

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

In the Matter of S. K. & M. Water and)
Sewer Company's Rate Increase Request)

Case No. WR-2007-0460

**UNANIMOUS AGREEMENT REGARDING DISPOSITION
OF SMALL WATER COMPANY REVENUE INCREASE REQUEST**

COME NOW S. K. & M. Water and Sewer Company ("Company"), the Staff of the Missouri Public Service Commission ("Staff") and the Office of the Public Counsel ("OPC") and for their Unanimous Agreement Regarding Disposition of Small Company Revenue Increase Request ("Unanimous Agreement") state the following to the Missouri Public Service Commission ("Commission").

BACKGROUND

On October 19, 2006, the Company initiated the small company revenue increase request ("Request") for water service that is now the subject of the instant case by submitting a letter to the Secretary of the Commission in accordance with the provisions of Commission Rule 4 CSR 240-3.635, Water Utility Small Company Rate Increase Procedure ("Small Company Rate Increase Procedure"). In its request letter, the Company set forth its request for an increase of \$50,818 in its total annual water service operating revenues. In its request letter, the Company also stated its understanding that the design of its customer rates, its service charges, its customer service practices, its general business practices and its general tariff provisions would be reviewed during the Staff's review of the revenue increase request, and could thus be the subject of Staff recommendations. The Company provides service to approximately 280 residential customers.

Upon receipt of the Company's request letter, personnel in the Commission's Data Center entered the letter into the Commission's electronic filing and information system and the system

assigned Tracking File No. QW-2007-0006 to the Request. The Request was then forwarded to the Commission's Water & Sewer Department for processing under the Small Company Rate Increase Procedure.

Pursuant to the provisions of the Small Company Rate Increase Procedure and related internal operating procedures, the Staff initiated an audit of the Company's books and records, a review of certain of the Company's general business practices, an inspection of the Company's facilities and a review of the Company's operation of its facilities. (Hereafter, these activities will be collectively referred to as the Staff's "investigation" of the Company's Request.)

Upon completion of its investigation of the Company's Request, the Staff provided the Company and the OPC various information regarding the results of the investigation, as well as its initial recommendations for resolution of the Company's Request.

Pursuant to negotiations held subsequent to the Company's and the OPC's receipt of the above-referenced information regarding the Staff's investigation of the Company's Request, the Staff and the Company entered into an agreement regarding the proposed disposition of the Company's Request. This resulted in the Company's filing of its currently pending tariff revisions on May 31, 2007, which in turn resulted in this case being opened.

Other case activities that have taken place since the Company filed its currently pending tariff revisions include, but are not limited to, the following: (1) the Staff filed the Company/Staff agreement; (2) the Company sent a notice to its customers regarding the rates that would result from approval of the Company/Staff agreement; (3) the OPC requested a local public hearing, and such a hearing was held; (4) the OPC filed a pleading stating its disagreement with the Company's currently pending tariff revisions; (5) the Commission issued an order suspending the Company's currently pending tariff revisions, establishing a procedural schedule and setting the date for an

evidentiary hearing; and (6) the parties to the case filed an agreed-upon list of issues to be heard and the Commission issued an order adopting that list of issues.

DISPOSITION OF THE COMPANY'S REQUEST

Pursuant to negotiations held subsequent to the Company's filing of its currently pending tariff revisions, the Company, the Staff and the OPC hereby state the following agreements, which, as stated in item (17) below, satisfactorily resolve all of the identified issues for this case.

- (1) That for the purpose of implementing the agreements set out herein, the Company will submit a substitute tariff sheet containing the rates, charges and language set out in the example tariff sheet attached hereto as Attachment A, to replace the corresponding pending revised tariff sheet.
- (2) That the Staff and the OPC agree that the pending revised tariff sheets and/or the substitute tariff sheet that the Company will be submitting should be approved to be effective for service rendered on or after September 1, 2007, or as soon thereafter as is possible; provided that the Company submits the substitute sheet by August 20, 2007.
- (3) That the ratemaking income statement attached hereto as Attachment B accurately reflects the Company's annualized revenues generated by its current customer rates, the agreed-upon annualized cost of service to be recovered through the Company's customer rates, and the resulting agreed-upon annualized operating revenue increase of \$9,398, which is required to recover the agreed-upon cost of service.
- (4) That the workpapers attached hereto as Attachment C, which include consideration of a capital structure of 63.38% equity for the Company and a pre-tax rate of return on equity of 10.10%, accurately reflect the agreed-upon annualized cost of service and provide the basis for the ratemaking income statement referenced in item (3) above.
- (5) That the rates set out in the attached example tariff sheet, the development of which is shown on the rate design worksheet attached hereto as Attachment D, are designed to generate revenues sufficient to recover the agreed-upon annualized cost of service.
- (6) That the rates included in the attached example tariff sheet will result in the residential customer impacts shown on the billing comparison worksheet attached hereto as Attachment E.
- (7) That the rates included in the attached example tariff sheet are just and reasonable, and that the provisions of the pending revised tariff sheets and/or the attached example substitute tariff sheet also properly reflect all other agreements set out herein, where necessary.

(8) That the schedule of depreciation rates attached hereto as Attachment F should be the prescribed schedule of water plant depreciation rates for the Company.

(9) That the Company will refund customer deposits currently held improperly as set out below.

(a) For deposits collected prior to January 1, 1994, the Company will return the deposits and accrued interest as monthly bill credits over a one-year period, starting with the first billing period after the effective date of the tariff revisions resulting from this Unanimous Agreement.

(b) For deposits collected during the period of January 1, 1994 through December 31, 2000, the Company will return the deposits and accrued interest as monthly bill credits over a one-year period, starting with the thirteenth billing period after the effective date of the tariff revisions resulting from this Unanimous Agreement.

(c) For deposits collected during the period of January 1, 2001 through July 31, 2006, the Company will return the deposits and accrued interest as monthly bill credits over a one-year period, starting with the twenty-fifth billing period after the effective date of the tariff revisions resulting from this Unanimous Agreement.

(d) For deposits collected after August 1, 2006, the Company will return the deposits and accrued interest the first month that the deposits are eligible for return, which is twelve months from the date the deposit was originally collected.

(10) That within ninety (90) days of the effective date of the tariff revisions resulting from this Unanimous Agreement, the Company will provide the Staff and the OPC documentation that supports the amounts of deposits and accrued interest that will be returned to its customers in accordance with item (9) above. At a minimum, this documentation will include the following: customer name; deposit date; deposit amount; amount of deposit to be refunded; number of years outstanding; interest owed; and total amount owed.

(11) That the Company will contract with a properly licensed chief operator within ninety (90) days of the effective date of the tariff revisions resulting from this Unanimous Agreement; or the Company's general manager, who is a properly licensed operator, will fulfill the duties of the chief operator.

(12) That if the Company does not comply with the provisions of item (11) above, it will file a revised rate tariff sheet including customer rates designed to reduce its annualized revenues by an amount corresponding to the amount that was included in the agreed-upon cost of service for the operator's salary and related payroll taxes.

(13) That the Company will implement the recommendations contained in the Staff's Engineering & Management Services Department Report attached hereto as Attachment G within one-hundred twenty (120) days after the effective date of the tariff revisions resulting from this Unanimous Agreement.

(14) That the Company will send its customers a notice regarding the impact of the rates resulting from this Unanimous Agreement either prior to or with the first billing under those rates, and will file a copy of that notice in the case file within ten (10) days after the date it sends the notice to its customers.

(15) That the Company acknowledges that the Staff will, and the OPC may, conduct follow-up reviews of the Company's operations to ensure that the Company has complied with the provisions of this Unanimous Agreement.

(16) That the Company acknowledges that the Staff or the OPC may file a formal complaint against it, if the Company does not comply with the provisions of this Unanimous Agreement.

(17) That the above agreements satisfactorily resolve all issues identified by the Staff and the OPC regarding the Company's Request, except as otherwise specifically stated.

(18) That the agreements set out in items (1) through (17) above supersede the agreements reached by the Company and Staff, which were set out in the Company/Staff agreement that the Staff filed in this case on June 7, 2007.

