

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

In the Matter of WPC Sewer Company's                     )  
Small Company Rate Increase                                     )

**Case No. SR-2008-0388**

**NOTICE OF UNANIMOUS AGREEMENT REGARDING DISPOSITION  
OF SMALL SEWER COMPANY REVENUE INCREASE REQUEST**

**COMES NOW** the Staff of the Missouri Public Service Commission (Staff), by and through counsel, and for its *Notice of Unanimous Agreement Regarding Disposition of Small Sewer Company Revenue Increase Request* (Unanimous Agreement Notice) states the following:

1. On June 9, 2008, the Missouri Public Service Commission (Commission) received a *Rate Increase Request Letter* (Request Letter) from W.P.C. Sewer Company (WPC or Company).
2. In this Request Letter, WPC requested the Commission allow an increase of \$19,207.56 in its annual operating revenues pursuant to Commission Rule 4 CSR 240-3.050.<sup>1</sup>
3. On November 6, 2008, the Company and Staff Agreement Regarding Disposition of Small Sewer Company Revenue Increase Request (Disposition Agreement) was filed by Staff.
4. Also on November 6, 2008, WPC filed its tariff sheet revision, pursuant to Rule 4 CSR 240-3.050 with a minimum 45 day effective date of December 22, 2008.
5. On December 9, 2008, the Office of the Public Counsel (OPC) filed a request for local public hearing.
6. On December 11, 2008, the Commission suspended the tariff until January 21, 2009.
7. On January 5, 2009, the Commission held a local public hearing in Sedalia, Missouri.
8. On January 21, 2009, OPC filed its request for an evidentiary hearing.

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<sup>1</sup>Although the Request Letter requests the revenue increase pursuant to 4 CSR 240-3.330, the Commission notified WPC that this Rule has been superseded Rule 3.050, effective May 30, 2008, governing their rate increase request.

9. Also on January 21, 2009, Staff reported that the issues presented by customers were investigated by Staff and did not alter the original Disposition Agreement.

10. On January 23, 2009, Staff informed the Commission that it recommended a new revenue requirement which was forwarded, along with workpapers, to OPC and WPC.

11. On January 23, 2009, the Commission suspended the tariff sheet filed by WPC until May 9, 2009 or until otherwise ordered by the Commission.

12. Pursuant to further negotiations Staff, OPC and WPC reached an agreement (Unanimous Agreement) regarding the resolution of the Company's rate increase request.

13. Included in Appendix A, attached hereto, is a copy of the Unanimous Agreement and attachments related to the Unanimous Agreement. Additionally, Appendix A contains affidavits from the Staff members that participated in the investigation of the Company's Request.

14. WPC is current on its Commission assessments, along with its filings of annual report and statements of revenue. WPC has no other cases currently pending before the Commission.

**WHEREFORE**, Staff respectfully submits this Unanimous Agreement Notice and the attached Appendix for the Commission's consideration; requests that the Commission enter an order adopting the terms agreed upon by Staff, OPC and WPC, and order the tariff sheets to go into effect.

Respectfully submitted,

/s/ **Shelley Syler Brueggemann**  
Shelley Syler Brueggemann  
Missouri Bar No. 52173

Attorney for the Staff of the  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102  
(573) 526-7393 (Telephone)  
(573) 751-9285 (Fax)  
[shelley.brueggemann@psc.mo.gov](mailto:shelley.brueggemann@psc.mo.gov) (e-mail)

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of this Unanimous Agreement Notice and the attached Appendix A has been provided, either by first-class mail, by electronic mail, by facsimile transmission or by hand-delivery, to each attorney and/or party of record for this case on this 25<sup>th</sup> day of February, 2009.

**/s/ Shelley Syler Brueggemann**

# APPENDIX A

## STAFF PARTICIPANT AFFIDAVITS AND DISPOSITION AGREEMENT & ATTACHMENTS

CASE NO. SR-2008-0388

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## Staff Participant Affidavits

James M. Russo – Water & Sewer Department

V. William Harris – Auditing Department

Arthur W. Rice – Engineering & Management Services Department

Randall Cole, III– Engineering & Management Services Department

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

**AFFIDAVIT OF JAMES M. RUSSO**


STATE OF MISSOURI     )

) SS

CASE NO. SR-2008-00388

COUNTY OF COLE     )

COMES NOW James M. Russo, being of lawful age, and on his oath states the following: (1) that he is the Rate and Tariff Examination Supervisor of the Missouri Public Service Commission's Water & Sewer Department; (2) that he participated in the Staff's investigation of the small company rate increase request that is the subject of the instant case; (3) that he was responsible for the preparation of the following *Unanimous Agreement Regarding position of Small Sewer Company Revenue Increase Request* ("Disposition Agreement"); (4) that he was responsible for the preparation of Attachments A, B, D & E to the Disposition Agreement; (5) that he has knowledge of the matters set forth in the Disposition Agreement and the above-referenced attachments thereto; and (6) that the matters set forth in the Disposition Agreement and the above-referenced attachments thereto are true and correct to the best of his knowledge, information and belief.

  
\_\_\_\_\_  
James M. Russo  
Rate & Tariff Examination Supervisor  
Water and Sewer Department

Subscribed and sworn to before me this 24th day of February, 2009.

  
\_\_\_\_\_  
Notary Public



SUSAN L. SUNDERMEYER  
My Commission Expires  
September 21, 2010  
Callaway County  
Commission #06942086

**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

**AFFIDAVIT OF V. WILLIAM HARRIS**

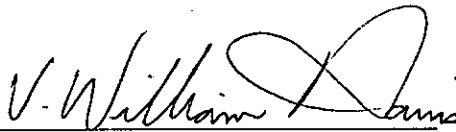
STATE OF MISSOURI

ss.

Case No. SR-2008-0388

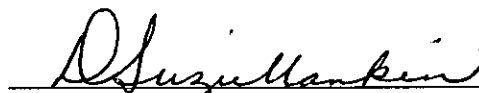
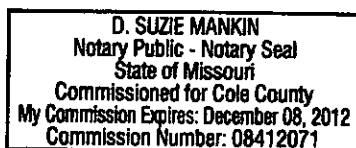
COUNTY OF COLE

**COMES NOW** V. William Harris, being of lawful age, and on his oath states the following: (1) that he is a Utility Regulatory Auditor III in the Missouri Public Service Commission's Auditing Department; (2) that he participated in the Staff's investigation of the small company rate increase request that is the subject of the instant case; (3) that he has knowledge of the foregoing *Unanimous Agreement Regarding Disposition of Small Sewer Company Revenue Increase Request* ("Disposition Agreement"); (4) that he was responsible for the preparation of Attachment C to the Disposition Agreement; (5) that he has knowledge of the matters set forth in Attachment C to the Disposition Agreement; and (6) that the matters set forth in Attachment C to the Disposition Agreement are true and correct to the best of his knowledge, information, and belief.



