

Established 1925

Raytown Water Company



TARIFF FILING TRANSMITTAL LETTER – COMPANY/STAFF AGREEMENT

November 6, 2012

Secretary of the Commission
Missouri Public Service Commission
Attn: Data Center
P.O. Box 360
Jefferson City, MO 65102

FILED³

NOV 6 2012

**Missouri Public
Service Commission**

RE: Water Utility Small Company Rate Increase Request
MO Case No WR-2012-0405

Dear Secretary:

Enclosed for filing with the Commission are an original and three copies of revised tariff sheets that include rate and language changes reflected in an Agreement Regarding Disposition of Small Company Rate Increase Request (Disposition Agreement) between Raytown Water Company (Company) and the Commission Staff (Staff) regarding the above-referenced small company rate increase request. The Company submitted the referenced rate increase request on June 4, 2012 under the provisions of the Commission's small company rate increase procedure.

Since the above-referenced Disposition Agreement is between the Company and the Staff, the enclosed tariff sheets bear an effective date that is at least 45 days from the issue date, as is provided for by the small company rate increase procedure.

Consistent with the above-referenced Disposition Agreement, the enclosed revised tariff sheets contain customer rates that are intended to produce an increase of \$390,268 in the Company's annual water system operating revenues, and also contain all other provisions necessary to implement the terms of the Disposition Agreement.

Please contact me at your convenience if you need anything further regarding this matter.

Sincerely,

Neal S. Clevenger
President/General Manager
Raytown Water Company

Enclosures

Copies (w/enclosures):

Jim Russo – Commission Staff
Christina Baker – Office of the Public Counsel

Name of Utility: The Raytown Water Company

For: Raytown MO & Territory Adjacent Thereto

Rules Governing
Rendering of Water Service

Exhibits

- A Fire Hydrant Rental Agreement
- B Residential Application for Service
- B1 Owner/Property Manager of Rental Property Application +
- B2 Commercial/Business Application for Service
- C Application for New Service Tap
- D Metered Jumper Rental Agreement
- E Project Development / Main Extension Agreement
- F Payment Plan Application
- G Budget Bill Application
- H Waiver of Presence
- I Customer Deposit Receipt
- J ACH Application
- K Service Line Permit

* Indicates new rate or text

+ Indicates change

DATE OF ISSUE November 6, 2012
Month Day YearDATE EFFECTIVE December 21, 2012
Month Day YearISSUED BY Neal Clevenger, President 9820 E. 63rd Street, Raytown, MO 64133
name of officer title address

The Raytown Water Company
Name of Utility:

For: Raytown MO & Territory Adjacent Thereto
Certificated Service Area

Rules & Regulations
Governing Rendering of Water Service

SCHEDULE OF RATES

Rules and Regulations: The Rules and Regulations set forth in this Tariff shall cover the supply of service under this rate.

Availability: Any metered customer located in the Company's service territory.

Water Rates: There shall be a monthly minimum charge on the size of the water meters as follows:*

<u>Meter Size</u>	<u>Charge</u>	<u>Meter Size</u>	<u>Charge</u>
5/8"	\$9.96	2.0"	\$47.43
1.0"	\$18.07	3.0"	\$84.77
1.5"	\$31.40	4.0"	\$138.10

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$6.26 per 1,000 gallons. *

+Bulk Water Service Rate:

Bulk Water sales shall be at the rate of \$0.25 per 40.4 gallons. *

Payment Terms: Bills are due and payable within twenty-one (21) days after rendition of the bill.
Online payment thru OPAY: third party fee assessed by and paid directly to OPAY

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Collection by 3rd Party Collection Agency: Customer is responsible for all prudently incurred costs in the collection of a past due account. The fees and costs are payable directly to the 3rd party collection agency.

+ **New Customer Water Service:** No charges will be assessed for the initial trip to establish water service. If the customer had a previous account with a past due balance then that balance is payable at time of new service.

Late Payment Charge: The period after which the payment is considered delinquent is twenty-one (21) days after rendition of the bill. A charge of \$5.00 or 1%, whichever is greater, will be added to the delinquent amounts.

Returned Check Charge: A check returned from the bank not paid will be charged \$25.00 per check.

Meter Reading: Completed during non-business hours as requested by the customer shall be charged \$25.00 per occurrence.

