

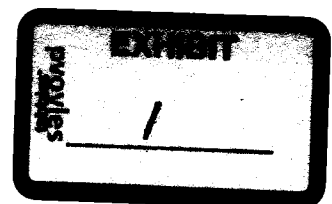
David Sater	Senator	573 751 1480
Mike Scofield	Taney Co. Comm	417 546 7204
Jeff Justus	Dist 156 State Rep	573 751 1309
Wally Miller	DNR	417 891 4338
Jock Martin	DNR	417 891 4300
Bert Brower	Taney Co Water Pres	417 725 3982
Shorty Guerin	Taney Co Water Maint.	417 543 3985
John Soutee	Taney Co. Envir. serv.	417 546 7238
David Spratt	Mo. Public Service	573 751 7518
Jim Merciel	Mo. Public Service	573 751 3027
KYTV 3		417 268 3000
KOLR 10		417 862 1010
KSPR 33		417 447 0750
Rocky Wyman	White River Electric	417 335 9335

**FILED**

DEC 1 2015

Missouri Public  
Service Commission

Exhibit No. 1  
Date 11-19-15 Reporter RVC  
File No. WR-2015-192



Case # WR-2015-0192

9-26-15

On Sept 26, 2015 I received a notice dated 9-17-15 from Taney County Water giving me 20 days to reply. Twenty days from 9-17!!

I am not happy with a rate increase because of the poor service we receive from the company,

In 12 years I have never been late with a payment.

I started keeping records 4-28-15.

4-28-15 11<sup>45</sup><sub>A</sub> No water 5-30-15 No water 6-3-15 No water  
6-5-15 No water 6-7-15 No water 6-8-15 No water  
6-9-15 No water 6-10-15 No water 7-10-15 No water  
7-12-15 No water 7-29-15 No water 8-18-15 No water  
9-4-15 No water

In the winter we can melt snow to flush the toilet. In the Summer, NO SNOW!!  
When Mr Brower bought the Company, with his knowledge of water co.'s, I'm sure he knew what he was buying. I don't feel he deserves a rate increase until he shows he has improved service.

Don Hopkins

Don Hopkins

351 Honey Lane

PO Box 921

Rockaway Beach Mo

65740

563 320 1228

Sent to: Public Service Commission

Sent to: Office of Public Counsel

My	Water	2015
Jan	7010 Gal	\$ 45.37
Feb	7010	45.37
Mar	5180	36.44
Apr	9020	55.18
May	7590	48.20
Jun	7830	49.37
Jul	7060	45.61
Aug	9160	55.86
Sep	5660	38.78
Oct	8390	52.10

January Other Places

Nixa \$ 20.73  
 Forsyth 32.23  
 Merion Woods 31.03  
 Branson 17.82

Mixa		725	3785
1 <sup>st</sup> 3000 Gal		\$ 9.50	
Add 1000		2.50	

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Forsyth		546	4763
1 <sup>st</sup> 1000 Gal		11.50	
Add 1000		3.45	

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Merriman Woods		561	4341
1 <sup>st</sup> 1000 Gal		16.00	
Add 1000		2.50	

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Brenson		243-	2740
1 <sup>st</sup> 2000 Gal		7.80	
Add 1000		2.00	

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Taney Co Water		Mar 10 proposed	Nov 10 pro.
1 <sup>st</sup> 1000 Gal	10.89	14.70	12.55
Add 1000	4.88	6.60	5.63