ADDITIONAL MATTERS

Other than the specific agreed-upon conditions expressly set out herein, the terms of this Unanimous Agreement reflect compromises between the Company, the Staff and the OPC, and none of those parties have agreed to any particular ratemaking principle in arriving at the amount of the annual operating revenue increase specified herein.

The Company and the OPC agree that the Staff shall have the right to provide whatever oral explanation the Commission may request regarding this Unanimous Agreement at any agenda meeting at which the agreement is noticed to be considered by the Commission. To the extent reasonably practicable, the Staff will provide the Company and the OPC with advance notice of any such agenda meeting so that they may have the opportunity to also be represented at the meeting.

EFFECTIVE DATE

This Unanimous Agreement shall be considered effective as of the date that the Company submits the substitute tariff sheet required herein to the Commission.

WHEREFORE, the Company, the Staff and the OPC respectfully submit this Unanimous Agreement for the Commission's consideration, and further respectfully request that the Commission issue an order approving the agreement and ordering the parties to comply with it.

Respectfully Submitted,

/s/ **L. Russell Mitten**

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**ATTORNEY FOR THE
OFFICE OF THE PUBLIC COUNSEL**

CASE NO. WR-2007-0460

UNANIMOUS DISPOSITION AGREEMENT

LISTING OF ATTACHMENTS TO AGREEMENT

Note: To view a particular attachment, click on the "Bookmark" tab at the top of the menu bar to the left of the screen and then click on the item that you want to see.

Table of Contents

Agreement Attachment A:	Example Tariff Sheet
Agreement Attachment B:	Ratemaking Income Statement
Agreement Attachment C:	Cost of Service Workpapers
Agreement Attachment D:	Rate Design Worksheet
Agreement Attachment E:	Billing Comparison Worksheet
Agreement Attachment F:	Schedule of Depreciation Rates
Agreement Attachment G:	Staff's E.M.S.D. Report

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment A

Example Tariff Sheet

EXAMPLE TARIFF SHEET

P.S.C. MO No. 2

1st Revised Sheet No. 6

Canceling

Original Sheet No. 6

S. K. & M. Water and Sewer Company
Name of Issuing Company

For: Unincorporated Area in Perry County, MO
Certificated Service Area

**SCHEDULE OF RATES
FOR WATER SERVICE**

Rate Schedule No. W-1 – General Service

Availability +

Available to any water customer located on the company water distribution mains suitable for supplying the service requested.

<u>Minimum Monthly Charge</u>	5/8" Meter	\$5.50	+
	1" Meter	\$13.73	+

<u>Water Usage Charge</u>	\$2.32 per thousand gallons used	+
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<u>Bulk Sales</u>	\$2.64 per 1,500 gallons	+
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Taxes

Any applicable federal, state or local taxes computed on billing basis shall be added as separate items in rendering each bill.

* Indicates New Rate or Text

+ Indicates Changed Rate or Text

Issue Date: June 1, 2007
Month/Day/Year

Effective Date: July 16, 2007
Month/Day/Year

Issued By: Angela Swan – General Manager
Name & Title of Issuing Officer

P.O. Box 212; Perryville, MO 63775
Company Mailing Address

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment B

Ratemaking Income Statement

SK & M WATER & SEWER

Rate Making Income Statement-Water

Operating Revenues at Current Rates

1	Tariffed Rate Revenues *	\$ 54,366
2	Other Operating Revenues *	\$ -
3	Total Operating Revenues	\$ 54,366
4	* See "Revenues - Current Rates" for Details	

Cost of Service

Item	Amount
1 Pumping Equipment-Purchased Power	\$ 7,429
2 Water Treatment Expense-Chemicals	\$ 720
3 Water Treatment -Testing/Laboratory Fees	\$ -
4 Maintenance of Parts/Equipment Repairs	\$ 2,852
5 Repairs of Water Plant-Other	\$ 1,082
6 Meter Reading Expense	\$ 2,000
7 Customer Records & Collection Expense	\$ 764
8 Outside Services-Primary Operator	\$ 16,224
9 Outside Services-Secondary Operator	\$ -
10 Outside Services-Accounting	\$ 4,095
11 Outside Services-Other	\$ 737
12 Administration & General - Salaries	\$ 3,900
13 Office Supplies	\$ 824
14 Insurance Expense	\$ 1,752
15 State Permit/Fees	\$ 2,179
16 Service Charges	\$ 248
17 Interest Expense	\$ -
18 Regulatory Commission Expense	\$ 307
19 Miscellaneous General Expenses	\$ 404
20 Sub-Total Operating Expenses	\$ 45,517
21 Property Taxes	\$ 1,885
22 MO Franchise Taxes	\$ -
23 Employer FICA Taxes	\$ 3,494
24 Federal Unemployment Taxes	\$ -
25 State Unemployment Taxes	\$ -
26 State & Federal Income Taxes	\$ 1,767
27 Sub-Total Taxes	\$ 7,146
28 Depreciation Expense	\$ 4,644
29 Amortization of CIAC	\$ (1,022)
30 Sub-Total Depreciation/Amortization	\$ 3,622
31 Return on Rate Base	\$ 7,479
32 Total Cost of Service	\$ 63,764
25 Overall Revenue Increase Needed	\$ 9,398

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment C

Cost of Service Workpapers

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Revenue Requirement

Line 10.09%
Return

(A)		(B)
1	Net Orig Cost Rate Base (Sch 2)	\$ 74,121
2	Rate of Return	10.09%

3	Net Operating Income Requirement	\$ 7,479
4	Net Income Available (Sch 8)	\$ (152)

5	Additional NOIBT Needed	\$ 7,631
6	Income Tax Requirement (Sch 10)	
7	Required Current Income Tax	\$ 1,767
8	Test Year Current Income Tax	\$ 0

9	Additional Current Tax Required	\$ 1,767
10	Required Deferred ITC	\$ 0
11	Test Year Deferred ITC	\$ 0

12	Additional Deferred ITC Required	\$ 0

13	Total Additional Tax Required	\$ 1,767

14	Gross Revenue Requirement	\$ 9,398

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Rate Base

Line Description		Amount
(A)		(B)
1	Total Plant in Service (Sch 3)	\$ 225,325
Subtract from Total Plant		
2	Depreciation Reserve (Sch 6)	\$ 105,919

3	Net Plant in Service	\$ 119,406
Add to Net Plant in Service		
4	Cash Working Capital (Sch)	\$ 0
5	Materials and Supplies-Exempt	0
6	Prepaid Insurance	0
Subtract from Net Plant		
7	Contribution in aid of Construction	\$ 0
8	Federal Tax Offset 0.0000 %	0
9	State Tax Offset 0.0000 %	0
10	City Tax Offset 0.0000 %	0
11	Interest Expense Offset 0.0000 %	0
12	Customer Advances for Construction	0
13	Customer Deposits	14,224
14	Contribution in Aid of Construction	31,061
15	Deferred Income Taxes-Depreciation	0

