

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

In the Matter of I.H. Utilities, Inc. Small)	<u>Case No. WR-2010-0048</u>
Company Rate Increase.)	Tracking No. QW-2007-0003

TIMELINE AND REQUEST FOR ORDER APPROVING TIMELINE

COMES NOW the Staff of the Missouri Public Service Commission (Staff), by and through counsel, and for its *Timeline and Request For Order Approving Timeline* (Timeline Request) states the following to the Missouri Public Service Commission (Commission):

1. On August 3, 2009, Staff filed a Notice of Company/Staff Agreement Regarding Disposition of Small Water Company Revenue Increase Request and Motion to Set Prehearing Conference.

2. Also on August 3, 2009, I.H. Utilities, Inc. (I.H.) filed its Schedule for Rates for Water designated YW-2010-0068.

3. On August 4, 2009, the Office of the Public Counsel (OPC) filed its Request for Local Public Hearing.

4. On August 5, 2009, the Commission issued an Order Scheduling Procedural Conference for August 6, 2009.

5. At the procedural conference on August 6, 2009, the parties and the Commission discussed Commission Rules 4 CSR 240-3.635 (Water Utility Small Company Rate Increase Procedure effective April 30, 2003) and 4 CSR 240-3.050 (Small Utility Rate Case Procedure effective May 30, 2008), both currently in effect, and the dual impact of these rules on this rate request instituted in August 2006.

6. Therefore, to clearly set out the timeline to be followed in light of the sometimes conflicting but guiding rules, Staff files this Timeline, attached hereto as Attachment A. Staff notes this Timeline addresses only the most recent events to simplify this document.

7. Staff notes that certain dates contained within the Timeline presume certain events will take place that will need Commission authorization (i.e., a local public hearing), while not addressing other possible events (i.e., an evidentiary hearing contested case procedure being put into place), and acknowledges that this Timeline is not a complete itinerary for all possible events.

8. Staff contacted OPC and OPC supports the attached timeline.

9. Staff contacted the Company and the Company does not oppose this timeline.

WHEREFORE, the Staff respectfully requests the Commission issue an order adopting the attached Timeline.

Respectfully submitted,

/s/ **Shelley Syler Brueggemann**

Shelley Syler Brueggemann

Missouri Bar No. 52173

Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360

Jefferson City, MO 65102

(573) 526-7393 (Telephone)

(573) 751-9285 (Fax)

shelley.brueggemann@psc.mo.gov (e-mail)

Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 10th day of August 2009.

/s/ **Shelley Syler Brueggemann**

Small Company Rate Increase Request Activities Timeline

Company & Contact Info:

mailing address

phone contact

fax contact

e-mail address

I.H. Utilities

2538 Allegheny Cuba MO 65453

(573) 885-3320

Work I.D. Number(s):**WR-2010-0048****Date Request(s) Received:****08/28/06****Departmental Assignments:****Auditing****Dana Eaves****Lead Auditor****Engr. & Mgmt. Svcs.****Guy Gilbert****Depreciation****Debbie Bernsen****Mgmt. Services****Financial Analysis****General Counsel**

(automatic assignment)

Water & Sewer**Jim Russo****Case Coordinator** (automatic assignment)**Steve Loethen****Field Inspections/Service Complaints**

Set out on the following pages is the timeline related to processing the small company rate increase request referenced above.

