

**INITIAL CUSTOMER NOTICE**

January 1, 2021

Dear Customer:

On December 21, 2020, Carl R. Mills (Company) submitted a request to maintain its current annual water operating revenues to the Missouri Public Service Commission (Commission). The reason for the request was to comply with the Commission's Order, which ordered the Company to file a rate case one year after the effective date of rates in the Company's last case.

By its request, the Company is not seeking changes to its customer rates. 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 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-2021-0177. 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

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: [watersewercomments@psc.mo.gov](mailto:watersewercomments@psc.mo.gov) E-Mail: [mopco@opc.mo.gov](mailto:mopco@opc.mo.gov)

To submit your comments via the Commission's Website:

- (1) Go to <http://www.psc.mo.gov>;
- (2) Click on the Submit Comments box under the "How Do I..." heading on the right top of the page.
- (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.

Lastly, please be advised that all currently available information regarding the Company's rate review 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-2021-0177 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 us at [mcrmills40@yahoo.com](mailto:mcrmills40@yahoo.com) or call 417-338-8870.

Sincerely,



Carl R. Mills

<u>Type of Charge</u>	<u>Current Rates</u>	<u>Proposed Rates</u>	<u>Proposed Amount of Rate Change</u>
Quarterly Flat Charge	\$289.68	\$289.68	\$0.00