V. William Harris  
Utility Regulatory Auditor III  
Auditing Department

Subscribed and sworn to before me this 24<sup>th</sup> day of February, 2009.

  
Notary Public

**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

**AFFIDAVIT OF ARTHUR W. RICE, PE**

STATE OF MISSOURI

ss.

Case No. SR-2008-0388

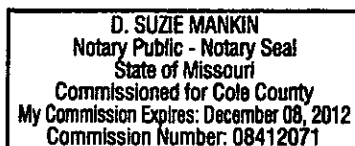
COUNTY OF COLE


**COMES NOW** Arthur W. Rice, being of lawful age, and on his oath states the following: (1) that he is a Utility Regulatory Engineer I in the Missouri Public Service Commission's Engineering and Management Services Department; (2) that he participated in the Staff's investigation of the small company rate increase request that is the subject of the instant case; (3) that he has knowledge of the foregoing *Unanimous Agreement Regarding Disposition of Small Sewer Company Revenue Increase Request* ("Disposition Agreement"); (4) that he was responsible for the preparation of Attachment F to the Disposition Agreement; (5) that he has knowledge of the matters set forth in Attachment F to the Disposition Agreement; and (6) that the matters set forth in Attachment F to the Disposition Agreement are true and correct to the best of his knowledge, information, and belief.



Arthur W. Rice, PE  
Utility Regulatory Engineer I  
Engineering and Management  
Services Department

Subscribed and sworn to before me this 24<sup>th</sup> day of February, 2009.



  
Notary Public



**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

**AFFIDAVIT OF RANDALL COLE, III**

STATE OF MISSOURI

.ss.

Case No. SR-2008-0388

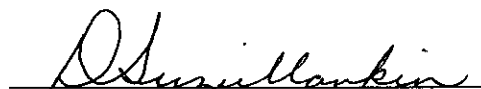
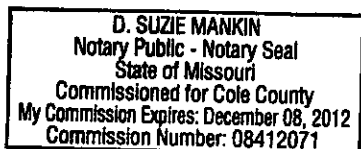
COUNTY OF COLE

**COMES NOW** Randall Cole, III, being of lawful age, and on his oath states the following: (1) that he is a Utility Management Analyst II in the Missouri Public Service Commission's Engineering and Management Services Department; (2) that he participated in the Staff's investigation of the small company rate increase request that is the subject of the instant case; (3) that he has knowledge of the foregoing *Unanimous Agreement Regarding Disposition of Small Sewer Company Revenue Increase Request* ("Disposition Agreement"); (4) that he was responsible for the preparation of Attachment G to the Disposition Agreement; (5) that he has knowledge of the matters set forth in Attachment G to the Disposition Agreement; and (6) that the matters set forth in Attachment G to the Disposition Agreement are true and correct to the best of his knowledge, information, and belief.



Randall Cole, III  
Utility Management Analyst II  
Engineering and Management  
Services Department

Subscribed and sworn to before me this 24<sup>th</sup> day of February, 2009.



Notary Public

**UNANIMOUS AGREEMENT REGARDING DISPOSITION**  
**OF SMALL SEWER COMPANY REVENUE INCREASE REQUEST**

**W. P. C. SEWER COMPANY**

**MO PSC CASE NO. SR-2008-0388**

**BACKGROUND**

On June 9, 2008, W. P. C. Sewer Company (WPC or Company) initiated a small company revenue increase request (Request) for sewer service that is the subject of the above-referenced Missouri Public Service Commission (Commission) case number. The Request letter initiating the case was submitted to the Secretary of the Commission in accordance with the provisions of Commission Rule 4 CSR 240-3.050, Small Utility Rate Case Procedure (Small Company Procedure). In its Request letter, the Company set forth its Request for an increase of \$19,208 in its total annual sewer service operating revenues for the affected service areas. Also in its Request letter, the Company acknowledged that the design of its customer rates, its service charges, its customer service practices, its general business practices and its general tariff provisions would be reviewed during the Commission Staff's (Staff) review of the revenue increase request, and could thus be the subject of Staff recommendations. The Company provides service to approximately 65 customers in the affected service areas, the vast majority of which are residential customers.

Pursuant to the provisions of the Small Company Procedure and related internal operating procedures, the Staff initiated an audit of the Company's books and records, a review of the Company's customer service and general business practices, a review of the Company's existing tariff, an inspection of the Company's facilities and a review of the Company's operation of its facilities. (Hereafter, these activities are collectively referred to as the Staff's "investigation" of the Company's Request.)

Upon completion of its investigation of the Company's Request, the Staff provided the Company and the Office of the Public Counsel (OPC) various information regarding the results of the investigation, as well as its initial recommendations for resolution of the Company's Request.

Pursuant to negotiations held subsequent to the Company's and the OPC's receipt of the above-referenced information regarding the Staff's investigation of the Company's Request, the Staff and the Company entered into an agreement regarding the proposed disposition of the

Company's Request. This resulted in the Staff filing the Company/Staff Disposition Agreement and the Company's filing of its currently pending tariff revisions on November 6, 2008.

Other case activities that have taken place since the Company filed its currently pending tariff revisions include, but are not limited to, the following: (1) the Company sent a notice to its customers regarding the rates that would result from approval of the Company/Staff Disposition Agreement; (2) the OPC requested a local public hearing and such a hearing was held; (3) the OPC filed a pleading requesting an Evidentiary Hearing; and (4) the Commission issued an order suspending the Company's currently pending tariff revisions.

### **RESOLUTION OF THE COMPANY'S RATE INCREASE REQUEST**

Pursuant to negotiations held subsequent to the Company's and the OPC's receipt of the above-referenced information regarding the Staff's investigation of the Company's Request, the Staff, Company and the OPC hereby state the following agreements.

- (1) That for the purpose of implementing the agreements set out herein, the Company will file proposed tariff revisions with the Commission containing the rates, charges and language set out in the example tariff sheets attached hereto as Attachment A, and incorporated by reference herein, with those proposed tariff revisions bearing an effective date of March 19, 2009.
- (2) That except as otherwise noted in the agreements below, the ratemaking income statement attached hereto as Attachment B accurately reflects the Company's annualized revenues generated by its current customer rates, the agreed-upon total annualized cost of service for the Company, and the resulting agreed-upon annualized operating revenue increase of \$927 needed to recover the Company's cost of service.
- (3) That the audit workpapers attached hereto as Attachment C, which include consideration of a capital structure of 100.00% equity for the Company and a return on equity of 9.00%, accurately reflect the agreed-upon total annualized cost of service for the Company and provide the basis for the ratemaking income statement referenced in item (2) above.
- (4) That the rates set out in the attached example tariff sheets, the development of which is shown on the rate design worksheet attached hereto as Attachment D, are designed to generate revenues sufficient to recover the agreed-upon total annualized cost of service for the Company.
- (5) That the rates included in the attached example tariff sheets will result in the residential customer impacts shown on the billing comparison worksheet attached hereto as Attachment E.

