



INDIAN HILLS
Utility Operating Company
A CSWR Managed Utility

RECEIVED

MAR 26 2018

*Records
Public Service Commission*

March 20, 2018

Dear Indian Hills Customer:

Indian Hills Utility Operating Company, Inc. (Indian Hills) has recently been granted a rate increase by the Missouri Public Service Commission and will implement this rate increase on April 1, 2018. Because Indian Hills invoices customers in arrears, the increased charge for the month of April service will first be billed in the May billing.

Changes are as follows:

Summer months (Apr – Sep) Minimum monthly charge.....\$50.90
[Prior to increase rate was..... \$10.81]

Summer water usage charge per 1000 gallons.....\$11.55
[Prior to increase, usage charge was included in base charge under 4000 gallons
Over 4000 gallons usage charge was\$1.89 per 1000 gallons]

Winter months (Oct – Mar) Minimum monthly charge..... \$50.90
[Prior to increase rate was \$10.81]

Winter water usage charge per 1000 gallons.....\$ 7.70
[Prior to increase, usage charge was included in base charge under 4000 gallons
Over 4000 gallons usage charge was\$1.89 per 1000 gallons]

Credit Card and Debit Card Transactions will be charged a convenience fee of 2.99% of total amount paid. This transaction/convenience fee amount will be added by the credit card company or bank and will not be a part of the water billing.

There will be an E-check / ACH charge of \$.50 per transaction.

Discontinuance of service fee for nonpayment of water charges will be\$35.00
Restoration of service fee for nonpayment of water charges will be\$60.00
On-site collection (fee added if IH personnel is on-site and disconnection made when the bill is paid).....\$60.00

Turn off/turn on at customer request (8:00 am – 5:00 pm Mon – Fri)\$60.00
Turn off/turn on at customer request (after business hours).....\$125.00

Service connection inspection or re-inspection will be..... \$ 75.00

This rate increase is primarily the result of the replacement of all water meters, installation of a new 250,000-gallon water tank, a new well house, a new well and new 50,000-gallon tank on the west side of the lake, valves to control and isolate water outage issues, and multiple water main and service line repairs.

Indian Hills Utility Operating Company, Inc.
866-747-0493