

NOTICE OF MAILING OF CUSTOMER NOTICE

APPENDIX B

Customer Notice

**HICKORY HILLS WATER & SEWER COMPANY, INC.**

**P.O. BOX 297  
TIPTON, MO 65081  
660-433-5366**

**RECEIVED**  
NOV 15 2004

**November 10, 2004**

UTILITY OPERATIONS  
DIVISION

Dear Customer:

On March 30, 2004, Hickory Hills Water & Sewer Company, Inc. (Company) submitted a request for a permanent increase in its current water and sewer rates and charges, under the provisions of the Missouri Public Service Commission's small company rate increase procedure. By its request, the Company was seeking increases in its customer rates intended to generate an increase in its annual water and sewer operating revenues of \$9,000 (approximately 108.5%) and \$5,000 (approximately 173%), respectively.

As a result of the Company's request, the Staff of the Public Service Commission (Commission Staff) 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 Commission Staff has concluded that increases of \$8,178 in the Company's annual water operating revenues and \$4,080 in the Company's annual sewer operating revenues are warranted, and that certain changes to the Company's business operations are warranted. The Company has agreed with the Commission Staff's audit findings and conclusions, and has filed tariff revisions to implement those findings and conclusions. A table summarizing the Company's proposed revisions to its rates, including a monthly customer bill comparison for a residential customer using 6,000 gallons of water, is set out at the end of this notice.

The Office of the Public Counsel (OPC), a state agency responsible for representing the interests of utility consumers before the Commission, has reviewed the results of the Commission Staff's investigation. However, the OPC has not yet taken a final position regarding those results.

Any customer that has questions or comments about the Company's proposed revisions to its rates and charges, or that has comments regarding recent service-related problems, should contact the Commission Staff and/or the OPC, within 20 days of the date of this notice. To do so, please use the mailing addresses, telephone numbers, fax numbers or e-mail addresses shown below, and please include a reference to Commission Case No. **XR-2005-0125 or Commission Case No. XR-2005-0126.**

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 800/392-4211  
Fax: 573/751-1847  
E-Mail: [pscisd@psc.mo.gov](mailto:pscisd@psc.mo.gov)

Office of the Public Counsel  
Attn: M. Ruth O'Neill  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 573/751-4857  
Fax: 573/751-5562  
E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

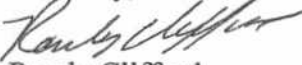
Depending upon the responses to this notice, the OPC may request that the Public Service Commission hold a local public hearing. However, regardless of whether a local public hearing is held, no increase in rates will take effect without the specific approval of the Public Service Commission.

Lastly, please be advised that all currently available information regarding the Company's rate increase request may be obtained via the Public Service Commission's Website as follows, and please also note that this information will be updated as the case moves forward.

- \* Go to <http://www.psc.mo.gov>
- \* On that page, click on the "EFIS" button near the top on the right side of the page
- \* On the next page, after reading the disclaimer, click on "I agree to terms above" and then click "Yes" when asked if you want to display the unsecured information
- \* On the next page, click on "Resources" near the top right of the page
- \* On the next page, click on "Case Information"
- \* On the next page, click on "Case Filing/Submission" and then click "Yes" when asked if you want to display the unsecured information
- \* On the next page, check the box to the left of "Case No."; enter **XR-2005-0125 or XR-2005-0126** in the box to the right of Case No.; scroll to the bottom of the page and click on "Search"
- \* On the next page, click on "**XR-2005-0125 or XR-2005-0126**" and this will bring up a screen that contains all of the documents that have been filed in the case to date
- \* To view a document, click on the number in the "Item No." column

If you have questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at the telephone number listed at the top of the first page of this notice.

Sincerely,

  
Randy Clifford  
Corporate President

**Water Service Rates**

Type of Charge	Current Rates	Proposed Rates
Monthly Minimum Charge	\$ 6.55	\$13.00
Usage per 1,000 gallons	\$ 1.30	\$ 2.58
Total Monthly Bill (at 6,000 gallons usage)	\$ 14.35	\$ 28.48

**Sewer Service Rates**

Type of Charge	Current Rate	Proposed Rate
Monthly Flat Rate	\$5.12	\$12.35