- (6) That the rates included in the attached example tariff sheets are just and reasonable, and that the provisions of the attached example tariff sheets also properly reflect all other agreements set out herein, where necessary.
- (7) That the schedule of depreciation rates attached hereto as Attachment F, and incorporated by reference herein, which includes the depreciation rates used by the Staff in its revenue requirement analysis, should be the prescribed schedule of sewer plant depreciation rates for the Company.
- (8) That the Company will maintain all of its financial records in accordance with the Commission approved 1973 Uniform System of Accounts (USOA), as revised in July 1976.
- (9) That the Company will implement the recommendations contained in the Engineering & Management Services Department ("EMSD") Report attached hereto as Attachment G, and incorporated by reference herein, no later than June 30, 2009.
- (10) The Company will mail its customers a written notice of the rates and charges included in its proposed tariff revisions within 15 days of entry of the Commission approved Order. The notice will include a summary of the impact of the proposed rates on an average residential customer's bill. When the Company mails the notice to its customers, it will also send at the same time a copy to the Staff and the Staff will file a copy in the subject case file.
- (11) That the Company acknowledges that the Staff will, and the OPC may, conduct follow-up reviews of the Company's operations to ensure that the Company has complied with the provisions of this Disposition Agreement.
- (12) That the Company acknowledges that the Staff or the OPC may file a formal complaint against it, if the Company does not comply with the provisions of this Disposition Agreement.
- (13) That the above agreements satisfactorily resolve all issues identified by the Staff, Company and OPC regarding the Company's Request, except as otherwise specifically stated.

### **ADDITIONAL MATTERS**

Other than the specific conditions agreed upon and expressly set out herein, the terms of this Disposition Agreement reflect compromises between the Staff, Company and OPC, and none of the parties have agreed to any particular ratemaking principle in arriving at the amount of the annual operating revenue increase specified herein.

The Staff has completed a Summary of Case Events and the Staff has included the summary as Attachment H to this Disposition Agreement.

The Company and OPC acknowledge that the Staff will be filing this Disposition Agreement, and the attachments hereto, in the existing case after the Company files the proposed tariff revisions called for in the agreement. The Company and OPC also acknowledge that the Staff may make other filings in this case.

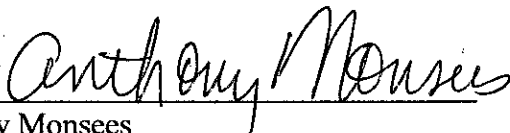
Additionally, the Company, Staff and OPC agree that the Staff shall have the right to provide whatever oral explanation the Commission may request regarding the rate case when the Company files the proposed tariff revisions called for in this Disposition Agreement, at any agenda meeting at which that case is noticed to be considered by the Commission. To the extent reasonably practicable, the Staff will provide the Company and OPC with advance notice of any such agenda meeting so that it may have the opportunity to also be represented at the meeting.

**EFFECTIVE DATE AND SIGNATURES**

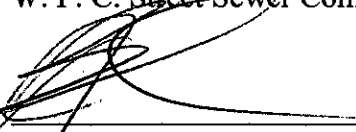
This Unanimous Disposition Agreement shall be considered effective as of the date that the Company submits the substitute tariff sheet required herein to the Commission.

WHEREFORE, the Staff, Company and OPC respectfully submit this Unanimous Agreement for the Commission's consideration, and further respectfully request that the Commission issue an order approving the agreement and ordering the parties to comply with it.

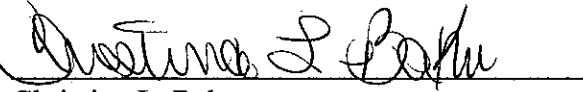
Agreement Signed and Dated:

  
\_\_\_\_\_  
Anthony Monsees  
Owner  
W. P. C. Street Sewer Company, Inc.

2-9-2009  
Date

  
\_\_\_\_\_  
James Busch  
Manager  
Water & Sewer Department  
Missouri Public Service Commission Staff

2/19/09  
Date

  
\_\_\_\_\_  
Christina L. Baker  
Senior Public Counsel  
Office of the Public Counsel

2-20-09  
Date

**List of Attachments**

- Attachment A – Example Tariff Sheets
- Attachment B – Ratemaking Income Statement
- Attachment C – Audit Workpapers
- Attachment D – Rate Design Worksheet
- Attachment E – Billing Comparison Worksheet

Small Company Revenue Increase Disposition Agreement  
MO PSC Case No. SR-2008-0388  
W. P. C. Sewer Company, Inc. – Page 6 of 6 Pages

Attachment F – Schedule of Depreciation Rates

Attachment G – EMSD Report

Attachment H – Summary of Case Events

## Agreement Attachment A

### Example Tariff Sheets



P.S.C. MO No. 1

Canceling 3rd Revised Sheet No. 4  
2nd Original Sheet No. 4

W.P.C. Sewer Company  
Name of Issuing Company

For: Pettis County, Missouri  
Community, Town, or City

**Rules & Regulations Governing  
the Rendering of Sewer Service**

**AVAILABILITY**

Available to any sewer customer located on Company's collecting mains suitable for supplying the service requested.

**MONTHLY RATES**

Single Family Residential Service (Per Unit)	Monthly service charge for each unit \$25.04	+
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These Rates do not include any Municipal, County, State or Federal Taxes. Any such taxes applicable shall be added as separate items in rendering each bill.

**Late Charges:**

Billings will be made and distributed at monthly intervals. Bills will be rendered net, bearing the last date on which payment will then be considered delinquent. The period after which payment will then be considered delinquent is 21 days after rendition of the bill. A charge of \$5.00 or three percent (3%) per month times the unpaid balance, whichever is more, will be added to delinquent amounts.

**Returned Check Charge:**

A returned check charge of \$25 per check will be paid by customers on all checks returned unpaid from the bank.