4-28-15	11 <sup>45</sup> / <sub>A</sub>	No Water	Repairs
4-29-15		Put up 2 Boiler order signs	
5-30-15	4 <sup>30</sup> / <sub>P</sub>	No Water	On 9 <sup>30</sup> / <sub>P</sub>
6-3-15	9 <sup>30</sup> / <sub>A</sub>	No water	Slow trickle 7 <sup>00</sup> / <sub>P</sub>
6-4-15	2 <sup>00</sup> / <sub>P</sub>	Slow - Low pressure	
6-5-15	7 <sup>30</sup> / <sub>A</sub>	Low Pressure	
6-5-15	8 <sup>40</sup> / <sub>A</sub>	No water	
6-5-15	9 <sup>30</sup> / <sub>A</sub>	Low Pressure	
6-6-15	8 <sup>00</sup> / <sub>A</sub>	Low Pressure	
6-6-15	6 <sup>30</sup> / <sub>P</sub>	Good Pressure	
6-6-15	9 <sup>30</sup> / <sub>P</sub>	Low Pressure	
6-7-15	9 <sup>00</sup> / <sub>A</sub>	No water	
6-7-15	10 <sup>30</sup> / <sub>A</sub>	Slow Trickle	
6-7-15	11 <sup>15</sup> / <sub>A</sub>	No water	
6-8-15	6 <sup>30</sup> / <sub>A</sub>	No water	
6-8-15	7 <sup>30</sup> / <sub>A</sub>	Very Low Pressure	
6-9-15	12 <sup>30</sup> / <sub>P</sub>	Very Slow	
6-9-15	5 <sup>30</sup> / <sub>P</sub>	No Water	
6-10-15	7 <sup>30</sup> / <sub>A</sub>	No Water	
6-10-15	9 <sup>00</sup> / <sub>A</sub>	Low pressure	
6-10-15	4 <sup>00</sup> / <sub>P</sub>	No water	
7-10-15	1 <sup>45</sup> / <sub>P</sub>	No water	
7-10-15	4 <sup>45</sup> / <sub>P</sub>	Low pressure	
7-12-15	3 <sup>30</sup> / <sub>P</sub>	No water	
7-12-15	3 <sup>50</sup> / <sub>P</sub>	Low pressure	
7-12-15	4 <sup>30</sup> / <sub>P</sub>	No water	
7-29-15	11 <sup>15</sup> / <sub>A</sub>	No water	
7-29-15	4 <sup>45</sup> / <sub>P</sub>	Water on	
7-29-15	7 <sup>00</sup> / <sub>P</sub>	No water	
7-29-15	8 <sup>00</sup> / <sub>P</sub>	Low pressure	
7-29-15	11 <sup>45</sup> / <sub>P</sub>	Water on	
8-18-15	11 <sup>15</sup> / <sub>A</sub>	Very low pressure	
8-18-15	2 <sup>15</sup> / <sub>P</sub>	Water on	
9-4-15	9 <sup>00</sup> / <sub>A</sub>	No water	
9-4-15	4 <sup>00</sup> / <sub>P</sub>	Water on	

9-18-15 DNR Checked water  
10-15-15 No water  
10-16-15 AM Low pressure PM No water  
10-17-15 AM No water  
10-18-15 Still No water 8% water or  
10-24-15 AM No water 75% water or  
10-25-15 9% No water 3% water or  
11-11-15 10% Very low pressure

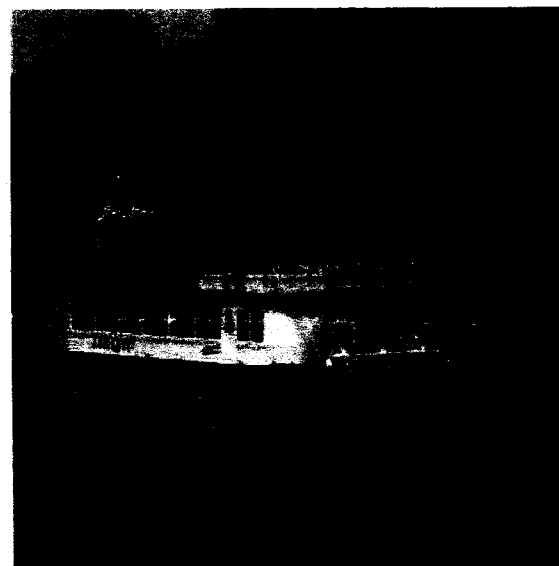
# Taney County Water Company

This information is being provided in accordance with 4 CSR 240-13.040, which are rules of the Missouri Public Service Commission which regulate investor owned utilities.

The customer has a right under procedures in 4 CSR 240-2.070 to file a formal or informal complaint with the Missouri Public Service Commission.

If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please contact the PSC at P.O. Box 360, Jefferson City, MO 65102-0360 or toll free at 1-800-392-4211 or visit the PSC website at [www.psc.mo.gov](http://www.psc.mo.gov).

