

Established 1925

April 28, 2009 Raytown Water Company



Missouri Public Service Commission
Post Office Box 360
Jefferson City, MO 65102

Attn: Jim Russo
Water & Sewer Department

Re: Case # 2009-00908

Dear Jim,

The Company mailed a notice to all its customers on April 23, 2009 and informed them of the new rates and charges included in the final approved tariffs.

The notice included the impact of the proposed rates on an average 6,000 gallon, residential customer's monthly bill.

We also included a company brochure that gives pertinent information to each resident.

Please find the following documents:

- 1) Letter of Notice
- 2) Company Brochure
- 3) Postage Statement
- 4) Postage Receipt/Check Copy

Respectfully,

A handwritten signature in cursive script that reads "Neal S. Clevenger".

Neal S. Clevenger
President/General Manager

Cc: Ted Robertson
Office of Public Counsel

The Raytown Water Company

9820 E. 63rd Street
Raytown, MO 64133

April 22, 2009

FINAL CUSTOMER NOTICE

Book: Account:

Dear Customer:

On April 22, 2009, the Missouri Public Service Commission (Commission) approved an increase in the annual water operating revenues of Raytown Water Company, Inc. (Company), under the provisions of the Commission's small utility rate case procedure. The Commission has decided an increase of \$299,837 in the Company's annual water operating revenues are warranted, effective May 4, 2009. In addition, the Commission has also ordered this increase in operating revenues be reduced to \$210,040 effective November 1, 2009. Set out at the end of this notice is a table that summarizes the approved revisions to the Company's rates that includes a monthly bill comparison for a residential customer using 6,000 gallons of water.

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 (816) 356-0333 ext. 107.

Sincerely,

Neal S. Clevenger

Neal S. Clevenger
President

Type of Charge	Current Rates	Approved Rates Effective thru 10/31/09	Approved Rates Effective 11/01/09
Monthly Min. Charge	\$ 7.30	\$ 8.10	\$ 7.86
Usage per 1,000 gallons	\$ 4.59	\$ 5.10	\$ 4.94
Total Monthly Bill (at 6,000 gallons usage)	\$ 34.84	\$ 38.70	\$ 37.50

Termination of service, disconnection and reconnection

Disconnection for service by company for non-payment. Payment in full for the past due balance and all disconnect/reconnect fees must be paid with certified funds prior to reconnection of water service.

Discontinuance of service by customer can be done by phone, fax or mail. No charge to customer for this service.

Procedures to avoid discontinuance of service during a period of absence. Contact our office immediately to advise of a long term absence. RWC will stop the water service during your absence which will suspend the water bill and sewer billing. Contact us during business hours to resume your water service.

This information is being provided in accordance with 4CSR240-13.040, which are the rules of the Missouri Public Service Commission (MPSC) which regulates investor owned utilities.

The customer has the right under procedures in 4 CSR 240-2.070 to file a formal or informal complaint with the MPSC. If you have any inquiry, billing question or service-related problem that your utility provider cannot answer, please contact the MPSC at PO BOX 360, Jefferson City, MO 65102 or toll free at 1-800-392-4211 or visit the PSC website: www.psc.mo.gov

The Office of Public Counsel represents the interest of utility consumers in proceedings before the MPSC. You may contact them at PO BOX 2230, Jefferson City, MO 65102-2230 or (573) 751-4857 or at www.mo-opc.gov

***The Drinking Water Primacy Fee:**

What Does The Fee Do For You?

10/2007 PUB002229
In 1992, the Missouri legislature passed a bill establishing a "primacy fee," which public water systems have collected from their customers. The fee is set by state law and ranges from \$1.08 to \$3.24 per year. House Bill 1149, passed in 2006, increased the drinking water primacy fee and extended the fee through Sept. 1, 2012. This user fee, paid by the customers of Missouri's public water supply systems, supports the department's efforts to ensure Missourians are provided adequate water that is safe to drink. The recent fee increase was necessary to help the department implement new federal rules that will dramatically increase the state's monitoring costs. The public water system may collect the fee once a year or in monthly or quarterly installments.

