

Contractor Response Time Narrative

In general, the Operations and Maintenance Contractors and the Customer Service Staff work hand in hand to resolve customer service issues and complaints. A general workflow of a customer service workorder is that a problem is identified and pictures are taken of the issue, a solution is identified and communicated with customer service staff to keep the customer informed, the work associated with the solution is completed, and then the customer service staff will “close” the work order and mark it complete. In the case of emergencies as defined by the table below, O&M Staff must be on-site within an hour of receipt of the customers call. For “Major” calls, O&M must resolve the complaint within the first 48 hours. For “Critical” calls, O&M staff reach out to the customer within an hour of receipt and the work order is either escalated to “Emergency” status, or de-escalated to “Major” status and handled accordingly.

The chart reflected in this exhibit details the contractor response time by system in three other jurisdictions (AR, KY, MO) for the time period of Q1 2022. On a per system basis, the table shows the average amounts of days elapsed between a customer work order being opened and a work order being resolved. A “0” in the days elapsed column represents a work order being opened and closed in the same day. The table below represents some of the categories demonstrated in the 148 work orders opened during this period for the 43 separate systems represented in the chart on the next page:

Type of Call	Criteria
Emergency	<ul style="list-style-type: none"> • Any outage/interruption of service • Sewage backup in a home or public space • Alarm (visual or audible) on a lift station or treatment plant • Main break/leak that is destructive or disturbing property • Safety issues, such as missing manhole covers, missing fencing, etc
Critical	<ul style="list-style-type: none"> • Water leak/break not causing immediate damage • Low Pressure reports (water) • Report of liquids from manholes, in trenches, ditches that does not appear to be solely sewage (i.e. rainwater) • Water aesthetic issues that customer service cannot resolve over the call
Major	<ul style="list-style-type: none"> • Work de-escalated by O&M from Critical • Investigative work orders for service connections • Tap requests (once investigative work order is complete, and funds received) • Inspections
Minor	<ul style="list-style-type: none"> • Cosmetic repairs to be completed after field work is complete • Slow leaks • Road Repairs

State - System	Average of Days Elapsed
AR - Chicot	2
AR - Eaglebrook - ERUOC	2
AR - Flushing Meadows	2
AR - Hayden's Place	0
AR - North Hills - OHUOC	6
AR - Oak Tree - OHUOC	3
AR - Sebastian Lake	0
AR - WR - Boulder Run	3
KY - Arcadia Pines - BGUOC	1
KY - Brocklyn - BGUOC	1
KY - Center Ridge - Water District 1 - BGUOC	0
KY - Center Ridge - Water District 3 - BGUOC	0
KY - Center Ridge - Water District 4 - BGUOC	3
KY - Delaplain - BGUOC	2
KY - Herrington Haven - BGUOC	1
KY - Persimmon Ridge - BGUOC	0
KY - River Bluff - BGUOC	4
KY - Springcrest - BGUOC	0
MO - Auburn Lakes - ConRivUOC	0
MO - Branson Cedars - ConRivUOC	1
MO - Central Rivers - Berkshire - EHUOC	1
MO - Central Rivers - Fox Run - EHUOC	0
MO - Central Rivers - Park Estates - EHUOC	0
MO - Central Rivers - Prairie Fields - EHUOC	0
MO - Central Rivers - Private Gardens - EHUOC	0
MO - Central Rivers - WilMar Estates - EHUOC	0
MO - DeGuire - ConRivUOC	1
MO - Evergreen - ConRivUOC	3
MO - Freeman Hills - ConRivUOC	1
MO - Gladlo - ConRivUOC	0
MO - Indian Hills	2
MO - Lake Virginia - ConRivUOC	2
MO - Majestic Lakes - ConRivUOC	0
MO - Missouri Utilities - EHUOC	1
MO - Osage - Cedar Glenn	0
MO - Osage - Chelsea Rose	1
MO - Osage - Cimarron Bay	3
MO - Osage - Eagle Woods(Route KK)	1
MO - Port Perry - ConRivUOC	4
MO - Smithview - ConRivUOC	2
MO - Spring Branch	1
MO - Terre Du Lac - ConRivUOC	1
MO - Willows - ConRivUOC	3
Grand Total	1