The Office of the Public Counsel represents the interests of utility consumers in proceedings before the Missouri Public Service Commission. You may contact them at P.O. Box 2230, Jefferson City, MO 65102-2230 or (573) 751-4857 or at [mo-opc.org](http://mo-opc.org)



P.O. Box 1080  
Nixa, MO 65714  
417 725-3982

## Office Hours

9:00 am to 3:00 pm

## Emergency Only Contact Number

417 942-7594

Bert Brsner President 417 725 3982  
Shirley G... 417 543 3985

## Payment Options

Payment deadline: Payments are due by the 21st of every month and are considered past due on the 25th

Accepted payment methods: We accept checks, money orders, cash, Visa, Master Card, Discover, and American Express

Payment mailing address: Payments can be mailed to P.O. Box 1080, Nixa, MO 65714 or brought to our office at 786 Croley Blvd., Nixa

## Rates

Monthly Minimum: (includes 1,000 gallons) \$7.87.  
Over 1000 gallons: \$3.53 per 1000 gallons

If you have any questions about your bill or the services provided by the Company, please contact our offices at 725-3982 from 9:00 am to 3:00 pm.

### Service

Applications for service: Customers are required to stop by our office and fill out a service connection order.

Deposit or guarantee requirements: Determined by credit reference.

Billing and estimated billing procedure: Meters are read the last week of the month and bills are sent out on the first of each month.

## Customer payment requirements

Due Date - Payments are due by the 21st of every month.

### **Termination of service, disconnection and reconnection**

Disconnection of service by company for non-payment: if after the 25<sup>th</sup> day of the month a past due notice will be issued giving the customer an additional 10 days. If payment is still not received service will be discontinued.

Discontinuance of service by customer: Customers can call our office to request discontinuance of service. Customers are to provide the date of discontinuance along with a forwarding address where the final bill can be sent.

Procedures to avoid discontinuance during a period of absence: Notify our office in the event of extended absence.

Note specific fees in tariff associated with actions: If your water is disconnected due to non-payment, a \$35.00 reconnection fee will be charged.

Responsibility for distribution main service connections, and the water meter is the customer's.



## Forsyth public hearing to discuss water rate hikes

The Missouri Public Service Commission (PSC) will hold a public hearing in Forsyth Thursday, Nov. 19 to discuss water rate increases for two Taney County water companies.

Taney County Water, LLC and Moore Bend Water Utility, LLC are among six water companies in Taney, Stone and Christian Counties, in which Ozark International, Inc. filed cases seeking water rate hikes.

The rate increase for approximately 86 water customers in the Cedar creek area served by Moore Bend Water Utility, LLC, is substantial.

The current rate for 1,000 gallons of water is \$13.87 and under the proposed rate agreement between the PSC and Ozark International the new rate would be \$38.44. That is a \$24.57 increase in the monthly bill of a residential customer.

Taney County Water, LLC has approximately 458 water customers in the Rockaway Beach and Kisse Mills areas.

A 15 percent rate hike was agreed upon by the PSC and Ozark International. The current rate of \$40.17 would increase to \$46.33.

Taney County residents who are customers of the two companies will have the opportunity to ask questions and discuss the proposed rate increases with PSC staff members Thursday, Nov. 19. The public hearing begins at 11:30 a.m. in Forsyth High School auditorium and the PSC will receive testimony from the public beginning at 12:30 p.m.



Commissioners  
**DANIEL Y. HALL**  
Chairman  
**STEPHEN M. STOLL**  
**WILLIAM P. KENNEY**  
**SCOTT T. RUPP**  
**MAIDA J. COLEMAN**

## *Missouri Public Service Commission*

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

**SHELLEY BRUEGGEMANN**  
General Counsel  
**MORRIS WOODRUFF**  
Secretary  
**WESS A. HENDERSON**  
Director of Administration  
**NATELLE DIETRICH**  
Staff Director

October 20, 2015

Mr. Donald Hopkins  
PO Box 921  
Rockaway Beach, MO 65740

SUBJECT: Rate Increase Case No. WR-2015-0192 Taney County Water, LLC

Dear Mr. Hopkins,

Thank you for taking the time to submit your comments to the Missouri Public Service Commission (MoPSC) regarding the above-referenced rate increase request. Please be advised that the rate increase request is simply that, a request. The Company's request, or any portion thereof, must be approved by the Commission before it can go into effect.

