

Schedule AJV-3

Missouri-American Water Company
Case No. WR-2003-0500

Schedule AJV - 3: As-Is Call Center Costs

(1)	May - October 2003 Call Center Charges (Actual) ¹	\$ 1,611,614
(2)	Annualized Charges	\$ 3,223,228
(3)	Local Call Center Costs ²	\$ 878,917
(4)	TOTAL Call Center As-Is Costs	\$ 4,102,145

1. Actual Service Company charges billed to MOAW
2. Refer to Staff Data Request No. 110 for local cost value

FILED³
JAN 23 2004
Missouri Public
Service Commission

Exhibit No. 115
Case No(s) WR-2003-0500
Date 12/19/03 Rptr SKM