- \* Indicates New Rate or Text
- + Indicates Changed Rate or Text

Issue Date: November 6, 2008  
Issued By: A. B. Monsees, President  
Name & Title of Issuing Officer

Effective Date: December 22, 2008  
Sedalia, MO  
Company Mailing Address

## Agreement Attachment B

### Ratemaking Income Statement

# WPC SEWER COMPANY

## Rate Making Income Statement-Sewer

### Operating Revenues at Current Rates

1	Tariffed Rate Revenues *	\$	19,208
2	Other Operating Revenues *	\$	-
3	<b>Total Operating Revenues</b>	<b>\$</b>	<b>19,208</b>
4	* See "Revenues - Current Rates" for Details		

### Cost of Service

Item	Amount
1 Sewer Treatment Expense-Utilities	\$ 1,831
2 Sewer Treatment -Testing/Laboratory Fees	\$ 1,417
3 Maintenance Expense-Plant	\$ 59
4 Plant Operator	\$ 4,500
5 Sludge Hauling	\$ 2,475
6 Grounds Maintenance	\$ 758
7 Permit Fees	\$ 375
8 Administration & General - Salaries	\$ 3,000
9 MO Secretary of State	\$ 25
10 Bookkeeping	\$ 490
11 Allocation of Common Expense	\$ 3,000
12 Regulatory Commission Expense	\$ 1,490
13 Miscellaneous General Expenses	\$ 356
14 <b>Sub-Total Operating Expenses</b>	<b>\$ 19,776</b>
15 Property Taxes	\$ 359
16 MO Franchise Taxes	\$ -
17 Employer FICA Taxes	\$ -
18 Federal Unemployment Taxes	\$ -
19 State Unemployment Taxes	\$ -
20 State & Federal Income Taxes	\$ -
21 <b>Sub-Total Taxes</b>	<b>\$ 359</b>
22 Depreciation Expense	\$ -
23 Amortization of Utility Plant (computer system)	\$ -
24 <b>Sub-Total Depreciation/Amortization</b>	<b>\$ -</b>
25 <b>Return on Rate Base</b>	<b>\$ -</b>
26 <b>Total Cost of Service</b>	<b>\$ 20,135</b>
25 <b>Overall Revenue Increase Needed</b>	<b>\$ 927</b>

# Agreement Attachment C

## Audit Workpapers

Accounting Schedule: 1

Harris

10:39 01/21/2009

WPC Sewer Co.  
Case: SR-08-388D  
December 31, 2007

## Revenue Requirement

Line		9.00%
		Return
(A)		(B)
1	Net Orig Cost Rate Base (Sch 2)	\$ 0
2	Rate of Return	9.00%
3	Net Operating Income Requirement	\$ 0
4	Net Income Available (Sch 8)	\$ (927)
5	Additional NOIBT Needed	\$ 927
6	Income Tax Requirement (Sch 10)	
7	Required Current Income Tax	\$ 0
8	Test Year Current Income Tax	\$ 0
9	Additional Current Tax Required	\$ 0
10	Required Deferred ITC	\$ 0
11	Test Year Deferred ITC	\$ 0
12	Additional Deferred ITC Required	\$ 0
13	Total Additional Tax Required	\$ 0
14	Gross Revenue Requirement	\$ 927

Accounting Schedule: 2

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Rate Base

Line Description		Amount
(A)		(B)
1	Total Plant in Service (Sch 3)	\$ 50,157
Subtract from Total Plant		
2	Depreciation Reserve (Sch 6)	\$ 20,259
		-----
3	Net Plant in Service	\$ 29,898
Add to Net Plant in Service		
4	Cash Working Capital (Sch )	\$ 0
5	Materials and Supplies-Exempt	0
6	Prepaid Insurance	0
7	Adjust to zero negative rate base	0
Subtract from Net Plant		
8	Federal Tax Offset 0.0000 %	\$ 0
9	State Tax Offset 0.0000 %	0
10	City Tax Offset 0.0000 %	0
11	Interest Expense Offset 0.0000 %	0
12	Customer Advances for Construction	0
13	Net Contribute in aid of Construct	29,898
14	Deferred Income Taxes-Depreciation	0
		-----
15	Total Rate Base	\$ 0
		=====

Accounting Schedule: 3

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Total Plant in Service

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
		(A)	(B)	(C)	(D)	(E)	(F)
Intangible Plant							
1	301.000	Organization	\$ 0	\$ 0	100.0000	\$ 0 P-1	\$ 0
2	302.000	Franchises	0	0	100.0000	0 P-2	0
3		Total	\$ 0	\$ 0		\$ 0	\$ 0
Land and Structures							
4	350.000	Land	\$ 0	\$ 0	100.0000	\$ 0 P-4	\$ 0
5	351.000	Structures & Improvements	2,243	0	100.0000	0 P-5	2,243
6		Total	\$ 2,243	\$ 0		\$ 0	\$ 2,243
Collection Plant							
7	352.100	Collection Sewers (Force)	\$ 0	\$ 0	100.0000	\$ 0 P-6	\$ 0
8	352.200	Collection Sewers (Gravity)	38,547	0	100.0000	0 P-7	38,547
9	354.000	Flow Measuring Devices	613	0	100.0000	0 P-8	613
10		Total	\$ 39,160	\$ 0		\$ 0	\$ 39,160
Treatment & Disposal Plant							
11	373.000	Treatment & Disposal Equipment	\$ 0	\$ 0	100.0000	\$ 0 P-9	\$ 0
12	374.000	Plant Sewer	8,679	0	100.0000	0 P-10	8,679
13	375.000	Outfall Sewer Lines	75	0	100.0000	0 P-11	75
14		Total	\$ 8,754	\$ 0		\$ 0	\$ 8,754

Accounting Schedule: 3-1

Accounting Schedule: 3

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-386D

December 31, 2007

## Total Plant in Service

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
	(A)		(B)	(C)	(D)	(E)	(F)
		General Plant					
15	391.000	Office Furniture and Equipment	\$ 0	\$ 0	100.0000	\$ 0 P-12	\$ 0
16	393.000	Other General Equipment	0	0	100.0000	0 P-13	0
17	397.000	Miscellaneous Equipment-Safety	0	0	100.0000	0 P-3	0
18		Total	\$ 0	\$ 0		\$ 0	\$ 0
19		Total Plant in Service	\$ 50,157	\$ 0		\$ 0	\$ 50,157

Accounting Schedule: 3-2



Accounting Schedule: 5

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Depreciation Expense

Line No	Acct	Description	Adjusted Jurisdictional	Depreciation Rate	Depreciation Expense
		(A)	(B)	(C)	(D)
Intangible Plant					
1	301.000	Organization	\$ 0	0.0000	\$ 0
2	302.000	Franchises	0	100.0000	0
3		Total	\$ 0		\$ 0
Land and Structures					
4	350.000	Land	\$ 0	0.0000	\$ 0
5	351.000	Structures & Improvements	2,243	0.0000	0
6		Total	\$ 2,243		\$ 0
Collection Plant					
7	352.100	Collection Sewers (Force)	\$ 0	2.0000	\$ 0
8	352.200	Collection Sewers (Gravity)	38,547	0.0000	0
9	354.000	Flow Measuring Devices	613	0.0000	0
10		Total	\$ 39,160		\$ 0
Treatment & Disposal Plant					
11	373.000	Treatment & Disposal Equipment	\$ 0	4.5000	\$ 0
12	374.000	Plant Sewer	8,679	0.0000	0
13	375.000	Outfall Sewer Lines	75	0.0000	0
14		Total	\$ 8,754		\$ 0
General Plant					
15	391.000	Office Furniture and Equipment	\$ 0	14.3000	\$ 0
16	393.000	Other General Equipment	0	6.7000	0
17	397.000	Miscellaneous Equipment-Safety	0	20.0000	0
18		Total	\$ 0		\$ 0
19		Total Depreciation Expense	\$ 50,157		\$ 0

