

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Application of )  
Confluence Rivers Utility Operating Company, )  
Inc. for Authority to Acquire Certain Water and )  
Sewer Assets and for a Certificate of )  
Convenience and Necessity )

**Case No. WA-2019-0299**

**NOTICE CONCERNING CUSTOMER COMMUNICATIONS AND BILLING**

**COMES NOW** Confluence Rivers Utility Operating Company, Inc. (“Confluence Rivers” or “Company”), and for its *Notice Concerning Customer Communications and Billing* respectfully states as follows to the Missouri Public Service Commission (“Commission”):

1. On August 26, 2020, the Commission issued its *Report and Order* in this case. Among other things, the *Report and Order* requires Confluence Rivers to “file notice in this case once Staff’s recommendations regarding customer communications and billing have been completed.”<sup>1</sup>

2. The customer communications and billing recommendations are as follows:

9. Confluence shall provide an example of its actual communication with Port Perry’s customers regarding its acquisition and operations of the system assets, and how customers may reach Confluence regarding water and sewer matters, within ten (10) days after closing on the assets.

10. Prior to its first billing, Confluence shall distribute to Port Perry customers an informational brochure detailing the rights and responsibilities of the utility and customers regarding its water and sewer service, consistent with the requirements of Commission rule 20 CSR 4240-13.040(2)(A-L) within ten (10) days after closing on the assets.

11. Confluence shall provide to Staff’s Customer Experience Department

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<sup>1</sup> *Report and Order*. p. 27, para. 13.

a sample of ten (10) billing statements of bills issued to the Port Perry customers within thirty (30) days of such billing.

12. Confluence shall provide adequate training for the correct application of rates and rules to all customer service representatives, including those employed by contractors, prior to the Port Perry customers receiving their first bill from Confluence.

3. Confluence Rivers hereby provides notice to the Commission that it has completed items 9, 10, 11, and 12 identified above.

**WHEREFORE**, Confluence Rivers respectfully submits this *Notice Concerning Customer Communications and Billing* to the Commission.

Respectfully submitted,



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**ATTORNEYS FOR CONFLUENCE RIVERS  
UTILITY OPERATING COMPANY, INC.**

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served by electronic mail on all counsel of record this 16<sup>th</sup> day of June 2021.



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