16	Total Rate Base	\$ 74,121
		=====

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Total Plant in Service

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
		(A)	(B)	(C)	(D)	(E)	(F)
Intangible Plant							
1	301.000	Organization	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
2	302.000	Franchises	0	0	100.0000	0	0
3	303.000	Miscellaneous Intangible Plant	0	0	100.0000	0	0
4		Total	\$ 0	\$ 0		\$ 0	\$ 0
Source of Supply Plant							
5	310.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
6	311.000	Structures & Improvements	0	0	100.0000	0	0
7	312.000	Collecting & Impounding Reservoirs	0	0	100.0000	0	0
8	313.000	Lake, River & Other Intakes	0	0	100.0000	0	0
9	314.000	Wells & Springs	40,278	0	100.0000	0 P-1	40,278
10	315.000	Infiltration Galleries & Tunnels	0	0	100.0000	0	0
11	316.000	Supply Mains	0	0	100.0000	0	0
12	317.000	Other Water Source Plant	0	0	100.0000	0	0
13		Total	\$ 40,278	\$ 0		\$ 0	\$ 40,278
Pumping Plant							
14	320.000	Land and Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
15	321.000	Structures and Improvements	0	0	100.0000	0	0
16	322.000	Boiler Plant Equipment	0	0	100.0000	0	0
17	323.000	Other Power Production Equipment	0	0	100.0000	0	0
18	324.000	Steam Pumping Equipment	0	0	100.0000	0	0
19	325.000	Electric Pumping Equipment	46,095	0	100.0000	(46,095) P-2	0
20	326.000	Diesel Pumping Equipment	0	0	100.0000	0	0
21	327.000	Hydraulic Pumping Equipment	0	0	100.0000	0	0
22	328.000	Other Pumping Equipment	0	0	100.0000	0	0
23		Total	\$ 46,095	\$ 0		\$ (46,095)	\$ 0
Water Treatment Plant							
24	330.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
25	331.000	Structures & Improvements	3,706	0	100.0000	(498) P-3	3,208
26	332.000	Water Treatment Equipment	0	0	100.0000	0	0
27		Total	\$ 3,706	\$ 0		\$ (498)	\$ 3,208

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Total Plant in Service

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
		(A)	(B)	(C)	(D)	(E)	(F)
Transmission & Distribution Plant							
28	340.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
29	341.000	Structures & Improvements	0	0	100.0000	0	0
30	342.000	Distribution Reservoirs & Standpipe	32,639	0	100.0000	0 P-4	32,639
31	343.000	Transmission & Distribution Mains	100,148	0	100.0000	516 P-5	100,664
32	345.000	Services	920	0	100.0000	106 P-6	1,026
33	346.000	Meters	16,457	0	100.0000	1,018 P-7	17,475
34	348.000	Hydrants	573	0	100.0000	0 P-8	573
35	349.000	Other Transm. and Distrib. Plant	0	0	100.0000	0	0
36		Total	\$ 150,737	\$ 0		\$ 1,640	\$ 152,377
General Plant							
37	389.000	Land & Land Rights	\$ 18,250	\$ 0	100.0000	\$ 0 P-9	\$ 18,250
38	390.000	Structures & Improvements	0	0	100.0000	0	0
39	391.000	Office Furniture & Equipment	71	0	100.0000	(71) P-10	0
40	392.000	Transportation Equipment	0	0	100.0000	10,861 P-11	10,861
41	393.000	Other General Equipment	0	0	100.0000	351 P-12	351
42	394.000	Tools, Shop & Garage Equipment	0	0	100.0000	0	0
43	395.000	Laboratory Equipment	0	0	100.0000	0	0
44	396.000	Power Operated Equipment	0	0	100.0000	0	0
45	397.000	Communication Equipment	0	0	100.0000	0	0
46	398.000	Miscellaneous Equipment	0	0	100.0000	0	0
47	398.000	Other Tangible Property	0	0	100.0000	0	0
48		Total	\$ 18,321	\$ 0		\$ 11,141	\$ 29,462
49		Total Plant In Service	\$ 259,137	\$ 0		\$ (33,812)	\$ 225,325

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Total Plant

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Electric Pumping Equipment P-2		\$ (46,095)

1. To adjust test year to exclude fully depreciated plant. (McMellen)		\$ (46,095)

Structures & Improvements P-3		\$ (498)

1. To adjust test year to reflect actual plant balance. (McMellen)		\$ (498)

Transmission & Distribution Mains P-5		\$ 516

1. To adjust test year to reflect actual plant balance. (McMellen)		\$ 516

Services P-6		\$ 106

1. To adjust test year to reflect actual plant balance. (McMellen)		\$ 106

Meters P-7		\$ 1,018

1. To adjust test year to reflect actual plant balance. (McMellen)		\$ 1,018

Office Furniture & Equipment P-10		\$ (71)

1. To adjust test year to exclude fully depreciated plant. (McMellen)		\$ (71)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Total Plant

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Transportation Equipment P-11		\$ 10,861

1. To adjust test year to include the allocation of equipment. (McMellen)		\$ 16,708
2. To adjust test year to exclude the allocated portion of the truck that was sold. (McMellen)		\$ (5,847)

Other General Equipment P-12		\$ 351

1. To adjust test year to allocate equipment. (McMellen)		\$ 27,976
2. To adjust test year to exclude the allocated portion of the backhoe that was sold. (McMellen)		\$ (10,725)
3. To adjust test year to exclude the allocated portion for the tractor that is fully depreciated. (McMellen)		\$ (1,950)
4. To adjust test year to exclude the allocated portion of the other backhoe that was sold. (McMellen)		\$ (14,950)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Depreciation Expense

Line No	Acct	Description	Adjusted Jurisdictional	Depreciation Rate	Depreciation Expense
		(A)	(B)	(C)	(D)
Intangible Plant					
1	301.000	Organization	\$ 0	0.0000	\$ 0
2	302.000	Franchises	0	0.0000	0
3	303.000	Miscellaneous Intangible Plant	0	0.0000	0
4		Total	\$ 0		\$ 0
Source of Supply Plant					
5	310.000	Land & Land Rights	\$ 0	0.0000	\$ 0
6	311.000	Structures & Improvements	0	0.0000	0
7	312.000	Collecting & Impounding Reservoirs	0	0.0000	0
8	313.000	Lake, River & Other Intakes	0	0.0000	0
9	314.000	Wells & Springs	40,278	2.0000	806
10	315.000	Infiltration Galleries & Tunnels	0	0.0000	0
11	316.000	Supply Mains	0	0.0000	0
12	317.000	Other Water Source Plant	0	0.0000	0
13		Total	\$ 40,278		\$ 806
Pumping Plant					
14	320.000	Land and Land Rights	\$ 0	0.0000	\$ 0
15	321.000	Structures and Improvements	0	0.0000	0
16	322.000	Boiler Plant Equipment	0	0.0000	0
17	323.000	Other Power Production Equipment	0	0.0000	0
18	324.000	Steam Pumping Equipment	0	0.0000	0
19	325.000	Electric Pumping Equipment	0	6.7000	0
20	326.000	Diesel Pumping Equipment	0	0.0000	0
21	327.000	Hydraulic Pumping Equipment	0	0.0000	0
22	328.000	Other Pumping Equipment	0	0.0000	0
23		Total	\$ 0		\$ 0
Water Treatment Plant					
24	330.000	Land & Land Rights	\$ 0	0.0000	\$ 0
25	331.000	Structures & Improvements	3,208	2.0000	64
26	332.000	Water Treatment Equipment	0	0.0000	0
27		Total	\$ 3,208		\$ 64

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S.K. & M. Water and Sewer Company

Case: WR-07-460A

12 Months Ending December 31, 2005

Depreciation Expense

Line No	Acct	Description	Adjusted Jurisdictional	Depreciation Rate	Depreciation Expense
		(A)	(B)	(C)	(D)
Transmission & Distribution Plant					
28	340.000	Land & Land Rights	\$ 0	0.0000	\$ 0
29	341.000	Structures & Improvements	0	0.0000	0
30	342.000	Distribution Reservoirs & Standpipe	32,639	2.0000	653
31	343.000	Transmission & Distribution Mains	100,664	2.5000	2,517
32	345.000	Services	1,026	3.0000	31
33	346.000	Meters	17,475	3.0000	524
34	348.000	Hydrants	573	2.5000	14
35	349.000	Other Transm. and Distrib. Plant	0	0.0000	0
36		Total	\$ 152,377		\$ 3,739
General Plant					
37	389.000	Land & Land Rights	\$ 18,250	0.0000	\$ 0
38	390.000	Structures & Improvements	0	0.0000	0
39	391.000	Office Furniture & Equipment	0	0.0000	0
40	392.000	Transportation Equipment	10,861	0.0000	0
41	393.000	Other General Equipment	351	10.0000	35
42	394.000	Tools, Shop & Garage Equipment	0	0.0000	0
43	395.000	Laboratory Equipment	0	0.0000	0
44	396.000	Power Operated Equipment	0	0.0000	0
45	397.000	Communication Equipment	0	0.0000	0
46	398.000	Miscellaneous Equipment	0	0.0000	0
47	398.000	Other Tangible Property	0	0.0000	0
48		Total	\$ 29,462		\$ 35
49		Total Depreciation Expense	\$ 225,325		\$ 4,644

