

## Attachment H

### Page 1, Proposed and Present Rates:

CSWR North Carolina plans to adopt this systems current rates and charges. CSWR North Carolina seeks to adopt the rates found in the most recent tariff revision located in the Docket No. found on page 1. Please see this Docket for both present rates, and our proposed rates/charges. This tariff document has also been attached as "Attachment A".

### Page 2, Q6:

CSWR North Carolina 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. CSWR North Carolina will ensure customers served by the system have access to customer service representatives during normal business hours to talk about any customer concerns. CSWR North Carolina will also offer online bill paying options to customers including e-checks, debit card, and credit cards.

CSWR North Carolina will also use contractors for billing and to provide emergency answering services for customer calls. The billing contractor will be responsible for computing, printing, and sending monthly bills to customers and for collecting payments. The billing contractor's staff will also field and process customer bill inquiries, make bill adjustments, deal with customer requests for payment plans, and interact with Commission Staff regarding billing issues. Billing contractor employees will also be trained to route customer service complaints and inquiries to the service contractor.

### Page 2, Q10-14:

The general manager will be Josiah Cox and he can be located/contacted at 500 NW Plaza #500, St Ann, MO 63074 at phone number 314-736-4672. See attachment B for his qualifications.

For complaints or billing, Nitor Billing Services can be located/contacted at 100 Chesterfield Business PKWY Suite 256, Chesterfield, MO 63005 at phone number 314-540-3803. Customers may contact the company by calling the customer service toll-free phone number or sending an email to customer service. The customer service toll free number and the website are available 24/7. We currently use Nitor Billing Services as our third-party customer service provider. They operate M-F, 7am-5pm CST and take both emergency and customer service-related calls. They have agreed to expand their operation to support any additional call volume we have.

For engineering operations and emergency service, Midwest Water can be contacted at 1351 Jefferson Street, Suite 301 Washington, MO 63090 at phone number 636-432-3001. The collective professional experience at Midwest Water is 30+ years and Midwest has been operating for nearly five (5) years. Local operators have not yet been identified, but their information will be provided once available.

For accounting services, CSWR, LLC can be contacted at 500 NW Plaza #500, St Ann, MO 63074 at phone number 314-736-4672.

### Page 5, Q24:

In order to determine an appropriate rate base for purposes of future cost recovery, CSWR North Carolina intends to request an adjustment to rate base to reflect the value of real estate assets used and useful in providing service to customers. In proceedings in other states, CSWR North Carolina has relied on real estate appraisals to establish rate base for systems it has acquired. These appraisals allow adjustments to rate base based on the value of existing undepreciated land and land rights owned by the selling utility. This method has resulted in fair, reasonable rate base valuations and reasonable opportunities to earn a return sufficient to raise the necessary capital to support these systems. It would provide an efficient, cost-effective alternative to the fair market value approach when the acquisition involves a smaller system, and it is particularly necessary where the acquiring entity would be ineligible to participate in the fair market value process. The Company has not performed an appraisal of the system to determine the appropriate amount of such adjustment.

**Page 6, Q2-3:**

Funds will be provided by a mix of equity and debt financing. Although the initial capital structure will be comprised of 100% equity, CSWR North Carolina plans to add debt in the future to achieve a 50/50 debt to equity ratio. Equity financing will be provided through an infusion from CSWR North Carolina's ultimate parent company CSWR, LLC. The source of debt financing will be determined after acquisition of the system. The exact timeline for construction has not yet been determined but CSWR North Carolina plans to move as quickly as possible to address known issues on the system upon approval of the CCN and closing of the acquisition.