

Small Utility Rate Case Timeline

MO PSC Case No. SR-2009-0419

Utility Name & Contact Info	Gladlo Water & Sewer Company
Contact Person	Jason Williamson (Heartland Utilities, LLC)
Mailing Address	6825 E Tennessee Ave. Suite 547 Denver CO 80224
Phone Contact (land line)	(303) 333-1250
Phone Contact (mobile)	
Fax Contact	(303) 333-1257
E-Mail Address	
Date Case Opened	May 20, 2009
Agreement Filing Due Date	October 17, 2009
9-Month Deadline	February 20, 2010
11-Month Deadline	April 20, 2010

Set out on the following pages is the activities timeline pertaining to the processing of the above-referenced small utility revenue increase request. This timeline assumes that the Staff's investigation of the revenue increase request will result in a conclusion that an increase in the subject utility's operating revenues is needed, that at least the Utility and Staff will reach an agreement regarding the overall resolution of the request without the need for time extensions, and that the request will be resolved without an arbitration process being used or an evidentiary hearing being held. For cases where an arbitration process is going to be used or an evidentiary hearing is going to be held, it is anticipated that a procedural schedule will be set when that becomes known. In such instances, the 9-month and 11-month deadlines will need to be considered in setting the procedural schedule.

The schedule set out in the timeline establishes the Target Due Date for the completion of certain activities needed to process the request in a timely manner. Extensions of the disposition agreement filing deadline, which is 150 days after the date the utility files its request, and certain other deadlines are allowed (and under some circumstances are required) and if executed will result in changes to the timeline. Agreements for such extensions, which are limited to a maximum of 60 days, will be reduced to writing and filed in the case file, along with an updated timeline.

The entries in the Target Day column represent the number of days from the date the utility filed its request. The entries in the Target Due Date column show the date when the Target Day hits the calendar. To determine the entries for the Calendar Due Date column, Target Due Dates falling on a weekend or a holiday are moved to the next regular working day, except that the effective dates for pending revised tariff sheets cannot be adjusted.

Target Day	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Rule Section
0	05/20/09	N/A	Request Letter Filed and Case Opened (agreement filing due date calculated from this date)	Utility	3
5	05/25/09	05/26/09	Compliance with Section 4 of Rule Confirmed (case can be dismissed in case of non-compliance)	Case Coordinator	4
7	05/27/09	05/27/09	Case Activities Timeline Filed in Case File	Case Coordinator	5
10	05/30/09	06/01/09	Draft of Initial Customer Notice Sent to Utility & OPC	Case Coordinator	
			Letter Sent to Utility & OPC Regarding Expected Staff Activities and Identifying Participating Staff Members	Case Coordinator	
20	06/09/09	06/09/09	Requests for Information Needed for Audit Communicated to Utility by Assigned Staff (if done in writing, copies also sent to OPC)	Assigned Staff	
30	06/19/09	06/19/09	Initial Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	7
40	06/29/09	06/29/09	Responses to Requests for Information Provided to Staff by Utility (staff provides copies of information received to OPC) OR Extension of Agreement Filing Due Date Agreed to by Utility OR Staff May File Motion to Dismiss Case	Utility & Assigned Staff	4
			Copy of Initial Customer Notice Filed in Case File	Case Coordinator	7
50	07/09/09	07/09/09	Follow-Up Requests for Information Communicated to Utility by Assigned Staff (if done in writing, copies also sent to OPC)	Assigned Staff	
60	07/19/09	07/20/09	End of Response Period for Initial Customer Notice	N/A	7
70	07/29/09	07/29/09	Responses to Follow-Up Requests for Information Provided to Staff by Utility (staff provides copies of information received to the OPC) OR Extension of Agreement Filing Due Date Agreed to by Utility OR Staff May File Motion to Dismiss Case	Utility & Assigned Staff; Case Coordinator	4
75	08/03/09	08/03/09	Deadline for Completion of Construction Projects to be Included in Case OR Agreement Filing Due Date Extended So Projects Can be Included in Case	Utility; Case Coordinator	4
			Continued Compliance with Section 4 of Rule Confirmed (case can be dismissed in case of non-compliance)	Case Coordinator	
			Unless Notified Otherwise, or Unless Extensions Have Been Agreed Upon, Utility & OPC Can Assume the Process is On-Track for Timely Completion	Case Coordinator	