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Depreciation Reserve

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
		(A)	(B)	(C)	(D)	(E)	(F)
Intangible Plant							
1	301.000	Organization	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
2	302.000	Franchises	0	0	100.0000	0	0
3	303.000	Miscellaneous Intangible Plant	0	0	100.0000	0	0
4		Total	\$ 0	\$ 0		\$ 0	\$ 0
Source of Supply Plant							
5	310.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
6	311.000	Structures & Improvements	0	0	100.0000	0	0
7	312.000	Collecting & Impounding Reservoirs	0	0	100.0000	0	0
8	313.000	Lake, River & Other Intakes	0	0	100.0000	0	0
9	314.000	Wells & Springs	13,879	0	100.0000	806 R-1	14,685
10	315.000	Infiltration Galleries & Tunnels	0	0	100.0000	0	0
11	316.000	Supply Mains	0	0	100.0000	0	0
12	317.000	Other Water Source Plant	0	0	100.0000	0	0
13		Total	\$ 13,879	\$ 0		\$ 806	\$ 14,685
Pumping Equipment							
14	320.000	Land and Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
15	321.000	Structures and Improvements	0	0	100.0000	0	0
16	322.000	Boiler Plant Equipment	0	0	100.0000	0	0
17	323.000	Other Power Production Equipment	0	0	100.0000	0	0
18	324.000	Steam Pumping Equipment	0	0	100.0000	0	0
19	325.000	Electric Pumping Equipment	48,576	0	100.0000	(48,576) R-2	0
20	326.000	Diesel Pumping Equipment	0	0	100.0000	0	0
21	327.000	Hydraulic Pumping Equipment	0	0	100.0000	0	0
22	328.000	Other Pumping Equipment	0	0	100.0000	0	0
23		Total	\$ 48,576	\$ 0		\$ (48,576)	\$ 0
Water Treatment Plant							
24	330.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
25	331.000	Structures & Improvements	1,503	0	100.0000	64 R-3	1,567
26	332.000	Water Treatment Equipment	0	0	100.0000	0	0
27		Total	\$ 1,503	\$ 0		\$ 64	\$ 1,567

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Depreciation Reserve

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
		(A)	(B)	(C)	(D)	(E)	(F)
Transmission & Distribution Plant							
28	340.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
29	341.000	Structures & Improvements	0	0	100.0000	0	0
30	342.000	Distribution Reservoirs & Standpipe	17,408	0	100.0000	653 R-4	18,061
31	343.000	Transmission & Distribution Mains	44,971	0	100.0000	2,517 R-5	47,488
32	345.000	Services	611	0	100.0000	31 R-6	642
33	346.000	Meters	11,632	0	100.0000	524 R-7	12,156
34	348.000	Hydrants	281	0	100.0000	14 R-8	295
35	349.000	Other Trans. & Distrib. Plant	0	0	100.0000	0	0
36		Total	\$ 74,903	\$ 0		\$ 3,739	\$ 78,642
General Plant							
37	389.000	Land & Land Rights	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
38	390.000	Structures & Improvements	0	0	100.0000	0	0
39	391.000	Office Furniture & Equipment	71	0	100.0000	(71) R-9	0
40	392.000	Transportation Equipment	0	0	100.0000	10,861 R-10	10,861
41	393.000	Other General Equipment	0	0	100.0000	164 R-11	164
42	394.000	Tools, Shop & Garage Equipment	0	0	100.0000	0	0
43	395.000	Laboratory Equipment	0	0	100.0000	0	0
44	396.000	Power Operated Equipment	0	0	100.0000	0	0
45	397.000	Communication Equipment	0	0	100.0000	0	0
46	398.000	Miscellaneous Equipment	0	0	100.0000	0	0
47	399.000	Other Tangible Property	0	0	100.0000	0	0
48		Total	\$ 71	\$ 0		\$ 10,954	\$ 11,025
49		Total Depreciation Reserve	\$ 138,932	\$ 0		\$ (33,013)	\$ 105,919

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Depreciation Reserve

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Wells & Springs R-1		\$ 806

1. To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 806

Electric Pumping Equipment R-2		\$ (48,576)

1. To adjust test year to exclude reserve on fully depreciated plant. (McMellen)		\$ (48,576)

Structures & Improvements R-3		\$ 64

1. To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 64

Distribution Reservoirs & Standpipe R-4		\$ 653

1. To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 653

Transmission & Distribution Mains R-5		\$ 2,517

1. To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 2,517

Services R-6		\$ 31

1. To adjust test year to update through 12/31/06. (McMellen)		\$ 31

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Depreciation Reserve

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Meters R-7		\$ 524

1. To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 524

Hydrants R-8		\$ 14

1. To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 14

Office Furniture & Equipment R-9		\$ (71)

1. To adjust test year to exclude reserve on fully depreciated plant. (McMellen)		\$ (71)

Transportation Equipment R-10		\$ 10,861

1. To adjust test year to include the allocation of equipment. (McMellen)		\$ 8,669
2. To adjust test year to exclude depreciation on the truck that was sold. (McMellen)		\$ (99)
3. To adjust test year to reflect the reserve through 12/31/06. (McMellen)		\$ 2,291

Other General Equipment R-11		\$ 164

1. To adjust test year to reflect the allocation of equipment. (McMellen)		\$ 9,706

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Depreciation Reserve

Adj No	Description	Total Co Adjustment	Mo Juris Adjustment
2.	To adjust test year to exclude the allocated portion for the backhoe that was sold. (McMellen)		\$ (7,504)
3.	To adjust test year to exclude the allocated portion of the backhoe that is fully depreciated. (McMellen)		\$ (1,950)
4.	To adjust test year to exclude reserve on the other backhoe that was sold. (McMellen')		\$ (123)
5.	To adjust test year to update reserve through 12/31/06. (McMellen)		\$ 35

S.K. & M. Water and Sewer Company
Case: WR-07-450A
12 Months Ending December 31, 2005

Income Statement

Line No	Acct Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
	(A)	(B)	(C)	(D)	(E)	(F)
Operating Revenues						
1	Operating Revenues	\$ 55,894	\$ 0	100.0000	\$ (1,528) S-1	\$ 54,366
2	Reconnections Fees	(215)	0	100.0000	215 S-2	0
3	Other Revenues	(40)	0	100.0000	40 S-3	0
4	Total	\$ 55,639	\$ 0		\$ (1,273)	\$ 54,366
Operation & Maintenance Expense						
5	Fuel & Purchased Power	\$ 8,336	\$ 0	100.0000	\$ (907) S-4	\$ 7,429
6	Chemicals	118	0	100.0000	602 S-5	720
7	Repairs of Water Plant-Equipment	3,186	0	100.0000	(334) S-6	2,852
8	Repairs of Water Plant-Other	832	0	100.0000	250 S-7	1,082
9	Meter Reading Expense	1,620	0	100.0000	380 S-8	2,000
10	Customer Records & Collection Expen	641	0	100.0000	123 S-9	764
11	A&G Salaries-Primary Operator	5,950	0	100.0000	10,274 S-25	16,224
12	A&G Salaries-Administrative	3,825	0	100.0000	75 S-26	3,900
13	Office Supplies Expense	606	0	100.0000	218 S-11	824
14	Outside Services-Chlorination Tech	50	0	100.0000	(50) S-12	0
15	Outside Services-Secondary Operator	300	0	100.0000	(300) S-27	0
16	Outside Services-Accounting	3,309	0	100.0000	786 S-29	4,095
17	Outside Services-Other	441	0	100.0000	296 S-30	737
18	Insurance Expense	5,018	0	100.0000	(3,266) S-13	1,752
19	State Permits/Fees	2,268	0	100.0000	(89) S-14	2,179
20	Regulatory Commission Expense	247	0	100.0000	60 S-15	307
21	Service Charges	248	0	100.0000	0 S-16	248
22	Interest Expense	1,352	0	100.0000	(1,352) S-17	0
23	Miscellaneous Expense	61	0	100.0000	323 S-18	404
24	Total	\$ 38,428	\$ 0		\$ 7,089	\$ 45,517
Depreciation Expense						
25	Depreciation Expense	\$ 4,821	\$ 0	100.0000	\$ (177) S-19	\$ 4,644
26	Amortization of CIAC	0	0	100.0000	(1,022) S-31	(1,022)
27	Total	\$ 4,821	\$ 0		\$ (1,199)	\$ 3,622
Other Operating Expenses						
28	Tax Expense-Property	\$ 1,478	\$ 0	100.0000	\$ 407 S-22	\$ 1,885
29	Tax Expense-Payroll	901	0	100.0000	2,593 S-23	3,494
30	Total	\$ 2,379	\$ 0		\$ 3,000	\$ 5,379