Two percent of the fee goes to the public water system to cover the costs of collecting the fee. The remainder is forwarded to the Missouri Department of Revenue for use by the Missouri Department of Natural Resources' Public Drinking Water Branch. The department uses the primacy fee to fund testing for drinking water contaminants, inspections, compliance activities, complaint investigations and technical assistance. Approximately \$3.9 million per year is generated by the fee.

The primacy fee provides critical funding for laboratory services and activities the state must perform in order to maintain delegation of the federal drinking water program. This delegation is called "primacy". In states that have primacy (49 of the 50), public drinking water systems are regulated by the state agency instead of the federal government. Without the primacy fee, the Public Drinking Water Branch would lack the funding to implement critical regulations necessary for protecting public health and maintaining primacy, and regulation of Missouri's public water systems would revert to the U.S. Environmental Protection Agency.

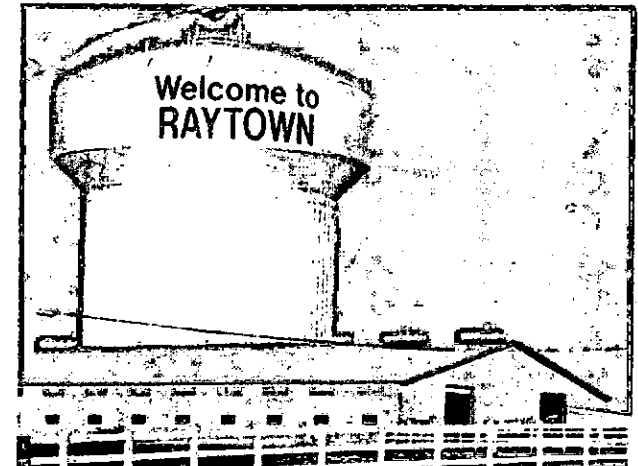
Historically, maintaining primacy has saved Missouri public water systems, and the customers of public water systems, about \$6.5 million per year. Over the next three years, Missouri water systems would have to pay more than \$15 million if they were to pay for their own testing. This is because public water systems would have to do more monitoring under the federal regulation than they do under state regulation. Vulnerability assessments performed by the Department of Natural Resources reduce the amount of monitoring by approximately 75 percent; EPA does not perform such assessments and would require the full scope of monitoring. Also, the state laboratory can perform tests for significantly less than a water system would have to pay on the open market. The costs of the increased monitoring would inevitably affect customer water bills.

The fee was renewed in 2006 and is set to expire in 2012.

The benefits of the primacy fee to public water systems:

- Laboratory testing services provided by the state;
- Reduced monitoring commensurate to contamination risk, based on vulnerability assessments provided by the Department of Natural Resources;
- Water system inspections and compliance oversight provided by the department to satisfy federal requirements;
- Technical assistance from the department to help maintain and achieve compliance and improved customer satisfaction.

The Raytown Water Co.



*The Oldest Business in Raytown
Serving the Public since 1925*

9820 E. 63rd Street
Raytown MO 64133

816-356-0333

www.raytownwaterco.com

E-mail: Customer@raytownwater.net

Hours: Monday - Friday 7am to 4pm.

Closed all Federal Holidays

Welcome to Raytown Water Company (RWC), providing safe and adequate water to the community since 1925.

When you apply for your water service with us, you will need to provide the following information to complete your application:

Service Address

1. Your name
2. Social Security Number
3. Drivers License Number, State ID or Passport
4. If renting the home, we need a copy of the written lease.
5. If purchasing a home starting service with RWC for the first time, a copy of the mortgage/deed, showing proof of ownership
6. You may be required to pay a deposit at the time of application. The deposit is determined as 2 times the highest water bill for the history of the property. You may also request to have your deposit billed to you over a period of months. The term will be determined by the amount of the Deposit required for the property.