Accounting Schedule: 5-1

Accounting Schedule: 6

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Depreciation Reserve

Line No	Acct Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
	(A)	(B)	(C)	(D)	(E)	(F)
Intangible Plant						
1	301.000 Organization	\$ 0	\$ 0	100.0000	\$ 0 R-1	\$ 0
2	302.000 Franchises	0	0	100.0000	0 R-2	0
3	303.000 Miscellaneous Intangible Plant	0	0	100.0000	0 R-3	0
4	Total	\$ 0	\$ 0		\$ 0	\$ 0
Land and Structures						
5	350.000 Land and Land Rights	\$ 0	\$ 0	100.0000	\$ 0 R-4	\$ 0
6	351.000 Structures & Improvements	617	28	100.0000	0 R-5	645
7	Total	\$ 617	\$ 28		\$ 0	\$ 645
Collection Plant						
8	352.100 Collection Sewers (Force)	\$ 0	\$ 0	100.0000	\$ 0 R-6	\$ 0
9	352.200 Collection Sewers (Gravity)	8,352	8,373	100.0000	385 R-7	17,110
10	354.000 Flow Measuring Devices	132	6	100.0000	0 R-8	138
11	Total	\$ 8,484	\$ 8,379		\$ 385	\$ 17,248
Treatment & Disposal Plant						
12	373.000 Treatment & Disposal Equipment	\$ 0	\$ 0	100.0000	\$ 0 R-9	\$ 0
13	374.000 Plant Sewer	2,242	108	100.0000	0 R-10	2,350
14	375.000 Outfall Sewer Lines	15	1	100.0000	0 R-11	16
15	Total	\$ 2,257	\$ 109		\$ 0	\$ 2,366
General Plant						
16	391.000 Office Furniture & Equipment	\$ 0	\$ 0	100.0000	\$ 0 R-12	\$ 0
17	393.000 Other General Equipment	0	0	100.0000	0 R-13	0
18	Total	\$ 0	\$ 0		\$ 0	\$ 0
19	Total Depreciation Reserve	\$ 11,358	\$ 8,516		\$ 385	\$ 20,259

Accounting Schedule: 6-1

Accounting Schedule: 7

Harris

10:39 01/21/2009

WPC Sewer Co.  
Case: SR-08-388D  
December 31, 2007

## Adjustments to Depreciation Reserve

Adj No Description		Total Co Adjustment	Mo Juris Adjustment
*****			
Structures & Improvements	R-5	\$ 28	
*****			
1. To include six months of depreciation expense for the K&M period ended 06/30/2008.		\$ 28	
(Prenger)			
*****			
Collection Sewers (Gravity)	R-7	\$ 8,373	\$ 385
*****			
1. To include six months of depreciation expense for the K&M period ended 06/30/2008.		\$ 8,373	\$ 385
(Prenger)			
*****			
Flow Measuring Devices	R-8	\$ 6	
*****			
1. To include six months of depreciation expense for the K&M period ended 06/30/2008.		\$ 6	
(Prenger)			
*****			
Plant Sewer	R-10	\$ 108	
*****			
1. To include six months of depreciation expense for the K&M period ended 06/30/2008.		\$ 108	
(Prenger)			

Accounting Schedule: 7-1

Accounting Schedule: 7

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10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Adjustments to Depreciation Reserve

Adj No Description	Total Co Adjustment	Mo Juris Adjustment
-----------------------	------------------------	------------------------

\*\*\*\*\*  
Outfall Sewer Lines

R-11

\$

1  
\*\*\*\*\*

1. To include six months of depreciation expense for the K&M  
period ended 06/30/2008. \$ 1

(Pronger)

Accounting Schedule: 8

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Income Statement

Line No	Acct Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
(A)		(B)	(C)	(D)	(E)	(F)
Operating Revenues						
1	Flat Rate Residential Sales	\$ 17,471	\$ 1,737	100.0000	\$ 0 S-1	\$ 19,208
2	Metered Sales	0	0	100.0000	0 S-2	0
3	Other Miscellaneous Revenues	123	(123)	100.0000	0 S-3	0
4	Total	\$ 17,594	\$ 1,614		\$ 0	\$ 19,208
Operation & Maintenance Expense						
5	Salaries and Wages	\$ 3,061	\$ (61)	100.0000	\$ 0 S-4	\$ 3,000
6	Plant Maintenance	26	33	100.0000	0 S-5	59
7	Utility Bills for Sewage Treatment	1,767	64	100.0000	0 S-6	1,831
8	Sludge Hauling	2,700	(225)	100.0000	0 S-7	2,475
9	Effluent Testing	804	613	100.0000	0 S-8	1,417
10	PSC Assessment	1,472	18	100.0000	0 S-9	1,490
11	DNR Fees	375	0	100.0000	0 S-10	375
12	Plant Operator	4,500	0	100.0000	0 S-11	4,500
13	Grounds Maintenance	735	23	100.0000	0 S-12	758
14	Accounting Services	310	180	100.0000	0 S-13	490
15	Property Taxes	359	0	100.0000	0 S-14	359
16	Office Supplies	0	0	100.0000	0 S-15	0
17	Postage	0	0	100.0000	0 S-16	0
18	Fuel and Transportation	0	0	100.0000	0 S-17	0
19	Telecommunications Expense	0	0	100.0000	0 S-18	0
20	Rate Case Expense	0	0	100.0000	0 S-19	0
21	Office Rent and Utilities	0	0	100.0000	0 S-20	0
22	Allocation of Common Expense	3,000	0	100.0000	0 S-21	3,000
23	MO Secretary of State Fees	25	0	100.0000	0 S-22	25
24	Miscellaneous Expense	191	165	100.0000	0 S-23	356
25	Total	\$ 19,325	\$ 810		\$ 0	\$ 20,135
Depreciation Expense						
26	Depreciation Expense	\$ 0	\$ 0	100.0000	\$ 0 S-24	\$ 0
27	Amortization of CIAC	0	0	100.0000	0 S-25	0
28	Total	\$ 0	\$ 0		\$ 0	\$ 0
29	Other Operating Expenses	\$ 0	\$ 0		\$ 0	\$ 0

Accounting Schedule: 8-1

Accounting Schedule: 8

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WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Income Statement