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Income Statement

Line No	Acct	Description	Total Company	Total Co Adjustment	Alloc Factor	Jurisdictional Adjustment	Adjusted Jurisdictional
		(A)	(B)	(C)	(D)	(E)	(F)
31		Total Operating Expenses	\$ 45,628	\$ 0		\$ 8,890	\$ 54,518
32		Net Income Before Taxes	\$ 10,011	\$ 0		\$ (10,163)	\$ (152)
		Current Income Taxes					
33		Current Income Taxes	\$ (286)	\$ 0	100.0000	\$ 286 S-24	\$ 0
34		Total	\$ (286)	\$ 0		\$ 286	\$ 0
		Deferred Income Taxes					
35		Deferred Income Taxes	\$ 0	\$ 0	100.0000	\$ 0	\$ 0
36		Total	\$ 0	\$ 0		\$ 0	\$ 0
37		Total Income Taxes	\$ (286)	\$ 0		\$ 286	\$ 0
38		Net Operating Income	\$ 10,297	\$ 0		\$ (10,449)	\$ (152)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Operating Revenues S-1		\$ (1,528)

1. To adjust test year to reflect the Staff's annualized customer levels. (Mapeka)		\$ (1,528)

Reconnections Fees S-2		\$ 215

1. To adjust test year to offset negative revenues. (McMellen)		\$ 215

Other Revenues S-3		\$ 40

1. To adjust test year to offset negative revenues. (McMellen)		\$ 40

Fuel & Purchased Power S-4		\$ (907)

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ (907)

Chemicals S-5		\$ 602

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 602

Repairs of Water Plant-Equipment S-6		\$ (334)

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ (334)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Repairs of Water Plant-Other S-7		\$ 250

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 250

Meter Reading Expense S-8		\$ 380

1. To adjust test year to reflect the Staff's annualized level. (Mapeka)		\$ 380

Customer Records & Collection Expen S-9		\$ 123

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 123

Office Supplies Expense S-11		\$ 218

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 218

Outside Services-Chlorination Tech S-12		\$ (50)

1. To adjust test year to reflect the Staff's annualized level. (Mapeka)		\$ (50)

Insurance Expense S-13		\$ (3,266)

1. To adjust test year to reflect the Staff's annualized level. (Mapeka)		\$ (3,266)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

State Permits/Fees S-14		\$ (89)

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ (89)

Regulatory Commission Expense S-15		\$ 60

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 60

Interest Expense S-17		\$ (1,352)

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ (1,352)

Miscellaneous Expense S-18		\$ 323

1. To adjust test year to reflect the Staff's annualized level of mileage. (McMellen)		\$ 323

Depreciation Expense S-19		\$ (177)

1. To adjust test year depreciation expense to reflect the Staff's annualization of plant and depreciation rates. (McMellen)		\$ (177)

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S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Tax Expense-Property S-22		\$ 407

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 407

Tax Expense-Payroll S-23		\$ 2,593

1. To adjust test year to reflect the Staff's annualized level. (Maepka)		\$ 2,593

Current Income Taxes S-24		\$ 286

1. To adjust current income taxes consistent with adjusted net operating income before taxes. (McMellen)		\$ 286

A&G Salaries-Primary Operator S-25		\$ 10,274

1. To adjust test year to reflect the Staff's annualized level. (Maepka)		\$ 10,274

A&G Salaries-Administrative S-26		\$ 75

1. To adjust test year to reflect the Staff's annualized level. (Maepka)		\$ 75

Outside Services-Secondary Operator S-27		\$ (300)

1. To adjust test year to reflect the Staff's annualized level. (Maepka)		\$ (300)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Adjustments to Income Statement

Adj No Description	Total Co Adjustment	Mo Juris Adjustment

Outside Services-Accounting S-29		\$ 786

1. To adjust test year to reflect the Staff's annualized level. (Mapeka)		\$ 786

Outside Services-Other S-30		\$ 296

1. To adjust test year to reflect the Staff's annualized level. (McMellen)		\$ 296

Amortization of CIAC S-31		\$ (1,022)

1. To adjust test year to include the amortization of CIAC. (McMellen)		\$ (1,022)

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Income Tax

Line		Test Year	10.09% Return
(A)		(B)	
1	Net Income Before Taxes (Sch 8)	\$ (152)	\$ 9,246
2	Add to Net Income Before Taxes		
	Book Depreciation Expense	\$ 3,622	\$ 3,622
3	Total	\$ 3,622	\$ 3,622
	Subtr from Net Income Before Taxes		
4	Interest Expense 0.5200 %	\$ 385	\$ 385
5	Book Depreciation Expense	3,622	3,622
6	Total	\$ 4,007	\$ 4,007
7	Net Taxable Income	\$ (537)	\$ 8,861
	Provision for Federal Income Tax		
8	Net Taxable Income	\$ (537)	\$ 8,861
9	Deduct Missouri Income Tax 100.0 %	\$ 0	\$ 515
10	Deduct City Income Tax	0	0
11	Federal Taxable Income	(537)	8,346
12	Total Federal Tax	\$ 0	\$ 1,252
	Provision for Missouri Income Tax		
13	Net Taxable Income	\$ (537)	\$ 8,861
14	Deduct Federal Income Tax 50.0 %	\$ 0	\$ 626
15	Deduct City Income Tax	0	0
16	Missouri Taxable Income	(537)	8,235
17	Total Missouri Tax	\$ 0	\$ 515

S.K. & M. Water and Sewer Company
Case: WR-07-460A
12 Months Ending December 31, 2005

Income Tax

Line	(A)	Test Year	(B)	10.09% Return
	Provision for City Income Tax			
18	Net Taxable Income	\$ (537)	\$	8,861
19	Deduct Federal Income Tax	\$ 0	\$	1,252
20	Deduct Missouri Income Tax	0		515
21	City Taxable Income	(537)		7,094
22	Total City Tax	\$ 0	\$	0
	Summary of Provision for Income Tax			
23	Federal Income Tax	\$ 0	\$	1,252
24	Missouri Income Tax	0		515
25	City Income Tax	0		0
26	Total	\$ 0	\$	1,767
	Deferred Income Taxes			
27	Deferred Investment Tax Credit	\$ 0	\$	0
28	Deferred Repair Allowance	0		0
29	Deferred Tax Depreciation	0		0
30	Amort of Deferred Tax Depreciation	0		0
31	Amort of Repair Allowance	0		0
32	Amort of Deferred ITC	0		0
33	Deferred Unbilled	0		0
34	Total	\$ 0	\$	0
35	Total Income Tax	\$ 0	\$	1,767

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment D

Rate Design Worksheet

SK & M WATER & SEWER

Development of Tariffed Rates-Water

Agreement is to increase currently tariffed rates by a percentage equal to the agreed-upon overall revenue increase divided by the revenues generated by the currently tariffed rates.

