

Confluence Rivers WSIRA Filing – Customer Service Agent Talking Points

Purpose

This guide provides customer service representatives and company personnel with consistent messaging regarding the Water and Sewer Infrastructure Replacement Adjustment (WSIRA) filing currently under review by the Missouri Public Service Commission (PSC).

The purpose of these talking points is to explain the filing in clear, customer-friendly language while emphasizing the benefits of the completed infrastructure improvements and the PSC review process. The focus should remain on the infrastructure investments included in the filing and the Commission's review rather than on potential future outcomes.

Key Message

Confluence Rivers has filed a WSIRA application with the Missouri Public Service Commission (PSC) seeking approval to recover the cost of eligible water and wastewater infrastructure improvements that have already been completed and placed into service.

The Missouri Public Service Commission (PSC) will review the filing and determine whether the projects qualify for recovery under Missouri law before any surcharge can be approved.

FAQ's

1. What is WSIRA?

"The Water and Sewer Infrastructure Replacement Adjustment, or WSIRA, is a process established under Missouri law that allows utility companies to seek recovery of certain eligible water and wastewater infrastructure improvements completed between general rate cases. Through a WSIRA filing, the Missouri Public Service Commission (PSC) reviews those completed infrastructure investments to determine whether they qualify for recovery rather than waiting until the next general rate case

2. Why did Confluence Rivers file a WSIRA request?

"Confluence Rivers has completed projects to replace and improve aging water and wastewater infrastructure. The filing requests the Missouri Public Service Commission (PSC) review of those

eligible investments so the Commission can determine whether they qualify for recovery through the WSIRA process."

3. What improvements are included in the filing?

"The filing includes eligible improvements to existing water and wastewater infrastructure completed throughout the Missouri systems served by Confluence Rivers, such as water mains, sewer mains, hydrants, meters, pumps, lift stations, valves, treatment equipment, and other system assets."

4. How do these improvements benefit customers?

"These improvements help maintain reliable water and wastewater service, reduce the likelihood of unexpected service interruptions, improve system performance, and support the continued operation of critical infrastructure."

Additional Benefits

- Replacing aging infrastructure before failures occur
 - Reducing emergency repairs
 - Improving operational reliability
 - Supporting regulatory compliance
 - Improving meter performance and accuracy
 - Maintaining long-term system sustainability
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5. Is this a rate increase?

"No. The WSIRA is not a general rate increase. It is a separate, Commission-authorized surcharge that allows recovery of certain eligible water and wastewater infrastructure improvements completed between general rate cases. The Missouri Public Service Commission (PSC) reviews the filing and determines whether the improvements qualify under the WSIRA provisions of Missouri law."

7. Why wasn't this included in regular rates?

"Missouri law allows utilities to seek recovery of certain eligible infrastructure replacement investments between general rate cases. The WSIRA process provides a mechanism for Commission review of eligible completed projects."

8. Are customers paying for future projects?

"The WSIRA filing is limited to specific water and wastewater infrastructure improvements that have already been completed. It does not include future projects that have not yet been constructed or placed into service."

10. When was the WSIRA filing submitted?

"Confluence Rivers filed its WSIRA application with the Missouri Public Service Commission (PSC) on [Insert Filing Date]."

11. What happens next?

"The Missouri Public Service Commission (PSC) will review the filing and evaluate whether the infrastructure investments qualify under Missouri law. The Commission's review process includes examination of the filing and supporting information before a decision is made."

12. When will the PSC make a decision?

"We anticipate the Missouri Public Service Commission (PSC) will issue a decision around [Insert Estimated Decision Date]. The timing is determined by the Commission's review process and may change."

13. If approved, when would customers see the surcharge?

"If the Commission approves the request, the surcharge will become effective on the date approved by the Commission and would appear as a separate line item on customer bills beginning with the next billing cycle."

14. Where can customers find more information?

"You can find additional information about the WSIRA filing, including information about the infrastructure improvements included in the filing, on our website at [Insert Website URL]."

Agent Reminders

Do

- Explain the filing in simple, customer-friendly language.
- Emphasize the benefits of the completed infrastructure improvements.
- Focus on reliability, safety, and replacement of aging infrastructure.
- Explain that the PSC review process is still underway.
- Keep responses concise and factual.
- Show empathy if customer's express concern.

Example

"I understand that utility charges are important to customers. At this stage, the company has submitted a filing for PSC review related to completed infrastructure improvements. The Commission will determine whether those investments qualify under Missouri's WSIRA requirements."

Don't

Avoid saying:

- "It's required by law."
- "Customers are paying for future projects."
- "We're recovering investments."
- "The PSC will approve it."
- "It's just a surcharge."

Instead say:

- "The filing relates to completed infrastructure improvements."
- "The Commission will review the filing and make a determination."

- "The improvements help maintain reliable water and wastewater service."
- "The filing includes eligible replacement and improvement projects."

Reference Information

- WSIRA Filing Date: [Insert Filing Date]
- Estimated Decision Date: [Insert Date]
- Company Website: [Insert Website URL]