

IMPORTANT NOTICE TO ALL CUSTOMERS

The Missouri Public Service Commission (PSC) will hold a local public hearing in your area to hear public comment on a class cost of service case concerning Aquila, Inc., d/b/a Aquila Networks - L&P. The case may result in changes to rates to customer classes so that the rates charged to each class more closely match the costs incurred to serve that class. The rates for some classes may increase, and others decrease.

Aquila's main customer classes are Residential, Small General Service (customers like bookstores or beauty salons), Large General Service (customers like grocery stores), and Large Power Service (manufacturers and industrial plants.) The PSC will carefully consider all evidence - including public testimony at the local public hearing - before it makes its decision. Materials already filed with the PSC (Case No. EO-2002-384) indicate increases and decreases to existing rates as follows:

Residential	between -0.22% and +12.14%	Small General Service	between -17.82% and -12.04%
Large General Service	between -12.69% and -5.31%	Large Power Service	between -7.98% and 10.33%
The hearing will be at [INSERT TIME, DATE and ADDRESS OF HEARING LOCATION].			

This building meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate please call the Public Service Commission at 1-800-392-4211 prior to the hearing. Hearing impaired customers may dial 711 for Relay Missouri.

For more information or to comment you may contact the Office of the Public Counsel, Post Office Box 2230, Jefferson City, Missouri 65102, telephone (573) 751-4857 or the Public Service Commission at 1-800-392-4211.