Target Day	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Date Completed
	05/04/09	05/04/09	<p>Audit Completed</p> <p>Initial "Audit Recommendation Memorandum" and Related Revenue Requirement Run & Supporting Workpapers Provided to Case Coordinator</p> <p>Initial Report (including proposed recommendations) Regarding Complaint Investigations and Operational Inspections Provided to Case Coordinator</p> <p>Initial Report (including proposed recommendations) Regarding Customer Service Practices & Procedures and Company Overview Provided to Case Coordinator</p> <p>Arrange for Meeting to Discuss All Departments' Initial Findings and Recommendations, and Distribute Relevant Information to Involved Personnel</p>	<p>Auditing</p> <p>Auditing</p> <p>Water & Sewer</p> <p>EMSD</p> <p>Case Coordinator</p>	
	05/07/09	05/07/09	Overview of Staff's Initial Audit, Inspection & Investigation Results Provided to Company	Case Coordinator	
	05/14/09	05/14/09	<p>Initial Rate Design Proposals, Draft Tariff Revisions & Draft of Disposition Agreement Completed and Distributed to Involved Personnel</p> <p>Company Notified of Significant Proposed Changes to Rate Design, Service Charges, etc.</p>	<p>Case Coordinator</p> <p>Case Coordinator</p>	
	05/24/09	05/26/09	<p>Final "Audit Recommendation Memorandum" and Final Revenue Requirement Run & Supporting Workpapers Provided to Case Coordinator</p> <p>Final Reports Regarding Complaint Investigations and Operational Inspections Provided to Case Coordinator (report to include agreed-upon recommendations)</p> <p>Final Report Regarding Customer Service Practices & Procedures and Company Overview Provided to Case Coordinator (report to include agreed-upon recommendations)</p>	<p>Auditing</p> <p>Water & Sewer</p> <p>EMSD</p>	

	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Date Completed
	06/02/09	06/02/09	Staff's Settlement Proposal Packet Sent to Company and OPC (final revenue requirement run, rate design proposals and workpapers, residential customer bill comparison, draft tariff sheets and draft disposition agreement)	Case Coordinator	
	06/30/09	06/30/09	For Agreement Reached Between at Least Company and Staff for Increase: Staff Provided Company with Revised Tariff Sheet(s), Disposition Agreement Signed by W/S Dept. Manager and Draft Tariff Filing Transmittal Letter	Case Coordinator	
	07/28/09	07/28/09	Updated Disposition Agreement provided to OPC and Company.	Case Coordinator	
	07/29/09	07/29/09	Updated Depreciation Workpapers provided to the Company and OPC.	Case Coordinator	

	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Date Completed
	08/03/09	08/03/09	Staff Filed Signed Company/Staff Disposition Agreement Formal Schedule of Proposed Depreciation Rates, Including Company Name and Case Number, Provided to Case Coordinator (this applies only if rates are being changed/established in the case) Company Filed Agreed-Upon Tariff Revisions With 45-Day Effective Date	Case Coordinator & Lead Attorney EMSD Company	
	08/17/09	08/17/09	Draft of Second Customer Notice and Local Public Hearing (if necessary) provided to Company & OPC	Case Coordinator	
	08/20/09	08/20/09	Commission Issues Order Establishing Local Public Hearing and Suspending Tariff Sheet(s)	Commission	
	08/21/09	08/21/09	Second Customer Notice and Notice of Local Public Hearing (if necessary) Mailed to Customers (must be approved by Case Coordinator prior to mailing; includes a 25-day response period; copy sent to Data Center for placement in EFIS tracking file(s); copy also sent to Case Coordinator & OPC)	Company	
	09/15/09	09/15/09	End of Response Period for Second Notice	N/A	
	09/18/09	09/18/09	Investigation of Service Complaints Received During Second Notice Period Completed and Reports Thereon Provided to Case Coordinator ".pdf" File Containing Customer Letters and Public Comment Forms Responding to Second Customer Notice, Customer Contact Log and Staff Responses (if any) Submitted to EFIS Case File(s)	Water & Sewer Case Coordinator & Lead Attorney	

	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Date Completed
	09/20/09	09/20/09	"Standard Information Letter" and Related Documents Submitted to EFIS Case File(s)	Case Coordinator & Lead Attorney	
	09/27/09	09/28/09	Local Public Hearing Held	Commission	
	10/05/09	10/05/09	Staff LPH Response Filed (five working days)	Case Coordinator & Lead Attorney	
	10/12/09	10/13/09	OPC Files Its Position Statement or Request for Evidentiary Hearing (10 working days after local public hearing)	OPC	
	10/22/09	10/22/09	Order Approving Tariff Sheet(s)	Commission	
	10/27/09	10/27/09	Tariff Sheet(s) Effective for Service Rendered "On and After" this Date	N/A	