

INITIAL CUSTOMER NOTICE

November 24, 2014

Dear Customer:

On October 24, 2014, Spokane Highlands Water Company (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission). The reason for the increase is to cover increases in expenses and/or investments in the Company's facilities.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual water operating revenues of \$5,000 (approximately 34.56%). At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (Public Counsel) *within 30 days of the date of this notice*. Your comments should include a reference to case number WR-2015-0104. The Commission Staff and the Public Counsel will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the Commissioners.

To submit your comments in writing:

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

Office of the Public Counsel

Attn: Water/Sewer Dept.

P.O. Box 2230

Jefferson City, MO 65102

Phone: 866-922-2959

Fax: 573-751-5562

E-Mail: mopco@ded.mo.gov

To submit your comments via the Commission's Website:

(1) Go to <http://www.psc.mo.gov>;

(2) Click on the box on the lower middle of the page entitled "Comments: How to Make Your Voice Heard".

(3) From this page click on the "submit comment" link found under "Submit Comments in Writing"; and

(4) Fill out and submit the Public Comments form, including the case number shown above. If you want to attach a document, before clicking the "Submit" button, click the "Attach" button. There are instructions on that page for attaching the document and returning to the previous screen.

(5) Click the "Submit" button at the bottom of the page.

If you have any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at (417) 830-1663.

Sincerely,

Raymond Ross
President, Spokane Highlands Water Company

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Proposed Amount of Rate Change</u>
Monthly Minimum Charge	\$12.38	\$16.66	\$4.28
Usage per 1,000 gallons	\$3.56	\$4.79	\$1.23
Total Monthly Bill with 6,000 gallons of usage	\$33.74	\$45.40	\$11.66