The Staff of the MoPSC is currently auditing the Company's books and records to determine if a rate increase is warranted. The Staff is also conducting reviews of the Company's service charges and connection fees, its operation of the utility facilities, its business operations and its tariff provisions to see if any changes are warranted. When the Staff's audit and reviews are completed, the Staff will work with the Company and the Office of the Public Counsel in an attempt to reach an agreement regarding the Company's request.

Upon completion of the Staff's audit, the Staff and Company may come to an agreement as to an appropriate level of revenue and any appropriate changes to the tariffs. The agreement will then be submitted to the Commission for its approval. In most small company rate cases, an increase will not be presented for Commission approval without an agreed upon rate by the Staff and the Company. Depending on whether the Public Counsel joins in the agreement, a notice regarding the results of the agreement may or may not be sent to customers.

The case must be presented to the Commission no later than nine (9) months after the case is opened. The Company, Staff or Office of public Counsel may also file a motion asking that the case be resolved through contested case procedures. The Commission will decide if the Company's rate request, or any portion thereof, should be approved and go into effect.

Sincerely,

David Spratt  
Utility Operations Technical Specialist  
Water & Sewer Department



Commissioners  
**ROBERT S. KENNEY**  
Chairman  
**STEPHEN M. STOLL**  
**WILLIAM P. KENNEY**  
**DANIEL Y. HALL**  
**SCOTT T. RUPP**

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Secretary  
**WESS A. HENDERSON**  
Director of Administration  
and Regulatory Policy  
**CHERLYN D. VOSS**  
Director of Regulatory Review  
**KEVIN A. THOMPSON**  
Chief Staff Counsel

April 3, 2015

Mr. Don Hopkins  
351 Honey Lane  
Rockaway Beach, MO 65740

SUBJECT: Rate Increase Case No. WR-2015-0192 Bilyeu Ridge Water Company, LLC

Dear Mr. Hopkins,

Thank you for taking the time to submit your comments to the Missouri Public Service Commission (MoPSC) regarding the above-referenced rate increase request. Please be advised that the rate increase request is simply that, a request. The Company's request, or any portion thereof, must be approved by the Commission before it can go into effect.

The Staff of the MoPSC is currently auditing the Company's books and records to determine if a rate increase is warranted. The Staff is also conducting reviews of the Company's service charges and connection fees, its operation of the utility facilities, its business operations and its tariff provisions to see if any changes are warranted. When the Staff's audit and reviews are completed, the Staff will work with the Company and the Office of the Public Counsel in an attempt to reach an agreement regarding the Company's request.

Upon completion of the Staff's audit, the Staff and Company may come to an agreement as to an appropriate level of revenue and any appropriate changes to the tariffs. The agreement will then be submitted to the Commission for its approval. In most small company rate cases, an increase will not be presented for Commission approval without an agreed upon rate by the Staff and the Company. Depending on whether the Public Counsel joins in the agreement, a notice regarding the results of the agreement may or may not be sent to customers.

The case must be presented to the Commission no later than nine (9) months after the case is opened. The Company, Staff or Office of public Counsel may also file a motion asking that the case be resolved through contested case procedures. The Commission will decide if the Company's rate request, or any portion thereof, should be approved and go into effect.

Sincerely,

David Spratt  
Utility Operations Technical Specialist II  
Water & Sewer Department

Jim Merciel  
573 751 3027



Commissioners  
**ROBERT S. KENNEY**  
Chairman  
**STEPHEN M. STOLL**  
**WILLIAM P. KENNEY**

## *Missouri Public Service Commission*

POST OFFICE BOX 360  
JEFFERSON CITY MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

**JOSHUA HARDEN**  
General Counsel  
**MORRIS WOODRUFF**  
Secretary  
**WESS A. HENDERSON**  
Director of Administration  
and Regulatory Policy  
**CHERLYN D. VOSS**  
Director of Regulatory Review  
**KEVIN A. THOMPSON**  
Chief Staff Counsel

December 24, 2013

Mr. Donald Hopkins  
P.O. Box 921  
Rockaway Beach, MO 65740

Dear Mr. Hopkins:

This letter is to acknowledge receipt of your informal complaint against Taney County Water, LLC. We are in the process of investigating this matter. Given the technical nature of your complaint, we have forwarded your complaint to our Operations Department for their investigation. When the investigation is completed, we will be back in touch with you.

