



Respectfully Submitted,

**/s/ Travis J. Pringle**

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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or their counsel of record this 26th day of June, 2020.

**/s/ Travis J. Pringle**

**Dear Valued Customer:**

You recently received the "Notice of Virtual Public Hearing Regarding the Proposed Rate Increase" dated June 16, 2020.

The original notice sent to our customers stated the deadline date for written comments was July 9, 2020. The **correct date** to submit written comments is **JULY 22, 2020**.

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Per Commission Rule 20 CSR 4240-10.075(6), a local public hearing is required as a result of RWC's decision to initiate a Staff assisted rate case. However, due to the ongoing threat of the COVID-19 pandemic, the Commission will be holding a virtual public hearing regarding proposed changes to the customer rates and charges of RWC. The purpose of this virtual public hearing is to preserve, on the record, those who wish to provide comments to the Commission during the hearing.

**The virtual public hearing will be held at 12:15p.m. July 9, 2020, via WebEx, in WR-2020-0264.**

WebEx allows participants to connect by telephone or via internet. Those who register to participate by internet must provide an email address, which must be included on the registrant list provided to the presiding officer. You **MUST register by 5 p.m. July 2, 2020, by contacting [raytowncomments@psc.mo.gov](mailto:raytowncomments@psc.mo.gov)**. Those who are registered to connect via internet will receive an email invitation with access information by no later than 5 p.m. July 6, 2020. Those who register to participate by phone will receive dial-in information when registration is confirmed.

A live audio web stream at the Commission's website, [www.psc.mo.gov](http://www.psc.mo.gov), will provide audio of the hearing for those who are not registered to participate.

In lieu of a live question-and-answer session at an in-person public hearing, the parties will answer questions from customers and the public as provided in the parties' joint proposal for public comment. The formal question-and-answer period shall end five days after the hearing, on July 14, 2020. All inquiries received by July 14, 2020, shall receive an appropriate response. Answers to inquiries after July 14, 2020, may be handled informally according to the parties' usual practices. Please utilize the following email address in order to submit your questions: [raytowncomments@psc.mo.gov](mailto:raytowncomments@psc.mo.gov). If any customers would like to submit written comments on the record in lieu of testifying at the virtual public hearing, those comments must be submitted by **July 22, 2020**. Customers can submit written comments to [raytowncomments@psc.mo.gov](mailto:raytowncomments@psc.mo.gov).