

Emerald Pointe Utility Company
 111 East Main
 Branson, Missouri 65616
 Phone 417-335-8398 Fax 417-546-5772

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AUG 16 1999

MO. PUBLIC SERVICE COMMISSION

August 13, 1999

Dear Customer,

On May 20, 1999 Emerald Pointe Utility Company submitted a request for permanent increases in its current water and sewer rates and an implementation of a late payment charge, under the Missouri Public Service Commission (Commission) small rate increase procedure.

By its request, the Company is seeking an increase in its customer water rates intended to increase its annual operating water service revenues of \$ 2,500.00. It is also requesting an increase in its customer sewer rates intended to generate an increase in its annual operating sewer service revenues of \$ 2,500.00. The Company believes these increases in its operating revenues are necessary to allow it to meet current operating expenses and provide an adequate return on investments.

Set out below is a comparison of the Company's current customer rates and the customer rates it has requested, and the requested addition of a late payment charge. A monthly bill comparison, which is based upon an assumed water usage of 6,000 gallons, is also shown.

	Current Rates	Requested Rates
Water Rates		
Monthly Charge (includes up to 2,000 gallons)	\$ 8.93	\$ 9.82
Water Usage over 2,000 gallons (per 1,000 gallons)	\$ 2.92	\$ 3.21
Total Monthly Water Bill (at 6,000 gallons usage)	\$ 20.61	\$22.66
Sewer Rates		
Monthly Charge (based on up to 2,000 gallons of water)	\$16.59	\$18.25

Usage over 2,000 gallons (per 1,000 gallons) (The maximum sewer bill for a residential customer will be for monthly water use representing 8,000 gallons)	\$ 5.83	\$ 6.41
Total Monthly Sewer Bill (at 6,000 gallons usage)	\$ 39.91	\$43.89
	Current rates requested rates	
Late Payment Fees	n/a	10% per month

Beginning sometime soon, The Staff of the Public Service Commission (Commission Staff) will conduct an independent investigation of the books, records, and operations of the Company. Based upon that investigation, the Commission Staff will then make its recommendations regarding the Company's rate increase requests, and necessary changes to system operations, to the Commission for its consideration.

The Office of the Public Counsel (Public Counsel), a state agency responsible for representing the interests of the consumer before the Commission, may conduct its own investigation, but at a minimum will review the results of the Commission Staff's investigation. The Public Counsel will then make its own recommendations regarding the Company's rate increase requests, and necessary changes to system operations, to the Commission for its consideration.

Any customer who has questions or comments regarding the Company's rate increase requests, or who has experienced recent service problems, should contact the Commission Staff and the Public Counsel within 30 days of the date of this notice. To do so, please use the addresses, telephone numbers, or fax numbers shown below. The Commission Staff and/or the Public Counsel will respond to all such customer contacts, during the course of their investigations.

Missouri Public Service Commission Office of the Public Counsel

Water and Sewer Department
P.O. Box 360
Jefferson City, Mo. 65102
Phone: 573/751-3437 or 1-800/392-4211
Fax: 573/751-1847

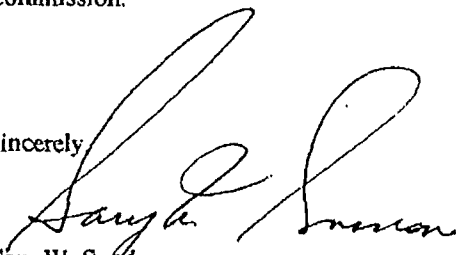
Attn: Shannon Cook
P.O. Box 7800
Jefferson City, Mo. 65102
Phone: 573/751-1304
Fax: 573/751-5562

Upon completion of the Commission Staff's and the Public Counsel's investigations, the Company may be requested to send out a second customer notice regarding the results of the investigations. Additionally, the Public Counsel may request that the Commission hold a local public hearing.

However, neither a second customer notice nor a local public hearing will happen automatically. Therefore, please take the time now to express your views about the Company's rate increase requests, and the operation of its system, to the Commission Staff and the Public Counsel.

Regardless of whether the Company sends out a second notice, or whether a local public hearing is eventually held, no increase in rates will take effect without the approval of the Public Service Commission.

Sincerely,



Gary W. Spadon
President
Emerald Pointe Utility Company