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General Counsel

January 10, 2008

Judy Kelley  
Aqua Maine, Inc.  
855 Rockport Street  
Rockport, ME 04856

Dear Ms. Kelley:

This letter is in response to Aqua Missouri, Inc.'s rate increase filings. The case numbers assigned are as follows:

- QW-2008-0004 Aqua Missouri-CU, water districts:
  - Maplewood and Lake Carmel
- QS-2008-0005 Aqua Missouri-CU, sewer districts:
  - Jefferson City area
  - Maplewood
- QS-2008-0006 Aqua Development Co. d/b/a Aqua Missouri sewer district:
  - Ozark Meadows
- QW-2008-0007 Aqua-RU Inc. d/b/a Aqua Missouri, water districts:
  - Riverside Estates
  - White Branch
  - Rankin Acres
  - Spring Valley
  - Ozark Mountain
  - Lakewood Manor
  - LTA

The Engineering and Management Services Department will be conducting an interview with Tena Hale-Rush at Aqua Missouri Inc.'s Jefferson City office. This interview will take place January 15, 2007 at 8:30am. The purpose of this interview will be to analyze the management control processes, procedures and practices used by the company to ensure customer service needs are being met and make appropriate recommendations for improvement.

Listed below are items that will be needed for this process to be effective.

- Copy of current organization chart
- Name and implementation date of program used to calculate and prepare customer bills

- Total number of current bills, by service territory.
- Number of current bills, identified by service territory, with billing periods from 36 – 60 days, 61 – 90 days, 91 – 120 days, 121 – 150 days, 151 – 180 days, and exceeding 180 days.
- Sample bill
- Billing cycle description including time frames from meter reading through bill calculation and bill rendition
- Listing of payment options
- Number of bills paid per option and associated revenue for 2006 and 2007
- A copy of the company's complaint/inquiry log for 2006 and 2007 providing the date and reasons for customer contacts
- Data showing abandoned call rate and average response time for 2006 and 2007 for customers using the toll free number
- Sample collection notice or letter
- Number and of total dollar amount of accounts, by service territory, that have been delinquent for 31 – 60 days, 61 – 90 days, exceeding 90 days and total dollar amount
- Example of meter reading documents used to record meter readings
- Record of documented theft of service for 2006 and 2007
- Documentation of any public meeting held in 2006 and 2007
- Number of estimated bills, on monthly basis, by service territory, for 2006 and 2007.
- Log of insufficient funds checks (name, check, dollar amount, when/if finally collected) for 2006 and 2007
- Copies of letters, bill inserts, or other communication provided to all customers in 2006 and 2007.
- Number of customers within each service territory on a monthly basis for 2006 and 2007.
- Number of customer bills produced within each service territory on a monthly basis for 2006 and 2007.
- Number of new applications for service within each service territory on a monthly basis for 2006 and 2007.
- Number of customer accounts within each service territory where customers were receiving unbilled service in 2006 and 2007.

We will notify you if additional items are necessary. Please include the name, phone number and e-mail address of the individual(s) who can answer any questions that may arise with regard to the information you submit.

If you have any questions, please contact Randy Cole at 573-751-4812 (email: [Randy.Cole@psc.mo.gov](mailto:Randy.Cole@psc.mo.gov)) or Gary Bangert at 573-751-7438 (email: [Gary.Bangert@psc.mo.gov](mailto:Gary.Bangert@psc.mo.gov)). Thank you for your attention to our requests.

Sincerely,

Randy Cole  
Utility Management Analyst