

From: Jason Williamson [jw@pivotalcompanies.com]
Sent: Wednesday, October 28, 2009 3:36 PM
To: Russo, Jim
Subject: Copy of notice

Attachments: SECOND CUSTOMER NOTICE.doc

Hi Jim,

Here's a copy of the notice sent out yesterday (10/27) to all Gladlo customers.

As we discussed, I will be happy to make myself available by phone for the hearing on November 4. I will be in my office, and can call into a conference line, or someone can contact me at (303)333-1250. If, for some reason, I cannot be reached on the office line, I will carry my cell phone with me (720)260-0531.

Thank you for your assistance.

Regards,

Jason Williamson

President

Heartland Utilities, LLC

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SECOND CUSTOMER NOTICE AND NOTICE OF LOCAL PUBLIC HEARING

On May 20, 2009, Gladlo Water & Sewer Company, Inc., submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (PSC) under the provisions of the PSC's small utility rate case procedure. As a result of the Company's request, the Staff of the PSC conducted an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon the results of its audit and investigation, the PSC Staff recommended an increase of \$6,998 in the Company's annual water operating revenues. The Company agrees with this recommendation.

In addition to the proposed increase is a \$10.00 per month surcharge for up to 30 months to pay for a recent major well repair. The proposal would increase the current customer charge from \$4.98 to \$8.28. The proposal also includes a usage rate increase from \$1.88 to \$3.13 for each 1000 gallons used. This means that under the proposal, a customer who uses 6000 gallons per month will see an increased total bill from \$14.38 to \$33.91 (including the \$10.00 surcharge).

The Office of the Public Counsel, a state agency responsible for representing the interests of utility consumers before the PSC, requested the PSC to hold a local public hearing to allow the Company's customers to comment on the requested increase in rates, the proposed surcharge, or comments regarding recent service-related problems.

Public Hearing Scheduled

The PSC has scheduled a local public hearing on Wednesday, November 4, 2009, in the Rolla City Council Chambers, Rolla City Hall, 901 North Elm Street, Rolla, Missouri. The PSC will hold an information question-and-answer session at 5:30 p.m. The hearing will begin at 6:00 p.m.

The building where the public hearing will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in the hearing, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

If you wish to make written comments or secure additional information, you may contact the Office of the Public Counsel, Post Office Box 2230, Jefferson City, Missouri 65102, telephone (573) 751-4857.