If we receive your completed application by 12:00 NOON, we may be able to give you same day service, otherwise it will be the next business afternoon.

Your information is forwarded to the City of Raytown who bills the sewer service separately.

Billing:

RWC physically reads each meter and bills monthly. There are 21 days to pay your bill after which, a late charge may be assessed in the amount of \$5.00 OR 1% of the bill, whichever is greater.

If payment is not received by the 21st day, a first warning will be issued (usually on yellow paper) and then a final warning (on pink paper) for disconnection of service for non payment will be issued the following week advising again of the Disconnect date.

Payment Requirements:

Deadline to pay is the 21st day after bill is rendered. Your bill has a due date printed on the statement.

Accepted payment methods:

- o By mail or drop box (drop boxes are located under the water tower at the office and by the front door of the main building) in form of Money order, personal check, Visa, MasterCard, Discover and American Express. Payment by card requires a 3rd party fee paid by customer at time of transaction.
- o By phone: (requires a 3rd party fee paid by customer at time of transaction). Visa, MasterCard, Discover and American Express
- o In person at the office during business hours: Cash, personal check, money order, Visa or MasterCard.
- o Online thru O-Pay. (requires a 3rd party fee paid by customer at time of transaction). Visa, MasterCard, Discover and American Express.

Rates for Residential : May 4, 2009

Base Charge monthly:

Meter size	
5/8"	\$ 8.10
1.0"	14.70
1.5"	25.55
2.0"	38.59
3.0"	68.97
4.0"	112.36

Water : \$5.10/ 1000 gal

Applicable City and State Taxes & fees

- *MO Primacy Fee .18
- Security Deposit: 2xs the highest bill for the property for previous 12 months.
- Collections Administrative Fee \$15.00
- Door Note fee \$20.00
- Disconnect fee \$25.00
- Reconnect before 3:30 business day \$25.00 per trip
- Reconnect after 3:30 business day \$40.00 per trip
- Returned Check Charge (NSF) \$30.00
- Emergency Call out \$20.00 per occurrence during business hours or \$35.00 occurrence during non-business hours.
- Additional labor charge after the 1st hour as follows:
 - During business hours \$18.00/hr min 1 hr
 - During non-business hours \$27.00/hr min 1 hr
- Thaw Frozen meter \$25.00 / trip
- Meter testing charge: Once a year for free. Any additional tests completed within a 12 month period will be at the customer expense of \$25.00 each + costs.

Payment extension plan for water bill: Only allowed once in a 12 month period. Customer must apply in person and pay a \$6.50 nonrefundable administrative fee.

Sewer Service - City of Raytown

The City of Raytown bills customers monthly. Sewer payments can be paid in person at Raytown City Hall, 10000 E. 59th St. For questions regarding your Sewer bill please call 816-737-6088 or fax 816-737-6142

Trash Service

The City of Raytown does not provide trash service. You will need to contract with a private Trash Service Company listed in the phone book.

Postage Statement — First-Class Mail and Priority Mail

Post Office: Note Mail Arrival Date & Time

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any RAYTOWN WATER CO. 9920 EAST 63 BL RAYTOWN, MO 64133 JACKSON COUNTY	Telephone 816 356 0333	Name and Address of Mailing Agent (if other than permit holder)	Telephone	Name and Address of Individual or Organization for Which Mailing Is Prepared (if other than permit holder) RATE CASE FINAL NOTICE
	CAPS Cust. Ref. No.	Customer No.	Customer No.	Customer No.	

