



Jerry Webb  
Indiana Utility Regulatory Commission  
Suite 1500 East  
101 W. Washington Street  
Indianapolis, IN 46204

Dear Jerry,

As follow-up to our recent meeting with you and your staff regarding increased calls on bill overestimates, we would like to share the following updates in our activities as we discussed:

- 1) Our IT and billing departments are working to identify alternative estimating logic which is more representative of winter/summer differentiations, as opposed to the existing logic which was approved for Indianapolis Water. The departments have initiated a couple of different modeling activities which compare winter/winter cycles instead of the 12 month average or past two months. Our models have been run as internal tests only thus far with 1% of our customers to determine accuracy/impacts, and will take us a few more weeks to completely evaluate. We hope to continue evaluating a couple of different modeling options for your consideration, and will share them with your staff upon approval by the DOW.
- 2) In reference to communicating missed reads due to weather related reasons, we will recommend an initial late fall/early winter bill insert to inform customers that inclement weather may result in a missed meter read. We will also add messaging to the tops of the customer billing statements to reflect potential weather impacts.
- 3) JaDeen and our customer service staff have met on a couple of occasions, and will meet again with the IURC customer service staff at the weekly meeting next

Tuesday to further refine and improve their communication channels and messages.

- 4) A review of our agent scripts and additional training with our customer service staff has reinforced appropriate messaging with customers. We did pull the tapes of the calls in questions regarding the "April read" comments, to find that the agent who answered the call was scheduled to leave our employment two days after the calls came in.
- 5) Regarding your requests on feedback for customer notifications you would like to establish, the IURC may be added to our electronic main break notification list as the best real-time notification of emergency system issues and maintenance. These text/electronic messages could be directed to a specific mail box so that in the event of any inquiry or notification need, IURC staff could immediately access data available to IW field staff regarding deployment and estimated time of repair. This information is managed by our dispatch crew, and is utilized by IW senior management to stay abreast of system activities.

We will continue to work expeditiously to determine improved methods of estimating to better address customer concerns, and will share our concepts with you as soon as our evaluations have been completed. We appreciate your time and commitment to improving service to all Indianapolis Water customers.

Please don't hesitate to contact us should you have any additional questions.

Sincerely,

Lou Ann Baker  
Vice President  
Communications and Community Relations