In the meantime, if you have any questions or additional information to provide concerning this matter, please send it to the Missouri Public Service Commission, Operations Department or Consumer Services Department, P.O. Box 360, Jefferson City, MO 65102 or you may contact our office at 1-800-392-4211 and we will connect you with the appropriate Commission representative handling your complaint.

Sincerely,

Consumer Services Unit  
Missouri Public Service Commission

*Susie*

*David Spr...*

*573 751 7518*



**BOIL ALL  
DRINKING  
WATER**



**Hiervan el agua antes de usarla.**

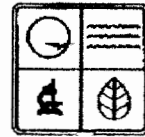
**Your public water system is under a boil water order. You may need to take the following precautions:**

- 1. Boil water vigorously for three minutes prior to use. Use only boiled water for drinking, brushing teeth, diluting fruit juices and all other food preparations or consumption. Use of bottled water may be a feasible, though relatively expensive, alternative to boiling tap water when under a boil water order.**
- 2. Do not use ice from a household automatic icemaker or use any ice made with unboiled water from this system. Remake ice cubes with water that has been boiled or buy ice.**
- 3. Disinfect dishes and other food contact surfaces by immersion for at least one minute in tap water that contains one teaspoon of unscented household bleach per gallon of water.**
- 4. LET WATER COOL SUFFICIENTLY BEFORE DRINKING.**

**Water used for hand-washing or bathing does not generally need to be boiled. Supervision of children is necessary while bathing or using backyard pools so water is not ingested. Persons with cuts or severe rashes may wish to consult their physicians.**

**SEE REVERSE FOR ADDITIONAL INFORMATION**

TOTAL P.09



**Low Pressure**



**Boil Water  
Order**

**Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.**



JAN-03-2014 15:29

SWRD

Date Issued: January 3, 2014 ID#: MO5036180

Water System Name: Taney County Water LLC - Venice County, Taney

For information from your water system contact:

\_\_\_\_\_ at 417 725-3982  
(Name) (Phone Number)

DNR Southwest Regional Office Phone #: 417- 891-4300

DNR Public Drinking Water Branch Phone #: 573- 751-5331

Your public water system is under a boil water order due to low water pressure. Low or complete loss of water pressure could allow contamination to enter the public water system by backflow or back-siphonage. The order will remain in effect until sample results indicate that no bacterial contamination is present.

Description of problem:

Broken Water Line  
Loss of Electric Service

Corrective actions taken: Repairs Made

**People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.**

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

417 891 4399 P.09

FOLD

**NOTICE RE: LOCAL PUBLIC HEARING**

November 10, 2015

**NOTICE OF LOCAL PUBLIC HEARING REGARDING PROPOSED RATE INCREASE**

Based upon a request by the Office of the Public Counsel (OPC), a state agency responsible for representing the interests of consumers before the Missouri Public Service Commission (Commission), the Commission will be holding a local public hearing regarding proposed changes to the customer rates and charges of Taney County Water, LLC (Company). The purpose of this local public hearing is to receive customer comments about the proposed changes to the Company's rates and charges, and to bring service-related problems to the Commission's attention.

The first of two local public hearings will be held November 19, 2015, in Forsythe High School Auditorium, 178 Panther Street, Forsythe, MO 65653. The activities will begin with an informal question-and-answer session starting at 11:30 a.m. – with the local public hearing starting at 12:30 p.m. A second local public hearing will be held November 19, 2015, in Ozark at the Municipal Court Room, 203-B East Brick Street, Ozark, MO 65721. The activities will begin with an informal question-and-answer session starting at 5:30 p.m. – with the local public hearing starting at 6:30 p.m. The facilities at which the local public hearings are being held meet the accessibility standards required by the Americans With Disabilities Act. Any person who needs additional accommodations to participate in the local public hearing should call the Commission's Hotline at 1-800-392-4211 (voice), or Relay Missouri at 711, no later than the end of business on November 18, 2015.