Mailing	Post Office of Mailing Kansas City	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels	Mailing Date 4-24-09	Federal Agency Cost Code	Statement Seq. No.	No. & type of Containers Sacks 3 1 ft. Letter Trays 2 ft. Letter Trays 15 EMM Letter Trays Flat Trays Pallets Other
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	Weight of a Single Piece 0.04325 pounds	Total Pieces 6448	Total Weight 282.186	Permit # 2566	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post

For Automation Price Pieces, Enter Date of Address Matching and Coding 04/20/2009	Move Update method: <input checked="" type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple
Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial	Total Postage (Add parts totals) 2111.56
Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	pcs. x \$ _____ = Postage Affixed
Net Postage Due (Subtract postage affixed from total postage)	
For USPS Use Only: Additional Postage Payment (State reason)	
For postage affixed add additional payment to net postage due; for permit imprint add additional payment to total postage. Total Adjusted Postage Affixed	
Permit Imprint Only - Check One <input type="checkbox"/> AIC 121 (First-Class Mail) PM: Report Total Postage in AIC: <input type="checkbox"/> AIC 237 (Priority Mail)	Total Adjusted Postage Permit Imprint

Certification

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Privacy Notice: For information regarding our Privacy Policy visit www.usps.com.

Signature of Mailer or Agent <i>Chiki Thompson</i>	Printed Name of Mailer or Agent Signing Form Chiki Thompson	Telephone 816 356-0333 x 103
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USPS Use Only	Weight of a Single Piece _____ pound	Are postage figures at left adjusted from mailer's entries? If yes, reason: <input type="checkbox"/> Yes <input type="checkbox"/> No
	Total Pieces _____ Total Weight _____	
	Total Postage _____	
	Presort Verification Performed? (Check One) <input type="checkbox"/> Yes <input type="checkbox"/> No	
	I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage prices claimed; (2) proper preparation (and presort where required); (3) proper completion of postage statement; and (4) payment of annual fee (if required).	
Verifying Employee's Signature _____	Verifying Employee's Name _____	Date Mailed Notified _____ Contact _____ By (Initials) _____
		Time _____ AM _____ PM

Round Stamp (Required)

First-Class Mail

Part A
Automation Prices

Check box at left if prices are populated in this section.

Cards (eligible for card price)		Price	No. of Pieces	Total
A1	5-Digit	\$0.199		
A2	3-Digit	0.210		
A3	AADC	0.213		
A4	Mixed AADC	0.223		

Letters		Price	No. of Pieces	Total
A5	5-Digit	.324	5917	1917.11
A6	3-Digit	.346	386	133.56
A7	AADC			
A8	Mixed AADC	.369		
A9	Single-Piece From Standard Mail mailing	.42	145	60.90

Flats		Price	No. of Pieces	Total
A10	5-Digit			
A11	3-Digit			
A12	ADC			
A13	Mixed ADC			
A14	Single-Piece From Standard Mail mailing			

Part A Total 2,116.56

***** United States Postal Service Form 3600 -- RX Data *****

Postage Statement - First-Class Mail-Permit Reprint

Post Office of Mailing: RAYTOWN, MO
 Permit Holder's Name: RAYTOWN WATER COMPANY
 9820 E 63RD ST
 RAYTOWN MO 64133
 Telephone: (816) 356-0333
 Number of Trays: 18
 Total Pieces: 6448

POSTAGE COMPUTATION

Presort/
Automation
Discounts

Rate

Count

Charges

Basic Letter

5 Digit	0.324	x	5917	=	\$ 1,917.11
3 Digit	0.346	x	386	=	\$ 133.56
Mixed AADC	0.369	x		=	\$ -
Single Rate	0.42	x	145	=	\$ 60.90
Totals:			6448	=	\$ 2,111.56

** ZIP TOTALS **

12301	1
39307	1
43218	1
50265	1
51561	1
60164	1
60651	1
63031	1
64012	1
64014	1
64029	1
64030	2
64034	4
64050	1
64051	1
64053	1
64055	3
64057	2
64058	1
64060	1
64063	5
64064	2
64068	1
64070	1
64075	1
64	1
6	3
64086	3
64089	1
64106	1
64108	1
64111	1
64112	1
64114	1
64128	1
64129	14
64131	2
64133	1506
64134	2
64137	10
64138	18
64139	1
64141	1
64154	1
64465	1
65265	1
65355	1
65807	1
66006	1
66012	1
66018	1
66061	1
66062	1
66203	1
66	1
6	1
66216	2
66217	1
66223	3
66224	2
66286	1
68164	2

