

# Appendix A

## Customer Notice

## **SECOND CUSTOMER NOTICE**

July 21, 2006

Dear Customer:

On May 17, 2005, Aqua Missouri, Inc. – Jefferson City/Maplewood (Pettis and Cole Counties) (Company) submitted a request for a permanent increase in its current water 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 operating revenues of approximately 256.27%.

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 an increase of \$45,341 or 56.39% in the Company's annual water operating revenues is warranted and that certain changes to the Company's system operations and 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 and charges, and including a monthly customer bill comparison for a residential customer using 5,000 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. WR-2007-0020.

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: [water.sewer@psc.mo.gov](mailto:water.sewer@psc.mo.gov)

Office of the Public Counsel  
Attn: Lewis Mills  
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 WR-2007-0020 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 "WR-2007-0020" 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 below.

Sincerely,

Ms. Sherree Gesner  
Customer Service Manager  
1-800-851-1305

Type of Charge	Current Rates	Proposed Rates
Monthly Service Charge (includes -0- gallons)	\$ 2.95	\$ 4.61
Usage Over 1,000 gallons (per 1,000 gallons)	\$ 7.25	\$ 11.34
Total Monthly Bill (at 5,000 gallons usage)	\$ 10.20	\$ 15.95