

**DATA INFORMATION REQUEST**  
**Rita Hill v. Missouri-American Water Company**  
**Case Number: WC-2011-0111**

**Requested From:** Missouri American Water Company

**Date Requested:** December 16, 2010

**Information Requested**

What expenses comprise the \$61 Temporary Water Service charge as stated on Tariff Sheet RT 12.0? Please break down into all specific included charges i.e. turn-on, set-up, etc.; labor/administrative time and dollar value; and into other miscellaneous time/expenses such as specific clerical, overhead, travel, etc.

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

The expenses comprising the \$61 Temporary Water Service charge include Customer Service Worker labor, Customer Service Center (Call Center) Administrative labor, vehicle expense, and overhead. The relevant service order types include On orders and Off orders. For specific amounts of expenses, see Exhibit A attached hereto.

**Date Response Provided:** 1/10/2011, per agreement

**Prepared By:** Dave Yungermann

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If the \$61 Temporary Water Service charge includes turn-on and turn-off expense (please see the 5th paragraph of Tariff Rule 1.0) then, although the Company has agreed to remove this charge from the Hill billing, why was the \$25 Connection/Turn-On Fee not removed when the \$61 charge was applied after the customer requested termination of service?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

The \$25 Connection/Turn-On Fee was not removed when the \$61 charge was applied after the customer requested termination of service due to an oversight. As noted, MAWC agrees to remove this charge from the Hill billing, and plans to credit any other customer to whom both charges were applied.

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**Prepared By:** Dave Yungermann

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How many Temporary Water Service charges have been applied during the twelve months from November 2009 through October 2010?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

From November 2009 through October 2010, 1,133 Temporary Water Service charges were applied in St. Louis County.

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**Prepared By:** Karen Cooper

**Data Request 4**

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How many Temporary Water Service charges have been applied annually for each of the calendar years 2004 through 2009?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

For the calendar years 2004 through 2009, the following number of Temporary Water Service charges were applied in St. Louis County:

2004	39 (only partial data could be recovered for 2004)
2005	633
2006	48
2007	34
2008	24
2009	615

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Of the Temporary Water Service charges in 3 and 4 above, for how many was the Temporary Water Service charge actually collected in advance of providing service?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

None

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Of the Temporary Water Service charges in 3 and 4 above, for how many was the Connection/Turn-On Fee also applied?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

543, for the period 7/1/2010 through December 14, 2010 (connection fee not authorized until 7/1/2010).

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If the company's billing records do not allow extraction of the information requested in 3 through 6 above, please so state, and estimate how many of the above such charges have been applied, along with estimates of observed increase or decrease trends.

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

N/A

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When someone calls to initiate service, how does the Company's service representative know the location (service district), what customer class involved, whether the call is for a new tap or a new customer at an existing connected location, and whether or not an approved after-hours charge will be necessary?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

When there is a call to initiate service, the Customer Service Representative (CSR) requests an address from the customer, and enters that address into the American Water Enterprise Customer Information System (ECIS). If it is an active premise address, as is almost always the case, ECIS gives the CSR information regarding the service district, customer class, what charges are applicable, etc. An after-hours charge is normally not necessary, unless the customer specifically requests initiation of service outside of business hours. If it is a new address, a New Service Inquiry is commenced, and the CSR obtains additional information to initiate the process for establishing a new service.

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How would the service representative be able to determine whether or not the Temporary Water Service charge or any other applicable special charge will be necessary?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

The necessity of a Temporary Water Service charge is not determined until after the customer discontinues service within 90 days of initiation. MAWC believes the most effective way to manage applicability of temporary service charges is through review of its internal daily reports, which indicate any service that is discontinued within 90 days.

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Does the customer service representative use a script when answering phone calls requesting new service?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

The CSR uses detailed electronic instruction modules to guide the process for answering phone calls requesting new service.

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Please explain the process for receiving telephone calls requesting connection of service and for temporary service; provide descriptions and written procedures and scripts regarding handling such calls, and include answers to the following questions:

- a. How, by whom and at what point is the \$25 connection/turn-on charge entered into the system and customer's account?
- b. How, by whom and at what point is the \$61 temporary connection charge entered into the system and the customer's account?

**Requested by:** Meghan E. McClowry, Rachel M. Lewis, Attorneys for the Staff

**Information Provided:**

For the general process regarding receipt of telephone calls requesting connection of service and application of the temporary service charge, please see answers to DRs 8 and 9 above.

- a. The \$25 connection/turn-on charge is entered into the system and the customer's account by the Billing Department after the service order is closed – that is, after the connection is physically made.
- b. The \$61 temporary connection charge is entered into the system and the customer's account by the Billing Department, which runs a daily report to determine customers who take service for fewer than 90 days. The report is reviewed for accuracy by a Billing representative before the charge is applied.

In addition, please see the attached Highly Confidential and proprietary Exhibits B, C, D, and E, which are detailed electronic instruction modules used by the CSR to initiate service.

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