72156	1
74101	2
77064	1
78572	1
84790	1
90806	1
9	2
TOTAL BILLS	1638

* ZIP TOTALS **

8875	1
0305	1
2533	1
3218	3
3181	1
4014	1
4015	2
4029	1
4050	1
4052	1
4054	1
4055	4
4056	1
4063	2
4064	3
4078	1
4081	2
4082	1
4086	4
4106	1
4108	1
4111	24
4112	23
4113	3
4114	5
4115	2
4131	1
4133	1412
4134	2
4138	11
4139	1
4141	1
4145	1
4157	1
4468	1
4501	1
4633	1
4767	1
5590	1
5619	1
5618	1
5662	1
5685	2
66101	1
66204	1
66205	3
66209	1
66211	2
66212	1
66224	1
66226	1
71909	1
72956	1
80734	1
8	2
90211	1
95405	1
99210	3

TOTAL BILLS 1552

29-402

** ZIP TOTALS **

30091	1
30350	1
33401	1
37933	1
38901	1
40232	2
43218	5
46544	1
55416	1
61834	1
63017	1
63021	1
63043	1
63045	1
63129	1
64014	1
64030	4
64034	1
64052	3
64055	8
64056	1
64063	8
64064	19
64075	1
64078	2
64085	3
64108	1
64110	3
64111	3
64113	1
64114	1
64118	1
64119	1
64130	1
64131	1
64133	1410
64138	122
64141	1
64145	1
64150	1
64158	1
64701	2
64734	1
64772	1
65202	1
65336	1
65338	1
66018	1
66051	1
66092	1
66205	1
66207	2
66208	1
66210	1
66212	1
66213	1
66216	1
71111	1
74135	1

75222	1
78041	1
30013	1
34117	1
34901	1
37208	1
3	4
3	1

TOTAL BILLS 1654

~~2942~~
4468

** ZIP TOTALS **

43218	1
63011	1
63141	3
63146	1
64012	1
64013	2
64014	2
64015	1
64030	3
64050	1
64052	2
64055	707
64057	1
64064	2
64068	1
64078	2
64082	2
64083	1
64086	2
64089	1
64116	1
64117	1
64118	1
64124	1
64132	1
64137	817
64139	30
64141	1
64157	1
64734	1
64747	1
65251	1
65807	1
66061	1
66205	1
66210	1
66762	1
66967	1
75229	1
85282	1
97479	1

TOTAL BILLS 1604

51832

THE RAYTOWN WATER COMPANY 05-59
9820 E 63RD STREET 356-0333
RAYTOWN, MO 64133

18-69-1010

DATE 4-24-09

PAY TO THE ORDER OF

U.S. Post Master

\$ 2,111.56

Two thousand One Hundred Eleven & 50/100

DOLLARS

THE RAYTOWN WATER COMPANY

PRESIDENT - TREASURER

Neal Swanger
Michael Swanger

Permit # 2566

FOR Late Case Final Notice

UMB UMB BANK NA

KCMO BMEU
KANSAS CITY, Missouri
641219996
2842230303 -0099
04/24/2009 (816)504-3288 03:55:12 PM

Product Description	Sale Qty	Receipt Unit Price	Final Price
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Permit Type: Permit Imprint
Permit Number: 2566
Customer Name: RAYTOWN WATER COMPANY

Amount of Deposit: \$2,111.56
New Balance: \$2,211.56
Confirmation #: 200911415545155D

Total: \$2,111.56

Paid by: Personal Check \$2,111.56

Order stamps at USPS.com/shop or call 1-800-Stamp24. Go to USPS.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

Bill#: 1000101233939
Clerk: 30

All sales final on stamps and postage
Refunds for guaranteed services only
Thank you for your business

HELP US SERVE YOU BETTER

Go to: <http://gx.gallup.com/pos>

TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

YOUR OPINION COUNTS

Customer Copy