

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Aqua Missouri, Inc.'s)	
Request for an Increase in Rates for)	
Water service Pursuant to the)	Case No. WR-2008-0266
Commission's Small Company Rate)	
Increase Procedure)	Case No. SR -2008-0267
In the Matter of Aqua Missouri, Inc.'s)	
Request for an Increase in Rates for)	Case No. SR-2008-0268
Sewer Service Pursuant to the)	
Commission's Small Company Rate)	Case No. WR-2008-0269
Increase Procedure)	

Follow Up to Rate Settlement

COMES NOW Aqua Missouri, Inc., and for its follow-up to this Commission's Reports and Orders in the above-captioned cases states as follows:

ITEM NUMBER: 4 (All item numbers reference the item numbers in all four cases unless otherwise noted.)

November customer counts were submitted to Staff and the Office of Public Counsel; such customer counts contain Highly Confidential customer information and are thus not filed with the Commission.

ITEM NUMBER: 11

Aqua Customer Operations Evaluation Form and 2008 YTD quality scores are attached hereto.

ITEM NUMBER: 21 (Case Number WR-2008-0269)

4th Quarter, 2008, information was submitted to Staff and the Office of Public Counsel; such information contained Highly Confidential customer information and is thus not filed with the Commission.

ITEM NUMBER: 24

The Missouri Meter Inventory, showing meter ages, was submitted to the Staff and the Office of Public Counsel; such information contains Highly Confidential customer information and is thus not filed with the Commission.

Respectfully submitted,

BLITZ, BARDGETT & DEUTSCH, L.C.

By:



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CERTIFICATE OF SERVICE

I hereby certify that a copy of this Follow Up to Rate Settlement was sent to the following counsel via electronic service on this 31st day of December, 2008.

Jennifer Hernandez
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Marc H. Ellinger

Item #11

The quality monitoring program allows for review of customer calls randomly selected for each CSR in the call centers. Each CSR participates in a monthly coaching session with their supervisor with specific feedback from the quality assurance team. This feedback is used to identify areas of both good performance and areas where improvement is needed. Systemic issues are identified and rolled into the new training program.

A new call center communications tool has been introduced on the company's intranet site to alert CSRs to training tips, procedural changes and emergency information that might impact customers.

Training consists of both corporate and local resources. Formal new hire training is conducted by a centralized team that travels quarterly to each call center site. Each of the call centers has a cadre of senior CSRs who sustain the knowledge transfer by providing side-by-side peer training.

The call center management teams have specific goals designed to focus the activities of themselves and their CSR teams. These goals are part their formal performance reviews and include goal statements typical of call centers, i.e. abandon call rate, service level (percent of calls answered in 90 seconds) and average handle time. While at times we have been challenged to attain these goals, the point is that we have targets, we have formal goals, we have plans to get to these performance levels and we are moving in the right direction.

Aqua Customer Operations Call Evaluation Form Descriptions - FINAL

Section A: Greeting / Closing (16 points)

- 1) Uses proper greeting
 - ("Thank you for calling Aqua; my name is _____; May I have the last 7 digits of your account number OR if MIOT queue - How may I help you today? (2 pts)
- 2) Customer information verified including address and phone number (10 pts)
- 3) Verify customer is authorized to discuss account (2 pts)
 - If customer is not on the account as an authorized person, only balance information can be discussed.
- 4) Uses proper closing (2 pts)
 - (Thank you again for calling Aqua; Have I handled all of your concerns today?) (2 pts)

Section B: Soft Skills (40 points)

- 1) Speaks clearly and politely (5 pts)
 - Customer does not need to have information repeated
- 2) Controls the call (5 pts)
 - Expresses confidence to the customer
- 3) Listens, clarifies, and confirms understanding of issue (5 pts)
- 4) Empathizes with customer (5 pts)
 - "I am very sorry that happened; let's see how I can help resolve this for you". If a Collections call, rep does not assume the customer never pays the bill. Reviews account for mitigating circumstances.
- 5) Handles call using proper Aqua processes (5 pts)
- 6) Avoids use of Aqua jargon (5 pts)
 - Including "bench test", "RF", "EWQ", etc.
- 7) Minimal dead air during the conversation (5 pts)
 - Provides clarifying responses, repeats information to customer, and no longer than 10 seconds of silence.
- 8) Rep takes ownership of the call (5 pts)
 - Rep provides next steps and expectations to the customer; exhibits confidence and responsibility for the issue.

Section C: Analytical / Strategic Thinking (44 points)

- 1) Provides complete & accurate information to the customer (2 pts)
- 2) Educates the customer; does not talk down to the customer (2 pts)
 - High consumption kits, suggests use of ZIPCHECK, explains any billing questions, etc.
- 3) Notes account properly (10 pts)
 - Use proper note type (CUST, EWQ, etc.) in Banner. Avoid editorial comments in Banner. Our notes are legal and binding documents and should be professional, business communications.
- 4) Uses Customer Contact System (CCS) to log call properly (10 pts)
 - Our Top Ten breakdown comes from this application and this must be used.
- 5) Proper creation of Service Order? (8 pts) *If applicable*
 - Follows process, notifies Dispatch, division, or SE PA Lab if an emergency SO, prints SO if required, etc.)
 - If applicable
- 6) Proper creation of EWQ task? (8 pts) *If applicable*
 - If applicable
- 7) Used hold process appropriately? (2 pts) *If applicable*
 - If applicable
- 8) Warm transfer of call? (2 pts) *If applicable*
 - If applicable

If applicable – Rep receives points if applicable does not apply

