

EXHIBIT A

City of Nashua

*Petition for Valuation Pursuant to RSA 38:9*

DW 04-048

Nashua's Response to Staff Data Requests – Set 4 Round 1

Date Request Received: February 27, 2006

Date of Response: March 20, 2006

Request No. 4-21

Respondents: Carol Anderson

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Req. 4-21      Nashua responded to data request 3-32 that Veolia will have two customer service representatives to handle “water system operating issues such as water quality questions and field service inquiries.” The response further states that Nashua will provide customer service related to billing and collections. In light of these responses:

- a)      How many customer service representatives, expressed as full-time equivalents, will be available to handle billing and collection calls?
- b)      Will these positions be new or existing positions?
- c)      Will these customer service representatives be dedicated to water system calls? If not, what other responsibilities will these customer service representatives have?

Response:      *Carol Anderson states as follows:*

Nashua billing and collections customer service representatives will be integrated into its current Treasury / Tax Collection Department. That Department currently consists of 6 full time employees responsible for, on an annual basis, approximately: 56,000 property tax bills (28,000 bills twice a year); 72,000 residential sewer bills (18,000 bills per quarter); and 13,000 commercial / industrial sewer bills (250 per week), as well as other functions. While individual employees are assigned to different programs such as property tax or sewer bills, all employees within the Department are “cross-trained” to provide Nashua greater flexibility to respond to customer inquiries.

Nashua anticipates hiring 2 new full equivalent customer service representatives specifically assigned to billing and collection for water operations. These employees will work within the existing Department.

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Date of Response: March 20, 2006

Request No. 4-22

Respondents: As noted.

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Req. 4-22      What telephone answering service quality standards will Nashua meet to ensure customer calls are answered promptly and complaints are resolved in a timely fashion?

Response:      *Carol Anderson states as follows:*

Currently Nashua Wastewater System (NWS) customer complaints are handled immediately over the counter at City Hall or on the telephone. This procedure has worked effectively and Nashua expects to replicate it for its water utility. Nashua expects to work with Veolia to adopt answering service quality standards for its operations.

Under Nashua's current system, when research is required, customers are asked to submit a requests in writing which enables us to document and follow up on any customer concerns. Once the letter is received, the account is reviewed. We look at consumption history, odd readings or odd number of days in the cycle or other issues, as appropriate. After review, a determination is made and the customer is notified by letter (customer action form) stating what action, if any, or adjustment has been made to the billing on the account.

*Paul Noran, P.E., states as follows:*

Veolia will prepare a formal record for customer calls that require follow-up. This will be in the form of a call log. The call log will be analyzed by the Department manager. The call log will have details on the call and actions taken and dates to resolve the issue related to the call. When necessary, specific workorders will be issued to investigate and resolve the issue related to the call. The call log will be analyzed by the Department manager. The call log will have details on the call and actions taken and dates to resolve the issue related to the call. When necessary, specific workorders will be issued to investigate and resolve the issue related to the call. Follow-up calls to a sampling of customers will be made to measure the quality of service provided.

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Date of Response: March 20, 2006

Request No. 4-23

Respondents: Carol Anderson  
Paul Noran, P.E.

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Req. 4-23 Please describe the process for handling a water system customer call.

a) How will the calls be tracked?

b) Who will analyze the calls to identify potential problems?

Response: *Carol Anderson states as follows:*

Nashua will adopt a process similar to that used for Nashua's Wastewater System (NWS). Currently our NWS staff analyzes calls or requests related to potential problems. For the water system, all operations and water quality issues will be referred to Veolia.

We do not use a numbered tracking system for calls for NWS. Staff uses a *NWS property transfer – telephone notification form* to transcribe callers requests such as: address change, final bill requests, new owner information, and bill forwarding changes. We plan to use a similar format for handling water system calls.

*Paul Noran, P.E., states as follows:*

Veolia will prepare a formal record for customer calls that require follow-up. This will be in the form of a call log. The call log will be analyzed by the Department manager. The call log will have details on the call and actions taken and dates to resolve the issue related to the call. When necessary, specific workorders will be issued to investigate and resolve the issue related to the call.

See also Nashua's Response to Staff request 4-22.

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Date Request Received: February 27, 2006

Date of Response: March 20, 2006

Request No. 4-24

Respondents: Carol Anderson  
Paul Noran, P.E.

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Req. 4-24      Please describe the process for initiating a disconnection of service. In your response, please specify: a) when will a notice be issued to the customer; b) how long will the customer have to respond; and c) on what days and during what times will disconnections of service occur?

Response:      *Carol Anderson states as follows:*

The process Nashua proposes to use for disconnection of service is set forth in its Draft Water Ordinance included in response to Staff request 4-60.

*Paul Noran, P.E., states as follows:*

Attached to this response is a description of disconnection procedures Veolia has used successfully on other systems. Upon issuance of a Notice to Proceed, Veolia will work with Nashua to develop disconnection procedures specific to the Nashua system.