAWC shall ensure adherence to Commission Rule 4 CSR 240-13.020(1) regarding the production of customer bills within a 26-35 days of service billing period within thirty (30) days of the Commission order approving the terms of this stipulation and agreement.
3. MAWC shall provide all former Aqua Missouri customers at least a ninety (90) day grace period following the issuance of their final Aqua Missouri bill, which will provide no detriment to the customer, including no late fees or discontinuances of service, due to the customer inadequately or inappropriately addressing payment of their bill.
4. MAWC shall distribute to former Aqua Missouri customers an informational brochure detailing the rights and responsibilities of the utility and its customers. The informational brochure shall adhere to Commission Rule 4 CSR 240-13.040 (3).
5. MAWC is currently providing quarterly reporting on a monthly basis to the EMSD staff. The reporting includes 1) Average Abandoned Call Rate, 2) Average Speed of Answer, 3) 1<sup>st</sup> Call effectiveness and 4) Average Customer Response Time, which were approved in the Stipulation and Agreement between the parties in Case No. WM-2001-309; 5) Call Volumes, 6) CSC staffing and 7) CSC staffing levels, including job titles and the number of people employed in each category, which were approved in the Stipulation and Agreement between the parties in Case No. WR-2003-0500; and 8) the number of actual monthly meter reads in total and by district, 9) the number of monthly estimated meter reads, 10) the number of consecutive estimated reads and 11) the meter reader staffing levels, which were approved in the Stipulation and Agreement between the parties in Case No. WR-2007-0216. The reported information shall include the former Aqua Missouri customers.
6. MAWC shall provide to the EMSD staff the list of all possible categories for all customer contacts that are received in the Company's call center.
7. MAWC shall provide to all new customer service representatives adequate formal training prior to responding to customer calls. This training shall include at a minimum, knowledge of state statutes, knowledge of Company tariffs, knowledge of the Company's computer system and knowledge of the Company's structure.
8. MAWC shall provide adequate training to all customer service representatives prior to the former Aqua Missouri customers receiving their first bill from MAWC.

9. MAWC shall provide to the EMSD staff on a quarterly basis a document detailing the bills to former Aqua Missouri customers that were issued for greater than 35 days of service.
10. MAWC shall provide the EMSD staff with a list comprised of the name(s), title(s) and contact information of all Company employee(s) who have sufficient expertise in Company billing systems and processes as to be able to respond to future Staff billing inquiries and shall make such individuals available to respond to such inquiries in the future.
11. MAWC shall provide to the EMSD staff a “transition schedule” for the actions necessary to successfully transition former customers of Aqua Missouri into the MAWC customer information system and implementation dates for when bills will begin to be issued to Aqua Missouri customers by MAWC within thirty (30) days of the Commission order approving the terms of this stipulation and agreement.
12. MAWC shall provide to the EMSD staff a sample of 5% of its first month bills issued to former Aqua Missouri customers, in order to check for accuracy.
13. MAWC shall implement its current meter exchange blackout policy and procedure in the former Aqua Missouri service territories within thirty (30) days of the effective date of a Commission order approving the terms of this stipulation and agreement.
14. MAWC shall provide to the EMSD staff documentation demonstrating that all MAWC employees located in the State of Missouri have been informed of the implementation of the MAWC “Meter Exchange Policy and Procedure” within thirty (30) days of the effective date of a Commission order approving the terms of this stipulation and agreement.
15. MAWC shall notify the EMSD staff and shall seek from the Commission a formal waiver of any order issued by the Commission incorporating the terms of this stipulation should the Company desire to abrogate, amend or change in any way the “Meter Exchange Policy and Procedure”.
16. MAWC shall take corrective action in the event that a Company employee does not follow Company’s “Meter Exchange Policy and Procedure” when appropriate and shall document such corrective action. This information shall be provided to Staff upon request and shall be designated as “Highly Confidential” material.
17. MAWC and Aqua Missouri shall provide to the EMSD staff their written policy for how each company will process improper customer payments following the completion of this transaction within thirty (30) days of the effective date of a Commission order approving the terms of this stipulation and agreement.
18. Aqua Missouri shall provide to the EMSD staff the contact information of employees from the customer service department and from the billing department that can address any questions of the EMSD staff that arise after this transaction is completed within thirty (30) days of the Commission order approving the terms of this stipulation and agreement.

19. Aqua Missouri shall ensure that its call center representatives inform any former Aqua Missouri customers of the correct telephone number to contact the MAWC call center.
20. MAWC will maintain and update customer counts on a going forward basis and provide these updated counts to the Managers of the Auditing and Water & Sewer Departments of Staff upon request.
21. MAWC will install water meters in the Rankin Acres service area consistently over the period ending August 1, 2013.
22. MAWC will investigate to determine the cause of lost water and take prudent and cost effective steps to correct problems identified at Riverside, Lake Carmel, and Ozark Mountain water systems within six month after the closing of this transaction.
24. Aqua is required to supply all records to MAWC, including all plant records, plant retirements and plant additions.
25. The appropriate regulatory treatment of sludge removal liability and tank painting amortization recognized in the sale transaction in this case will be addressed in the next rate case filed by MAWC.
26. MAWC will diligently monitor home and business construction in its service territory to accurately determine the number of customers being served.