Revenues Generated by Current Tariffed Rates	\$ 54,366
Agreed-Upon Overall Revenue Increase	\$ 9,398
Percentage Increase Needed	17.287%

Metered Customer Rates

Meter Size	Current Service Charge	Proposed Service Charge	Current Usage Rate	Proposed Usage Rate
5/8"	\$ 4.69	\$ 5.50	\$ 1.980	\$ 2.32
1"	\$ 11.71	\$ 13.73	\$ 1.980	\$ 2.32
Bulk Water			\$ 2.25	\$ 2.64

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment E

Billing Comparison Worksheet

SK & M WATER & SEWER

Residential Customer Bill Comparison-Water

Rates for 5/8" Meter

<u>Current Base</u> <u>Customer Charge</u>	<u>Proposed Base</u> <u>Customer Charge</u>	<u>Current</u> <u>Usage Rate</u>	<u>Proposed</u> <u>Usage Rate</u>
\$4.69	\$5.50	\$1.980	\$2.322

current service charge is monthly charge

usage rate is per 1,000 gallons used

MONTHLY BILL COMPARISON

6,000 gallons/month usage

Current Rates

Customer Charge	\$ 4.69
Usage Charge	\$ 11.88
Total Bill	\$ 16.57

Proposed Rates

Customer Charge	\$ 5.50
Usage Charge	\$ 13.93
Total Bill	\$ 19.43

INCREASES

Customer Charge

\$ Increase	\$0.81
% Increase	17.29%

Usage Charge

\$ Increase	\$2.05
% Increase	17.29%

Total Bill

\$ Increase	\$2.86
% Increase	17.29%

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment F

Schedule of Depreciation Rates

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
At a Session of the Public Service
Commission held at its office
in Jefferson City on the 26th
day of December, 1984.

DEPRECIATION AUTHORITY ORDER NO. 136

In the matter of prescribing depreciation
accrual rates for SK&M Water and Sewer
Company - Water Operations.

DEPRECIATION AUTHORITY ORDER

As provided for in Section 392.240 of the Missouri Revised Statutes, 1978, the Commission's Engineering Staff has made its study and investigation of the several classes of property of said utility and has ascertained, determined, and fixed the recommended rates of depreciation of the several classes of property for accruing depreciation credits to the depreciation reserve until further order by the Commission.

It is, therefore,

ORDERED: 1. That the said utility be, and it is, hereby ordered to adopt the following depreciation accrual rates beginning January 1, 1985:

<u>Acct. No.</u>	<u>Description of Account</u>	<u>Annual Rate Percent</u>
314	Wells and Springs	2.0
325	Electric Pumping Equipment	6.7
341	Structures and Improvements	2.0
342	Distribution Reservoirs and Standpipes	2.0
343	Transmission and Distribution Mains	2.5
345	Services	3.0
346	Meters	3.0
348	Hydrants	2.5

ORDERED: 2. That the said utility be, and it is, hereby ordered to accrue depreciation expenses at the component rates set in "ORDERED: 1." above.

Case No. WR-2007-0460

Unanimous Disposition Agreement

Agreement Attachment G

Staff's E.M.S.D. Report

REPORT OF CUSTOMER SERVICE AND BUSINESS OPERATIONS REVIEW

Engineering & Management Services Department

Small Company Rate Increase Requests

Tracking File Nos. QW-2007-0006 & QS-2007-0007

S. K. & M. Water and Sewer Company

In conjunction with the above-referenced small company rate increase requests, the Engineering and Management Services Department (EMSD) staff initiated a review of the customer service processes, procedures and practices at S. K. & M. Water and Sewer Company (Company) on October 19, 2006. Prior to an on-site interview on December 11, 2006, the EMSD staff examined Company tariffs, annual reports, Commission complaint and inquiry records and other documentation related to the Company's customer service operations.

The purpose of the EMSD is to promote and encourage efficient and effective utility management. This purpose contributes to the Commission's overall mission to ensure that customers receive safe and adequate service at just and reasonable rates, while providing utilities the opportunity to earn a fair return on their investment.

The objectives of the EMSD review were to document and analyze the management control processes, procedures and practices used by the Company to ensure that its customers' service needs are met and to make recommendations, where appropriate, by which the Company can improve the quality of services provided to its customers. The findings of this review will also provide the Commission with information regarding the Company's customer service operations.

The scope of this review focused on processes, procedures and practices related to:

- Meter Reading
- Customer Billing and Payment Remittance
- Credit and Collections
- Disconnection/Reconnection Process
- Complaint Handling and Recording
- Record Storage and Protection

This report contains the results of the EMSD staff's review.

Overview

As of December 2006, the Company indicated that it provides water service to 283 customers and sewer service to 159 customers located in Perryville, Missouri. The number of customers has remained constant since 2004. Recently, there were three homes built in the new Rolling Hills subdivision, which has several more lots available; however, since the town is currently growing in the opposite direction, the Company does not project any significant growth in the future. Company personnel indicated that they do not have any long-term maintenance projects planned.

Due to a change in ownership in November 2006, the Company has recently implemented a new organizational structure and has modified the job duties of several employees. Activities associated with Company operations are currently performed by the Chief Operator, Secondary Operator, Meter Reader, Meter Shut-Off Contractor, Accountant and Secretary. With the exception of the Chief Operator, all services are provided to the Company on a contractual basis. All contracts between the Company and subcontractors have been agreed upon orally and are not in written form.

The Chief Operator oversees daily operations of both outside plant activities and business office functions, supervises all subcontractors and responds to customer complaints, as necessary. The Secondary Operator tests chlorination levels daily, inspects the sewer plant daily, performs routine maintenance and is also responsible for disconnecting and reconnecting customers' service. On several recent occasions, the Company has hired additional contractors to assist with maintenance and repair projects that are outside of the Secondary Operator's expertise. The Meter Reader reads all meters on a monthly basis. An accounting firm is responsible for the Company's business office functions including preparation of customer bills, collection of customer payments and bad debt, maintenance of customer records, preparation of customer correspondence and responding to customer inquiries and complaints during normal business hours. All business office functions are performed at the accounting firm's office.

The business office is open Monday through Friday between the hours of 8 a.m. and 5 p.m. with the exception of Wednesdays, when the office closes at noon. The Secretary staffs a second telephone line from her residence and is available to accept calls at all times. Depending on the nature of the call, the Secretary either takes messages for the Chief Operator or refers

customers to the accounting firm during normal business hours to resolve billing inquiries or complaints.

For the most part, Company subcontractors do not utilize time sheets to track time spent on activities related to water or sewer activities. The only instances in which time sheets are utilized are when the Secondary Operator completes maintenance and repair work in addition to his normal job duties.

Meter Reading

Meters are read between the 25th and 27th days of each month by the Company's subcontracted meter reader. Company personnel indicated that a physical disconnection is not consistently performed when customers move from their residences; therefore, all inactive water meters are read on a monthly basis to prevent and detect unauthorized usage.

Company personnel indicated that it takes approximately 8 to 10 hours each month to read all meters. The meter reader records the readings in a book that details each customer's name, service address, and all previous meter readings for that particular calendar year. If the reading appears to be inconsistent with the customer's previous usage history, the meter reader will recheck the reading. If the reading is still found to be correct, the meter reader notes a "C" next to the reading in the meter-reading book.

Company personnel indicated that meter readings are rarely estimated. Readings are estimated on occasion during winter months when meters are not accessible. Personnel at the Company's accounting firm stated that if meter readings are estimated, the meter reader notes an "E" next to the reading in the meter-reading book. The Company was unable to produce a report of estimated bills, and EMSD staff did not observe any instances in which the meter-reading book had been noted with an "E." Estimated bills are calculated based on the average usage amount of the customer. The Company's accounting personnel indicated that customer billing statements are occasionally noted as estimates when the Company has been unable to obtain an actual meter reading.

The meter-reading book is returned to the accounting firm, where each customer's usage is calculated using a Microsoft Works spreadsheet. The customer's usage is then recorded by hand in the meter-reading book. The gallons of water billed are compared to the master meter reading on a monthly basis. Personnel at the accounting firm indicated that significant

discrepancies between these two amounts are common. During the on-site visit, EMSD staff observed that the previous owner and the new owner of the Company have not been billed for the water they used at their respective residences.