Meter Reinstallation Charges: Meter pulled for non-payment of an account, for unapproved usage, tampering or Non Compliance with Cross Connection/Backflow Prevention is subject to the following fees:

<u>Meter Size</u>	<u>Charge</u>
5/8"	\$50.00
1" or Duplex	Actual Cost
2.0"	Actual Cost
3.0"	Actual Cost
4.0"	Actual Cost

Inspection Fee: to inspect new or repaired service line: \$15.00

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The Raytown Water Company
Name of Issuing Company

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Rules Governing Rendering of Water Service

Rule 3: Deposits to Guarantee Payment

- A. Each applicant for water is required to pay a deposit if the following conditions apply:
1. The service of the Customer has been terminated by the Company for nonpayment of a delinquent account not in dispute; or +
 2. In an unauthorized manner, the Customer interfered with or diverted the service of the Company situated on or about or delivered to the Customer's premises; or +
 3. The Customer has failed to pay an undisputed bill before the delinquency date for five (5) out of twelve (12) consecutive billing periods. +
- B. The Company shall apply deposit standards uniformly as a condition of utility service to all residential Customers regardless of a Customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence. +
- C. A deposit shall not exceed two (2) times the highest bill of that Customer at the same address during the preceding twelve (12) months. +
- D. Interest shall be payable annually on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the *Wall Street Journal* for the last business day of the preceding calendar year, plus one (1) percentage point. Interest may be credited to the Customer's account. *
- E. Upon termination of a service, any retained deposit, with accrued interest, shall be credited to the final bill and the balance, if any, shall be returned promptly to the Customer. +
- F. The Company may withhold refund of the secured deposit fund pending the resolution of a matter in dispute.
- G. The Company shall maintain a record of all deposits received from Customers, showing the name of each Customer, the location of the premises occupied by the Customer at the time the deposit was required and each successive location while the deposit was retained, the date and amount of deposit and the date and amount of interest paid. +

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- H. Each Customer posting a security deposit shall receive in writing at the time of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt (Exhibit I) shall contain the following minimum information: +
1. Name of Customer
 2. Date of Payment
 3. Amount of Payment
 4. Identifiable name, signature, and title of the Company employee receiving payment.
 5. Statement of the terms and conditions governing the payment, retention and return of the deposits.
- I. The Company may not refuse to return a Customer's deposit for failure to present the original receipt as long as the Customer can prove their identity. +
- J. The Company shall provide means whereby a Customer, required to make deposit, may pay such deposit in installments unless the Company can show likelihood that the Customer does not intend to pay for such service. 4 CSR 240-13.030(4)(1). +
- K. In lieu of a security deposit required by these rules, the Company may accept the written guarantee of a responsible 3rd party as surety for a Customer service account. A guarantee accepted by the Company is subject to the following terms and conditions: +
1. It shall be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.
 2. Credit shall be established for the Customer and the guarantor shall be released upon satisfactory payment by the Customer of all proper charges for the utility service for a period of twelve (12) successive months. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. +

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- F.** Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account would be considered delinquent. All bills will be sent to the address entered in the application unless the Company is notified in writing by the customer of any change of address.
- G.** The use of water by the same customer in different premises or localities will not be combined and each installation shall stand by itself.
- H.** Water bills are rendered per meter and will not be subdivided.
- I.** Meters are to be read monthly. If the Company is unable to read a customer's meter at its regularly scheduled time, the Company may estimate the meter reading in order to calculate a bill. If necessary, a billing adjustment will be made when an actual reading is obtained. When, during normal business hours, the Company is unable to read a customer's meter for three consecutive months, the customer shall on request from the Company, provide access to the premises to obtain an actual meter reading. The access will be provided at an agreed to time during the Company's business hours. If the customer is unable to provide access to the premises during the Company's normal business hours, the Company will offer an appointment to read the meter during non-business hours on weekdays prior to 9:00 p.m. and on Saturday between the hours of 9:00 a.m. and 12:00 p.m., excluding holidays. The customer will be charged per rate on the Service Charge Schedule for meter readings performed during non-business hours. Should the customer fail to provide access to the premises in order for the Company to obtain an actual meter reading, the Company may discontinue service, unless and until the customer provides an accessible meter well just inside the customer's property line.
- J. *** If access to meter is denied due to any obstruction, which can be directly attributed to the customer, the obstruction will be removed at the customer's expense. This includes and is not limited to vehicles parked on top of meter well. Every effort by Company will be made to access the meter prior to incurring fees and costs for removal of the obstruction.
- K.** The Company may render a bill based on estimated usage due to extreme weather conditions or emergencies.
- L.** If a customer account is turned over to a 3rd party collection agency, all prudent fees/costs associated with collecting this debt are assessed to the customer's account and are the sole responsibility of the Customer.

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