

**FILED**<sup>4</sup>

APR 29 2004

March 2, 2004

**SERVICE QUALITY AND RELIABILITY**

**Missouri Public  
Service Commission**

Aquila Inc. (Aquila) agrees to provide the Staff of the Missouri Public Service Commission (Staff) and the Office of the Public Counsel (Public Counsel) the following call center, meter reading and reliability reporting, twenty-one (21) days after the last day of the month for which the information covers:

The specific information that will be provided by Aquila on a monthly basis to the Staff and Public Counsel includes the following:

**Call Center Data**

Total Calls Offered to the Call Center

Call Center Staffing including Call Center Management Personnel

Average Speed of Answer (ASA) – All Other Calls

Abandoned Call Rate (ACR)

Service Level- All Other Calls

Service Level- Emergency Calls

**Meter Reading Data**

Number and Percentage of Total Electric and Gas Meters Read

Number and Percentage of Meters Estimated

Number of Consecutive Estimated Meters Read for a period greater than seven (7) months

**Reliability Indicators**

CAIDI (Customer Average Interruption Duration Index)

SAIDI (System Average Interruption Duration Index)

SAIFI (System Average Interruption Frequency Index)

Exhibit No. 164  
Case No(s) ER-2004-0034  
Date 3-2-04 Rptr TL

Aquila also agrees to provide the Staff and Public Counsel MAIFI (Momentary Average Interruption Frequency Data) on a quarterly basis and will be transmitted with the monthly data at the end of each quarter.

When Aquila has the above call center data available on a state-by-state basis, it will provide this information to the Staff and Public Counsel on a state-by-state basis.

Aquila agrees that it will provide the Staff and Public Counsel the above reporting requirement information on a monthly basis, except for MAIFI, until Aquila's financial condition reaches investment grade and the Staff determines Aquila's customer service and reliability performances no longer require monthly reporting to the Staff of the above data. At that time, Aquila will commence reporting to the Staff and Public Counsel the above-specified information on a quarterly rather than on a monthly basis.