Customer Billing and Payment Remittance

Customer billing and payment remittance is handled through a subcontracted accounting firm. The accounting firm uses Microsoft Works software to calculate bills and QuickBooks software to record deposits.

Each month, the accounting firm enters the new billing period dates, meter readings and any past due balances or credits for each customer into a Microsoft Works spreadsheet. Using this information, each customer's water usage and current amount due is calculated. Customer billing statements are printed from the billing software in postcard format. Since each month's billing history is saved as a separate computer file, it is difficult for personnel at the accounting firm to access billing history for individual customers.

The formula programmed into the billing software is not capable of calculating prorated bills. In instances that a bill is prorated, it must be calculated by hand and the amount due is manually keyed into the billing software. When bills are calculated manually, the accounting firm does not have a control in place to verify the accuracy of the initial calculation.

Customer billing statements are mailed on the 1st day of every month and are due on the 10th of every month. Personnel of the Company's accounting firm indicated that customers are not considered delinquent until the next billing cycle; however, this is not noted on customer billing statements.

Currently, the minimum monthly charge for water service is \$4.69 and customers are charged \$1.98 per 1,000 gallons of usage. Single-family residences are charged \$19.58 and multi-family residences are charged \$15.66 per month for sewer service. The Company does not assess any late fee penalties to delinquent paying customers.

Customers may pay their bills with cash or check via mail or in person at the business office. Customer payments are not accepted in the field in any circumstances. The accounting firm indicated that 90% of their customers mail their payments; however, the accounting firm checks its P.O. Box on a daily basis. Payments are processed and stored at the accounting firm until a deposit is made. Bank deposits are made two to three times each week. In order to

determine that customer payments are posted accurately into the billing system, the accounting firm verifies that they are equal to the amount of deposits recorded.

Credit and Collections

All new customers must complete an application form to establish service with the Company. All new customers are required to pay a security deposit of \$35 for water service and \$30 for sewer service. Security deposits for both water and sewer service are refunded without interest when the customer terminates service with the Company. The Company holds security deposits in a separate savings account.

If a customer's bill has not been paid when billing statements are generated for the following billing period, their billing statement is marked "past due" and the previous amount due is added onto the customer's current bill. In these instances, disconnection notices are sent along with the billing statement marked "past due."

During the on-site visit, the accounting firm indicated that 59 customers were 30 or more days in arrears, owing a total amount of \$2,100 from the October 2006 billing cycle. Uncollectible debts from 2004 and 2005 were \$438.18 and \$636.03 respectively.

Personnel at the Company's accounting firm stated that they have received returned checks in the past, but do not keep a record of these occurrences. In instances where a check is returned, the Company calls the customer and charges the account a \$25 returned check fee. If the customer does not make their payment after they are called by the accounting firm, the Company sends a letter to the customer. The Company's tariff does not include a returned check fee; however, staff from the Commission's Water and Sewer Department are reviewing the miscellaneous charges included in the Company's tariff and will recommend appropriate changes in the context of the Company's present rate case.

Disconnection/Reconnection Process

The Company's accounting firm indicated to EMSD staff that 50 disconnection notices are typically sent to customers each month. Once customers receive a disconnection notice, they have until the 12th day of the month to remit payment or their service will be disconnected. When personnel from the accounting firm determine a customer is subject to disconnection, the Meter-Shut Off Contractor is sent on-site to perform the disconnection. No notice is left at the

residence after service has been disconnected. Service disconnections are not performed on Fridays, weekends or holidays. The Company's accounting firm was unable to provide EMSD staff the specific number of customers that had water service disconnected in 2004, 2005 and 2006; however, they did estimate that approximately 7 to 8 customers have their water service disconnected each month. Personnel at the Company's accounting firm had no recollection of ever disconnecting a customer's sewer service due to non-payment.

According to Company personnel, once disconnected customers pay their past-due balance, the Meter-Shut Off Contractor reconnects their service before the end of the next business day. Customers are charged a \$15 reconnection fee on their next bill if their service has been disconnected due to nonpayment.

The Company has experienced two instances in which customers have reconnected their own water service after being disconnected for non-payment. If the Company has not been contacted by the disconnected customer within 3 to 4 days following disconnection in order to make payment arrangements, the Meter Shut-Off Contractor will check the meter for usage to prevent and identify instances of diversion.

Complaint Handling and Recording

Customer billing statements list the Company's mailing address and two separate telephone numbers that customers with questions or concerns may call. Customers may call the accounting firm during normal business hours to discuss billing-related issues. In case of an emergency or if customers have concerns regarding operational issues, customers may call the Company's Secretary who will forward a message on to the appropriate party. The accounting firm does not have a recorded message on its telephone line instructing customers whom to contact in case of an after-hours emergency.

A review of the "Consumer Quality" database in the Commission's electronic filing and information system revealed there have been no complaints entered into the system regarding the Company from the time the system went into service in April 2002 through January 30, 2007. The Company does not keep a log of the customer complaints it receives.

Record Storage and Protection

Company records are stored at the accounting firm's business office. Personnel at the accounting firm indicated that their network server backs up electronic files everyday at midnight; however, no back-up copies of paper records are kept.

Findings, Conclusions and Recommendations

The following discussion presents a summary of the findings, conclusions and recommendations pertaining to the Company's customer service operations. The information presented in this section focuses on the following twelve areas that require the attention of the Company's management:

- Oral Agreements with Contractors
- Customer Applications
- Customer Records
- Customer Billing
- Prorated Bills
- Late Fees
- Customer Deposits
- Returned Check Procedure
- Disconnection Process
- Customer Contacts
- Complaint Log
- Record Storage and Protection

Oral Agreements with Contractors

The Company does not have written agreements in place with its outside contractors. In the past, the Company established oral agreements with various outside parties that are responsible for business office functions, accounting services, meter reading, service disconnections and plant operations. Some of these oral commitments were established by the previous Company owner. Since the ownership of the Company has recently changed, the Company should ensure that it is aware of all of the oral agreements that were made in the past. The Company should verify that all parties agree to the specified duties they are expected to

perform, pay received, and methods of performance measurements, as well as the ownership of physical property or information technology. In some cases, the Company may determine that written agreements may be more appropriate, such as with the critical nature of billing records. Understanding all of the Company's previous commitments will help clarify any ambiguities that may be present in these business relationships.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Review all oral agreements currently held with outside contractors and, if necessary, revise the terms of these agreements in order to meet the needs of the reorganized Company. If deemed necessary, develop written agreements with these contractors.

Customer Applications

Customer applications require customers to disclose their billing address; however, there is no place to note a different service location. Personnel of the Company's accounting firm indicated that this practice has caused confusion in the past and ultimately caused the wrong customer's service to be disconnected. By requiring customers to disclose both service and billing addresses, the Company will have more complete customer information on file.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Require customers to disclose both their service location and billing address on applications.

Customer Records

The Company's accounting firm is unable to access customer account history in an efficient and user-friendly manner. Customer billing records are saved in a spreadsheet format as separate files on a monthly basis, which makes it very difficult and time consuming to research individual customers' account history. In order to review an individual customer's billing history, the accounting firm personnel must open and search through each month's designated file. Updating or modifying the accounting firm's current billing software so that employees can easily access customer's account history will be useful in instances when customers have a billing dispute.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Evaluate various alternatives that will allow Company employees and subcontractors to access customer billing history in an efficient manner. If deemed appropriate, implement the new procedure.

Customer Billing

The Company does not allow the customer 21 days from rendition of the bill to make payment. Customer billing statements are mailed on the 1st day of every month and are due on the 10th of every month. This is in violation of Commission Rule 4 CSR 240-13.020 (7), which states:

A monthly-billed customer shall have at least twenty-one (21) days and a quarterly-billed customer shall have at least sixteen (16) days from the rendition of the bill to pay the utility charges, unless a customer has selected a preferred payment date in accordance with a utility's preferred payment date plan.

