

Attachment B W-1328, Sub 11

Page 2, Item 6(b):

Red Bird Water will implement operational changes to improve and enhance customer service. Customers will have access to a 24-hour phone line to report any utility service issues. Red Bird Water will ensure customers served by the system have access to customer service representatives during normal business hours to talk about any customer concerns. Red Bird Water will also offer online bill paying options to customers including e-checks, debit card, and credit cards. Red Bird has no current plans to establish offices where bills can be paid in person, but if the Commission concludes an in-person payment option is necessary the company will attempt to engage one or more local payment agents for that purpose.

Page 2, Item 6(c):

Red Bird Water will use contractors for billing and to provide emergency answering services for customer calls.

For complaints or billing, Red Bird intends to use Nitor Billing Services. Nitor's address is 100 Chesterfield Business PKWY, Suite 256, Chesterfield, MO 63005, and its telephone number is 314-540-3803. Customers will be able to contact Nitor by calling a toll-free customer service telephone number or via email. The customer service telephone number and the email box are available 24/7/365. For engineering operations and emergency service, customers would contact Nitor as indicated in the preceding sentence. If the customer's call requires an emergency response, Nitor will route the call to a third-party operations and maintenance contractor Red Bird will engage prior to closing, who is responsible for responding to the emergency call in accordance with standards established by Red Bird. Outside of regular business hours, the customer's call goes to a live operator who will then dispatch field staff in the case of an emergency. Nitor also will be responsible for computing, printing, and sending monthly bills to customers and for collecting payments. Nitor's staff will field and process customer bill inquiries, make bill adjustments, deal with customer requests for payment plans, and interact with Commission Staff regarding billing issues, and also will be trained to route customer service complaints and inquiries to the service contractor.

For accounting services, CSWR, LLC, can be contacted by mail at 1650 Des Peres Road, Suite 303, St. Louis MO 63131 or by telephone at 314-380-8544.