As the Company notified you by a letter dated March 11, 2015, the Company has filed revised tariff provisions to implement new rates for its water service, to reflect a change in the design of its customer rates, to implement certain new and revised service charges and to implement a revised charge for service connections. 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 6,000 gallons of water, is set out at the end of this notice.

Any customer that has questions about the local public hearing, that has comments about the Company's proposed revisions to its rates and charges, or that has comments regarding service-related problems should contact the Commission Staff and/or the OPC no later than the end of business on November 18th. To do so, please use the telephone numbers, fax numbers or e-mail addresses shown below, and please include a reference to Commission Case No. WR-2015-0192.

Public Service Commission

Phone: 800/392-4211

Fax: 573/751-1847 (Attn: Water/Sewer Dept.)

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

Office of the Public Counsel

Phone: 866/922-2959

Fax: 573/751-5562 (Attn: Water/Sewer Dept.)

E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

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>
- \* In the menu column on the right side of the page click on "Access EFIS Without Login".

- \* Scroll down to “View Information on a Specific Case” and click on the "Docket Sheet" link.
- \* From the Docket Sheet page, enter WR-2015-0192 in the Case Number Field. and press the Enter key on your keyboard (this will bring up a page that contains all of the documents that have been filed in the case to date).
- \* To view a particular document, click on the item number in the left column.
- \* A second window will open. Click on the document link to view the document.

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 417-942-7594.

Sincerely,

Bert Brower  
President, Taney County Water, LLC

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>
Monthly Minimum Charge	\$10.89	\$12.55
Usage per 1,000 gallons	\$4.88	\$5.63
Total Monthly Bill (at 6,000 gallons usage)	\$40.17	\$46.33

**SECOND CUSTOMER NOTICE**

September 17, 2015

Dear Customer:

On February 9, Taney County Water, LLC (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission). By its request the Company was seeking changes to its customer rates intended to generate an increase in its annual water operating revenues of \$60,000.

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 \$24,414 in the Company's annual water operating revenues is warranted. The Company has agreed with the Commission Staff's audit findings and conclusions, and has entered into an agreement with the Commission Staff to implement those findings and conclusions. Set out at the end of this notice is a table that summarizes the proposed revisions to the Company's rates.

The Office of the Public Counsel (Public Counsel), a state agency responsible for representing the interests of utility consumers before the Commission, has reviewed the results of the Commission Staff's investigation and the related Company/Staff agreement. However, the Public Counsel has not yet taken a final position regarding those results or the provisions of the agreement.

Any customer that has comments about the proposed revisions to the Company's rates, or that has comments regarding service-related problems, should contact the Commission Staff and/or the Public Counsel *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. You may also submit comments via the Commission's Website by following the instructions in the following paragraph. Regardless of how you submit your comments, please include a reference to Case No. WR-2015-0192.

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: 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](mailto: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.

-Over-



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) 942-7594.

Sincerely,



Bert Brower  
President, Tancy County Water, LLC

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Proposed Amount of Rate Change</u>
Monthly Minimum Charge	\$10.89	\$12.55	\$1.66
Usage per 1,000 gallons	\$4.88	\$5.63	\$.75
Total Monthly Bill with 6,000 gallons of usage	\$40.17	\$46.33	\$6.16

Taney County Water LLC  
P.O. Box 1080  
Nixa, MO 65714  
417 725-3982

March 10, 2015

Dear Customer:

On February 9, 2015, Taney County Water (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 \$60,000.00 (approximately 35%). 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/numbers WR-2015-0196. 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](mailto: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](mailto: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 417 725-3982.

Sincerely,

Bert Brower  
President

With March 10, 2015 Letter

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Proposed Amount of Rate Change</u>
Monthly Minimum Charge (includes x,xxx gallons)	\$10.89	\$14.70	\$3.81
Usage over x,xxx gallons (per 1,000 gallons)	\$4.88	\$6.60	\$1.72
Total Monthly Bill	\$15.77	\$21.3	\$5.53
Service Connection Fee			