



INITIAL CUSTOMER NOTICE

June 15, 2012

Dear Customer:

On May 21, 2012, Empire District Electric Company (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual water operating revenues of \$516,401. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (Public Counsel) ***within 30 days of the date of this notice***. Your comments should include a reference to case number WR-2012-0300. The Commission Staff and the Public Counsel will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

Public Service Commission
Attn: Water/Sewer Dept.
P.O. Box 360
Jefferson City, MO 65102
Phone: 800-392-4211
Fax: 573-751-1847
E-Mail: water.sewer@psc.mo.gov

Office of the Public Counsel
Attn: Water/Sewer Dept.
P.O. Box 2230
Jefferson City, MO 65102
Phone: 866-922-2959
Fax: 573-751-5562
E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website:

- (1) Go to <http://www.psc.mo.gov>
- (2) Click on the box on the lower middle of the page entitled "Comments: How to Make Your Voice Heard".
- (3) From this page click on the "Submit comments" link found under "Submit Comments in Writing"; and
- (4) Fill out and submit the Public Comments form, including the case number shown above. If you want to attach a document, before clicking the "Submit" button, click the "Attach" button. There are instruction on that page for attaching the document and returning to the previous screen.
- (5) Click the "Submit" button at the bottom of the page.

If you have questions about this notice, or anything else with which I may be of assistance, please feel free to contact me at 417-625-5100.

Sincerely,



Kelly S. Walters

Vice President and Chief Operating Officer – Electric

| <u>Type of Charge</u> | <u>Current Rates</u> | <u>Proposed Rates</u> | <u>Amount of Rate Change</u> |
|---|----------------------|-----------------------|------------------------------|
| Monthly Minimum Charge | \$10.22 | \$13.36 | \$3.14 |
| Usage per 1,000 gallons | \$3.40 | \$4.44 | \$1.04 |
| Total Monthly Bill (at 4,000 gallons usage) | \$23.82 | \$31.12 | \$7.30 |
| Total Monthly Bill (at 5,000 gallons usage) | \$27.22 | \$35.56 | \$8.34 |
| Total Monthly Bill (at 6,000 gallons usage) | \$30.62 | \$40.00 | \$9.38 |