Line No	Acct Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
	(A)	(B)	(C)	(D)	(E)	(F)
30	Total Operating Expenses	\$ 19,325	\$ 810		\$ 0	\$ 20,135
31	Net Income Before Taxes	\$ (1,731)	\$ 804		\$ 0	\$ (927)
Current Income Taxes						
32	Current Income Taxes	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
33	Total	\$ 0	\$ 0		\$ 0	\$ 0
Deferred Income Taxes						
34	Deferred Income Taxes	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
35	Total	\$ 0	\$ 0		\$ 0	\$ 0
36	Total Income Taxes	\$ 0	\$ 0		\$ 0	\$ 0
37	Net Operating Income	\$ (1,731)	\$ 804		\$ 0	\$ (927)

Accounting Schedule: 9

Harris

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WPC Sewer Co.  
Case: SR-08-388D  
December 31, 2007

## Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment
-----------------------	------------------------	------------------------

\*\*\*\*\*  
Flat Rate Residential Sales S-1 \$ 1,737  
\*\*\*\*\*

1. To annualize revenue at current customer level.  
(Prenger) \$ 1,737

\*\*\*\*\*  
Other Miscellaneous Revenues S-3 \$ (123)  
\*\*\*\*\*

1. To remove revenues that were collected on behalf of late  
fees.  
(Prenger) \$ (123)

\*\*\*\*\*  
Salaries and Wages S-4 \$ (61)  
\*\*\*\*\*

1. To update through K&M period ended 6/30/2008.  
(Prenger) \$ (61)

\*\*\*\*\*  
Plant Maintenance S-5 \$ 33  
\*\*\*\*\*

1. (Prenger) \$ 33

\*\*\*\*\*  
Utility Bills for Sewage Treatment S-6 \$ 64  
\*\*\*\*\*

1. To update through the K&M period, ending 6/30/2008.  
(Prenger) \$ 64

\*\*\*\*\*  
Sludge Hauling S-7 \$ (225)  
\*\*\*\*\*

1. To update through the K&M period, ending 6/30/2008.  
(Prenger) \$ (225)

Accounting Schedule: 9-1

Accounting Schedule: 9

Harris

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WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment
-----------------------	------------------------	------------------------

Effluent Testing	S-8	\$ 613
------------------	-----	--------

1. To update through the K&M period, ending 6/30/2008. (Prenger)		\$ 613
---	--	--------

PSC Assessment	S-9	\$ 18
----------------	-----	-------

1. To update through the K&M period, ending with the Commission's 2009 Assessment. (Prenger)		\$ 18
--	--	-------

Grounds Maintenance	S-12	\$ 23
---------------------	------	-------

1. To update through the K&M period, ending 6/30/2008. (Prenger)		\$ 23
---	--	-------

Accounting Services	S-13	\$ 180
---------------------	------	--------

1. To update through the K&M period, ending 6/30/2008. (Prenger)		\$ 180
---	--	--------

Miscellaneous Expense	S-23	\$ 165
-----------------------	------	--------

1. To update through the K&M period, ending 6/30/2008. (Prenger)		\$ 165
---	--	--------



Accounting Schedule: 10

Harris

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WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Income Tax

Line	Test Year	9.00% Return
------	--------------	-----------------

(A)

(B)

1	Net Income Before Taxes (Sch 8)	\$ (927)	\$ 0
---	---------------------------------	----------	------

## Add to Net Income Before Taxes

2	Book Depreciation Expense	\$ 0	\$ 0
---	---------------------------	------	------

3	Total	\$ 0	\$ 0
---	-------	------	------

## Subtr from Net Income Before Taxes

4	Interest Expense 0.0000 %	\$ 0	\$ 0
---	---------------------------	------	------

5	Straight-line Tax Depreciation	0	0
---	--------------------------------	---	---

6	Total	\$ 0	\$ 0
---	-------	------	------

7	Net Taxable Income	\$ (927)	\$ 0
---	--------------------	----------	------

## Provision for Federal Income Tax

8	Net Taxable Income	\$ (927)	\$ 0
---	--------------------	----------	------

9	Deduct Missouri Income Tax 100.0 %	\$ 0	\$ 0
---	------------------------------------	------	------

10	Deduct City Income Tax	0	0
----	------------------------	---	---

11	Federal Taxable Income	(927)	0
----	------------------------	-------	---

12	Total Federal Tax	\$ 0	\$ 0
----	-------------------	------	------

## Provision for Missouri Income Tax

13	Net Taxable Income	\$ (927)	\$ 0
----	--------------------	----------	------

14	Deduct Federal Income Tax 50.0 %	\$ 0	\$ 0
----	----------------------------------	------	------

15	Deduct City Income Tax	0	0
----	------------------------	---	---

16	Missouri Taxable Income	(927)	0
----	-------------------------	-------	---

17	Total Missouri Tax	\$ 0	\$ 0
----	--------------------	------	------

Accounting Schedule: 10-1

Accounting Schedule: 10

Harris

10:39 01/21/2009

WPC Sewer Co.

Case: SR-08-388D

December 31, 2007

## Income Tax

Line	(A)	Test Year	(B)	9.00% Return
Provision for City Income Tax				
18	Net Taxable Income	\$ (927)	\$	0
19	Deduct Federal Income Tax	\$ 0	\$	0
20	Deduct Missouri Income Tax	0		0
21	City Taxable Income	(927)		0
<hr/>				
22	Total City Tax	\$ 0	\$	0
Summary of Provision for Income Tax				
23	Federal Income Tax	\$ 0	\$	0
24	Missouri Income Tax	0		0
25	City Income Tax	0		0
<hr/>				
26	Total	\$ 0	\$	0
Deferred Income Taxes				
27	Deferred Investment Tax Credit	\$ 0	\$	0
28	Deferred Repair Allowance	0		0
29	Deferred Tax Depreciation	0		0
30	Amort of Deferred Tax Depreciation	0		0
31	Amort of Repair Allowance	0		0
32	Amort of Deferred ITC	0		0
33	Deferred Unbilled	0		0
<hr/>				
34	Total	\$ 0	\$	0
<hr/>				
35	Total Income Tax	\$ 0	\$	0

Accounting Schedule: 10-2

Agreement Attachment D

Rate Design Worksheet

# WPC SEWER COMPANY

## Development of Tariffed Rates-Sewer

Agreement is to increase currently tariffed rates by a percentage equal to the agreed-upon overall revenue increase divided by the revenues generated by the currently tariffed rates.