In instances where no meter reading has been obtained, the Company does not indicate on all of its customers' monthly billing statements that the bill is estimated. This is in violation of Commission Rule 4 CSR 240-13.020 (2) (D) 2, which states:

When a utility renders an estimated bill in accordance with these rules, it shall –
(2) Clearly and conspicuously note on the bill that it is based on estimated usage;

Noting that bills are estimated when no meter reading has been obtained clarifies the Company's billing practices to customers and may eliminate further billing disputes.

The previous owner and the new owner of the Company do not receive a bill for the water used at their respective residences. Although their meters are read each month, their usage is not calculated or billed; therefore, comparing the gallons of water billed to the master meter reading shows discrepancies. Calculating each customer's water usage and billing the appropriate amounts will allow the Company to keep accurate and complete records and enable them to determine easily if leaks are present in the system.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Allow customers 21 days from the rendition of the bills to make payment of their bills as required by Commission Rule 4 CSR 240-13.020 (7).

Include a clear notation on billing statements that the bills have been estimated when no meter readings have been obtained as required by Commission Rule 4 CSR 240-13.020 (2) (D) 2.

Implement a procedure to bill all customers on a monthly basis for their respective water and sewer usage.

Prorated Bills

The Company's accounting firm prorates customer bills when they are rendered for a period of less than a complete billing period. Although the Company's sewer tariff allows sewer bills to be prorated, the Company's water tariff does not allow water bills to be prorated. Rule 10 of the Company's water tariff (Sheet No. 24) includes the following:

When bills are rendered for a period of less than a complete billing period due to the connection or termination of service, the billing shall be the monthly minimum plus an amount based on the water used at the commodity (water usage) rate or one-half (1/2) of the flat rate if applicable.

Discontinuing the practice of prorating water bills will enable the Company to be in accordance with its tariffs.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Discontinue the practice of prorating water bills that are rendered for a period of less than one billing period in accordance with the Company's tariffs.

Late Fees

The Company does not assess a late fee penalty to delinquent-paying sewer customers. The rate schedule contained in the Company's sewer tariff (Sheet No. 4) includes the following:

Bills (sic) not paid within a delinquency of thirty (30) days bear delinquent late charge for nonpayment of two percent (2%) per month cumulative until paid.

The Company can help ensure a regular cash flow by encouraging timely bill payments. As an incentive for customers to make payment of their sewer bills in a timely manner, customers that make payment after the Company's due date should consistently be charged a late fee. Late fees also assist the Company by providing some compensation for increased administrative costs including the additional time that is required to process delinquent bill notices.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Charge the tariffed late fee charge to delinquent-paying sewer customers.

Customer Deposits

The Company charges all new water and sewer customers a security deposit. The Company's accounting firm does not provide water customers the opportunity to prove creditworthiness, as cited in the PSC rules, which would enable the customer to avoid paying a

deposit. Although the Company's tariff allows the opportunity to assess a security deposit to all new sewer customers, the same does not apply to customers receiving water service. The policy with regard to security deposits for water service is a violation of Commission Rules. Commission Rule 4 CSR 240-13.030(1) includes the following:

(1) A utility may require a deposit or other guarantee as a condition of new residential service if-

(A) The customer has outstanding with a utility providing the same type of service, an unpaid bill which accrued within the last five (5) years and, at the time of the request for service, remains unpaid and not in dispute;

(B) The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the customer's premises within the last five (5) years; or

(C) The customer is unable to establish an acceptable credit rating under standards contained in tariffs filed with and approved by the commission. The customer shall be deemed *prima facie* to have established an acceptable credit rating if the customer meets any of the following criteria:

1. Owns or is purchasing a home;
2. Is and has been regularly employed on a full-time basis for at least one (1) year;
3. Has an adequate regular source of income; or
4. Can provide adequate credit references from a commercial credit source.

Deposits are not currently being refunded to water customers who have paid undisputed utility charges on time during the last twelve billing months. Personnel from the Company's accounting firm indicated that all security deposits are refunded when customers leave its service territory. Commission Rule 4 CSR 240-13.030 (4)(D) includes the following:

Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, [the security deposit] shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. . . .

In addition, the Company has not refunded security deposits to water and sewer customers with interest. This is a violation of Commission rules and Company tariffs. Commission Rule 4 CSR 240-13.030(4)(B) states:

(4) A deposit shall be subject to the following terms:

...

(B) It shall bear interest at a rate specified in utility tariffs, approved by the commission, which shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. . . .

Rule 10 of the Company's water tariffs (Sheet No. 25) includes the following:

Interest at the rate of 6% per annum compounded annually shall be payable on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest may be credited to the customer's account.

In addition, Rule 10 of the Company's sewer tariff (Sheet No. 18) includes the following:

Interest at the rate six percent (6%), payable upon return of the deposit, will be paid for the time such deposit was held by the Company unless such period of time be less than six (6) months.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Require a security deposit for water service in accordance with Commission Rule 4 CSR 240-13.030(1).

Refund deposits to water customers who have paid undisputed utility charges on time during the last twelve (12) billing months consistent with the Company's tariffs. Record this information in a deposit log.

Refund security deposits as required by Commission rules and the Company's tariffs with interest at the rate of 6% per annum compounded annually.

Returned Check Procedures

The Company does not currently track the number or total dollar amount of returned checks. A monthly report detailing the number and total dollar amount of returned checks would provide management with a useful tool to track the extent of these occurrences.

Each time a returned check is received, the accounting firm drafts a new letter to the customer. Creating a standardized letter or form to correspond with customers whose checks have been returned would increase efficiency in the Company's returned-check procedure and would allow for consistent application of Company policies.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Develop and regularly monitor a report that tracks the number of returned checks and the dollar amount of returned checks.

Develop a standardized letter or form to correspond with customers whose checks have been returned.

Disconnection Process

Personnel of the Company's accounting firm indicated that no notice is left at customers' premises when their water service is disconnected. This is a violation of Commission Rule 4 CSR 240-13.050(8) which states:

... When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the utility where the customer may arrange to have service restored.

According to the above Commission rule, the Company must leave notice for the customer when water service is disconnected.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Implement the procedure of leaving notice at the customers' premises when water service is disconnected as required by Commission Rule 4 CSR 240-13.050(8).

Customer Contacts

Customer billing statements do not make clear what telephone number customers should call in instances of an after-hours emergency. Billing statements include two telephone numbers for use when customers have complaints or inquiries and for instances of an after-hours emergency. However, the billing statement does not identify in what instances each number should be used. Identifying the Secretary's telephone number as an emergency contact or recording a message on the accounting firm's answering machine instructing customers whom to call in case of an emergency would help customers identify the appropriate telephone number to call and enable them to receive a timely response to their concern.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Indicate to customers how they can contact the Company in case of an after-hours emergency.

Complaint Log

The Company does not maintain a log noting the complaints received from its customers. This is a violation of Commission Rule 4 CSR 240-13.040(5), which states:

A utility shall maintain records on its customers for at least two (2) years which contain information concerning:

...

(B) The number and general description of complaints registered with the utility;

Not maintaining a log makes it difficult to determine the number of customer complaints that the Company receives. Additionally, the lack of a complaint log makes it difficult for the Company to provide accurate documentation of the nature of its complaints. Compliance with the requirement to maintain a complaint log can be as simple as a notebook with dated notations including the date, name of the customer, a description of the complaint or inquiry and the action taken. In addition to adhering to Commission rules, the availability of documented complaint information is a beneficial tool that would enable Company management to evaluate the reasons why customers contact the Company and determine if any measures could be taken to reduce customer contacts and improve customer satisfaction.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Develop and utilize a log that documents all customer complaints received by the Company's personnel.

Record Storage and Protection

The Company does not currently store all of its billing information or business documents in a fireproof location. Customers' payments and other important paper business documents are stored at the accounting firm's business office. Use of locked, fireproof file cabinets or vaults for important business documents would provide additional protection to the Company's records and would eliminate the time and cost of re-creating lost data or recollecting payments if the documents were destroyed or stolen.

THE EMSD STAFF RECOMMENDS THAT COMPANY MANAGEMENT:

Store all customer payments, Company billing information and other important business documents in lockable, fireproof file cabinets or vaults.