Revenues Generated by Current Tariffed Rates	\$ 19,208
Agreed-Upon Overall Revenue Increase	\$ 927
Percentage Increase Needed	4.829%

### Metered Customer Rates

	Current Service Charge	Proposed Service Charge
Flat Fee	\$ 23.89	\$ 25.04

Agreement Attachment E

Billing Comparison Worksheet

# WPC SEWER COMPANY

## Residential Customer Bill Comparison-Sewer

### Rates for 5/8" Meter

<u>Current Base</u> <u>Customer Charge</u>	<u>Proposed Base</u> <u>Customer Charge</u>	<u>Current</u> <u>Usage Rate</u>	<u>Proposed</u> <u>Usage Rate</u>
<u>\$23.89</u>	<u>\$25.04</u>	<u>\$0.000</u>	<u>\$0.000</u>

current service charge is monthly charge

### MONTHLY BILL COMPARISON

#### Current Rates

Customer Charge	\$ 23.89
Usage Charge	\$ -
Total Bill	\$ 23.89

#### Proposed Rates

Customer Charge	\$ 25.04
Usage Charge	\$ -
Total Bill	\$ 25.04

#### INCREASES

#### Customer Charge

\$ Increase	\$1.15
% Increase	4.83%

#### Usage Charge

\$ Increase	\$0.00
% Increase	N/A

#### Total Bill

\$ Increase	\$1.15
% Increase	4.83%

## Agreement Attachment F

### Schedule of Depreciation Rates

# **W.P.C. Sewer Company**

## **DEPRECIATION RATES (SEWER)**

**SR-2008-0388**

<b>ACCOUNT NUMBER</b>	<b>ACCOUNT DESCRIPTION</b>	<b>DEPRECIATION RATE</b>	<b>AVERAGE SERVICE LIFE (YEARS)</b>	<b>NET SALVAGE</b>
351	Structures & Improvements	3.0%	33	0%
352.2	Collection Sewers (Gravity)	2.0%	50	0%
354	Services	2.0%	50	0%
373	Treatment and Disposal Equipment	4.5%	22	0%
374	Plant Sewers	4.5%	22	0%
375	Outfall Sewer Lines	2.0%	50	0%



# Agreement Attachment G

## EMSD Report

# **REPORT OF CUSTOMER SERVICE AND BUSINESS OPERATIONS REVIEW**

## **Engineering and Management Services Department**

### **Small Company Rate Increase Request**

**Tracking File No: SR-2008-0388**

#### **W.P.C. Sewer Company**

The Engineering and Management Services Department (EMSD) staff initiated a review of the customer service processes, procedures, and practices of W.P.C. Sewer Company (W.P.C. or Company) on July 7, 2008. The review was performed in conjunction with a small company rate increase request submitted by W.P.C. Sewer Company on June 9, 2008, and given Case Number SR-2008-0388. The EMSD staff examined Company tariffs, annual reports, Commission complaint and inquiry records, and information provided by the Company in relation to its customer service operations.

The purpose of the EMSD is to promote and encourage efficient and effective utility management. This purpose contributes to the Commission's overall mission to ensure that customers receive safe and adequate service at the lowest possible cost, while providing utilities the opportunity to earn a fair return on their investment.

The objectives of the EMSD staff's review were to document and analyze the management control processes, procedures, and practices used by the Company to ensure adequate customer service is provided. The findings of this review provide the Commission with information regarding the Company's customer service operations. This review also includes recommendations, when appropriate, to improve the quality of service W.P.C. Sewer Company provides to its customers.

The scope of this review evaluated implementation of 2006 EMSD customer service review recommendations and also reviewed current Company policy, procedure and practices related to:

- Customer Billing
- Payment Remittance
- Credit and Collections
- Customer Communications and Information
- Complaint and Inquiry Handling and Recording

- Record Storage and Security

### **Overview**

W.P.C. was purchased in 1988 by the current owner who works locally in real-estate development. The Company currently serves 67 customers in the South Walnut Hills residential development in Sedalia, Missouri. W.P.C. has a business office in Sedalia, MO, which is open from 8am to 5pm. The Company was granted a rate increase in 1991 and in 2006. W.P.C. has not experienced significant growth in the last 10 years and does not expect considerable growth in the future due to subdivision being mostly built out. Customers served by W.P.C. receive city water.

The Company's business office function is managed by one part-time employee (bookkeeper) that oversees business operations including: new applications, billing, payment and remittance, credit and collections and customer communication. The bookkeeper also receives assistance and guidance from the owner on occasions.

In the 2006 customer service review, EMSD staff recommended the Company, "institute a time reporting process for all employees involved in functions associated with sewer company operations." The Company has since implemented a time reporting process by recording hours worked on a monthly calendar.

Plant maintenance and repair work are performed for the Company by a subcontractor that is certified for operating a sewer system. The owner has also received prior training in sewer system management.

The Company has plans of implementing new chlorination procedures over the next 2 ½ years, as required by the Missouri Department of Natural Resources (DNR). The Company has no other long or short term plans; however, stated that they must plan for a replacement pump at any time due to constant use.

### **Customer Billing**

W.P.C. conducts the billing process in-house and utilizes QuickBooks for billing software. Bills are printed between the 22<sup>nd</sup> and 25<sup>th</sup> of each month and typically mailed 2-3 days before the first of the following month.

Customer payments are due by the 21<sup>st</sup> of the month. Customer payments are typically posted to the appropriate account by the 22<sup>nd</sup> of the month. Late fees are then assessed for the following billing cycle. Any past-due amounts or credits are manually written on customer bills. The following chart displays the billing, payment remittance and collection timeline.

<b>Billing, Payment Remittance and Collection Timeline</b>	
<b>Day of the Month</b>	<b>Event</b>
21 <sup>st</sup>	Customer payment due
22 <sup>nd</sup>	Checks posted/late fee assessed
22 <sup>nd</sup> -25 <sup>th</sup>	Bills Printed
27 <sup>th</sup> -29 <sup>th</sup>	Bills and delinquent notices mailed to customers

Customers are charged a flat fee of \$23.89 per month for sewer service, and the Company pro-rates monthly bills for customers that move in or move out during the middle of the month.

In the 2006 customer service review, EMSD staff recommended the Company, “Print a payment due date, or statement that payment is due upon receipt, on the monthly billing statements.” A due date can now be found on customers’ monthly billing statements.

Several customers pay for bills months in advance, instead of paying their bill each month. In the past, the Company did not mail a monthly bill to customers that had a significant credit on their account; they were instead mailed a quarterly statement. In the 2006 customer service review, EMSD staff recommended the Company, “mail all customers a monthly billing statement indicating the amount due or the credit balance.” The Company now mails all customers a monthly billing statement, which has caused some concern or confusion from a small number of customers that pay several months in advance. Five of 67 W.P.C. customers had an account credit amount for August 2008. The Company has been manually writing a note on these billing statements stating “no payment is due” to reduce confusion with these customers.

### **Payment Remittance**

W.P.C. payment options include cash, check, or electronic checks from customer checking accounts. The Company allows customers to mail payments, make payment in person at the Company office, or utilize the Company drop-box; payments are not collected in the field. A majority of payments are submitted through the mail. The Company estimated that 10% of payments are submitted at the office or in the drop-box. The Company informs customers of these payment options on customer bills.

W.P.C. stated the number of electronic checks received from customer banking accounts has been increasing. The Company stated that these checks do not include the customer's address and often do not include the customer sewer account number. Electronic bank checks have made determining the proper account to post a payment to more difficult.

Customer payments are recorded and processed on Fridays. Payments are recorded in QuickBooks and checks are stamped and copied. The copied checks serve as a mechanism that ensures payments are processed accurately. The Company stated that there have been mistakes in posting checks to incorrect accounts; however, the copied checks have assisted in correcting these errors.

The Company stated that they normally deposit customer checks two to three times per week, although information provided by the Company shows it made only three deposits for the month of July in 2008.

### **Credit and Collections**

In the 2006 customer service review, EMSD staff recommended the Company, "collect signed applications for services from all customers, as required by the Company's tariff." W.P.C. now collects signed applications from all customers. Applications may be submitted through the mail or at the Company office. The Company does not require deposits from customers.

Customer payment is due by the 21<sup>st</sup> of the month. In the 2006 customer service review, EMSD staff recommended the Company, "print a payment due date, or statement that payment is due upon receipt, on the monthly billing statements." A payment due date is now printed on bills provided to customers.

A delinquent notice is mailed to customers if payment is not received by the 21<sup>st</sup> of the month. Delinquent notices are mailed when bills are mailed between the 27<sup>th</sup> and 29<sup>th</sup> of the following month. If customers do not submit a payment after the first delinquent notice, a second notice is mailed to the customer the following month and a third letter the following month notifying the customer the Company will dig up their service for disconnection if payment is not received.

W.P.C. charges a \$5.00 late fee and a \$25 returned check fee. The bank currently charges the Company \$2 for handling returned checks. The Company stated that they have experienced four to five returned checks from customers over the past three years.

In the 2006 customer service review, EMSD staff recommended the Company, “charge all accounts the tariffed late fee if a bill becomes delinquent in accordance with the applicable tariff provisions.” The Company currently charges a \$5.00 late fee in accordance with its tariff. From January 1, 2008, through August 5, 2008, the Company issued 27 late fees totaling \$135.00.

The Company stated it had a problem with high arrearages in the past, but has minimized this problem over the past three years. The bookkeeper has been awarded 10% on collected past due amounts since beginning employment three years ago. As of August 1, 2008, the Company had 12 customers with arrearages beyond 31 days totaling \$469.59.

The Company stated the only method it can utilize to perform a disconnection is by digging up a customer’s service. The Company has disconnected service once in the past to a customer and is currently considering this action with a customer that is unwilling or unable to make a payment on their account. The Company stated that it is willing to accept partial payment or make a payment arrangement in extenuating circumstances.

### **Customer Communication and Information**

New customers are provided a welcome letter with information pertaining to the Company. The Company also communicates information through letters and messages handwritten on bills.

Customers may call the office manager or owner and may speak to either of them at the business office. The Company stated that the bookkeeper handles most customer calls, although the owner does handle a few customer calls. Customers have access 24 hours a day 7 days per week via telephone in the case of an emergency.

In the 2006 customer service review, EMSD staff recommended the Company, “include the appropriate Company contact telephone numbers on customer billing statements for the customers’ use in contacting the Company both during and after regular business hours.” The Company currently has the appropriate contact information located on customer billing statements.

### **Complaint and Inquiry Handling and Recording**

In the 2006 customer service review, EMSD staff recommended the Company, “develop and utilize a log that documents all customer complaints received by the Company’s personnel.” The Company has since developed a system for noting complaint phone calls; however, it was unable to ensure that all appropriate calls were being recorded according to Commission Rule 4 CSR 240-60.010.(4) W.P.C. explained that they recorded calls of customers with definite complaints; however, the Company was unable to define the criteria it used for determining legitimate complaints or inquiries.

### **Records Storage and Security**

In the 2006 customer service review, EMSD staff recommended the Company “Store all customer payments, Company billing information and other important business documents in lockable, fireproof file cabinets or vaults.” The Company now stores all paper documents in a fireproof cabinet. The bookkeeper also stores files electronically on the office computer and copies all files to an external drive each time account updates are entered.

## **Findings, Conclusions and Recommendations**

The following discussion contains findings, conclusions and recommendations pertaining to W.P.C. customer service operations. This section focuses on the following areas that warrant Company management attention:

- Payment Remittance
- Complaint and Inquiry Handling and Recording

### **Payment Remittance**

The Company has not adequately addressed the increased workload due to electronic check payments. Currently, these payments create a significant amount of confusion and extra work, due to the Company's inability to determine the proper account(s) to which the electronic check should be applied. The number of customers utilizing the electronic check payment option is increasing. Increased workloads on staff can increase costs to the Company and to other customers. The Company should take steps to minimize the challenges associated with customers utilizing electronic checks.

*THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:*

*Implement procedures to increase efficiency in processing payments received by electronic check.*

The Company does not deposit customer payments frequently enough. It stated that two to three deposits are made per week, however, in July 2008, the Company only made three deposits of payments received. Depositing customer payments on a sufficient schedule will ensure the security of the payments and reduce the impact of reproducing records in the event of a disaster or theft.

*THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:*

*Evaluate the Company's customer payment deposit schedule and make more frequent deposits as necessary.*

### **Complaint and Inquiry Handling and Recording**

The Company cannot ensure that documentation of all complaints received by the Company is being performed according to Commission Rule 4 CSR 240-60.010(4), which states:



“The utility shall maintain a file of customer complaints received on the service it provides. The file shall include the name and address, as well as the nature of the complaint and date of occurrence. A detailed explanation of what the utility did to correct the trouble which originated the complaint shall be recorded.”

The lack of a comprehensive complaint log makes it difficult for Company management to evaluate the reasons for customer contacts and to determine if any measures could be taken to improve customer satisfaction.

*THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:*

*Ensure all customer complaints received by Company personnel are documented according to Commission Rule 4 CSR 240-60.010(4).*

## Agreement Attachment H

### Summary of Case Events

W.P.C. Sewer Company  
Summary of Case Events

Date Filed	June 9, 2008
Day 150	November 6, 2008
Extension?	No
If yes, why?	
Amount Requested	\$19,208
Amount Agreed Upon	\$927
Number of Customers	65
Rate of Return	9.00%
Return on Equity	9.00%
Assessments Current	Yes
Annual Reports Filed	Yes
Statement of Revenue Filed	Yes
Other Open Cases before Commission	None
Status with Secretary of State	Good Standing
DNR Violations	None
Significant Service/Quality Issues	None