Target Day	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Rule Section
80	08/08/09	08/10/09	Basic Audit/Investigation Work Completed	Assigned Staff	9
85	08/13/09	08/13/09	Initial Audit/Investigation Reports Completed and Provided to Case Coordinator	Assigned Staff	
90	08/18/09	08/18/09	Overview of Staff's Initial Audit/Investigation Results Provided to the Utility & OPC	Case Coordinator	
100	08/28/09	08/28/09	Utility & OPC Submit Responses Regarding Staff's Case Overview to Case Coordinator (errors/ommissions to be identified and suggested changes to be included) OR Staff Assumes Information Provided is Acceptable (Staff's audit considered "complete" at this time)	Utility & OPC	10
120	09/17/09	09/17/09	Staff's Settlement Proposal Packet Sent to Utility & OPC and Arrangements Made for Conference Call or Meeting to Discuss the Proposal	Case Coordinator	
130	09/27/09	09/28/09	Conference Call or Meeting Held with Utility & OPC to Discuss Staff's Settlement Proposal	Utility, OPC & Staff	
135	10/02/09	10/02/09	Utility & OPC Notify Staff of Whether They Agree with the Settlement Proposal (if not, the reasons for that and suggested changes to the settlement proposal documents are provided to the Case Coordinator)	Utility & OPC	4
			Utility Must Respond OR Agree to Extension of Agreement Filing Due Date OR Staff May File Motion to Dismiss Case	Utility; Case Coordinator	
140	10/07/09	10/07/09	Agreed-Upon Changes to Settlement Proposal Documents Completed and Final Disposition Agreement Sent to Company for Signing (copy also sent to OPC; OPC may or may not sign)	Case Coordinator	4
			Continued Compliance with Section 4 of Rule Confirmed (case can be dismissed in case of non-compliance)	Case Coordinator	
145	10/12/09	10/13/09	Signed Disposition Agreement Returned to Staff	Utility; OPC (if applicable)	11
			Staff Sends Revised Tariff Sheets and Draft Tariff Filing Transmittal Letter to the Utility	Case Coordinator	
150	10/17/09	10/19/09	Staff Files Executed Disposition Agreement	Case Coordinator	

Activities needed from this point forward vary based on the approach taken by the OPC. The next three sections set out the activities needed based on the different OPC approaches that are possible.

This section pertains to the situation where the Utility, Staff & OPC reach an agreement on the overall disposition of the request, and is thus based on the fact that the Utility will not send out a second customer notice. In this situation, a minimum of 30 days is needed between the filing date and the proposed effective date of the Utility's tariff revisions. The dates shown assume that the Utility will make a 30-day tariff filing on Day 155.

Target Day	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Rule Section
155	10/22/09	10/22/09	Utility Files Necessary Tariff Revisions	Utility	13
165	11/01/09	11/02/09	Staff Recommendation Filed if applicable OR ordered by the Commission. (includes confirmation of Utility's continued compliance with Section 4 of Rule OR motion for suspension of tariff revisions requesting correction of the deficiencies will be submitted)	Case Coordinator	
175	11/11/09	11/12/09	Order Approving Tariff Revisions Issued	Assigned RLJ	
185	11/21/09	11/23/09	Tariff Revisions Effective "On and After" this Date	N/A	13
190	11/26/09	11/30/09	Draft of Final Customer Notice Sent to Utility & OPC	Case Coordinator	
200	12/06/09	12/07/09	Final Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	22
210	12/16/09	12/16/09	Copy of Final Customer Notice Filed in Case File	Case Coordinator	22
215	12/21/09	12/21/09	Notice Closing Case Issued	Assigned RLJ	

This section pertains to the situation where only the Utility and Staff reach an agreement on the overall disposition of the request, and is thus based on the fact that the Utility will send out a second customer notice. This section is also based on the assumption that the OPC will not request a local public hearing. In this situation, a minimum of 45 days is needed between the filing date and the proposed effective date of the Utility's tariff revisions. The dates shown assume that the Utility will make a 45-day tariff filing on Day 155.

Target Day	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Rule Section
150	10/17/09	10/19/09	Draft of Second Customer Notice Sent to Utility & OPC	Case Coordinator	
155	10/22/09	10/22/09	Utility Files Necessary Tariff Revisions	Utility	14
160	10/27/09	10/27/09	Second Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	14
170	11/06/09	11/06/09	Copy of Second Customer Notice Filed in Case File	Case Coordinator	14
180	11/16/09	11/16/09	End of Response Period for Second Customer Notice	N/A	14
185	11/21/09	11/23/09	OPC Files Its Position Statement	OPC	15
186	11/22/09	11/23/09	Staff Recommendation Filed if applicable OR ordered by the Commission. (includes confirmation of Utility's continued compliance with Section 4 of Rule OR motion for suspension of tariff revisions requesting correction of the deficiencies will be submitted)	Case Coordinator	
190	11/26/09	11/30/09	Order Approving Tariff Revisions Issued	Assigned RLJ	
200	12/06/09	12/07/09	Tariff Revisions Effective "On and After" this Date	N/A	14
205	12/11/09	12/811	Draft of Final Customer Notice Sent to Utility & OPC	Case Coordinator	
215	12/21/09	12/21/09	Final Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	22
225	12/31/09	12/31/09	Copy of Final Customer Notice Filed in Case File	Case Coordinator	22
230	01/05/10	01/05/10	Notice Closing Case Issued	Assigned RLJ	

This section pertains to the situation where only the Utility and Staff reach an agreement on the overall disposition of the request, and is thus based on the fact that the Utility will send out a second customer notice. This section is also based on the assumption that the OPC will request a local public hearing and that one will be held. In this situation, a minimum of 45 days is needed between the filing date and the proposed effective date of the Utility's tariff revisions. The dates shown assume that the Utility will make a 45-day tariff filing on Day 155. The dates also assume that the tariff revisions will be suspended for 45 days past the proposed effective date, and that the local public hearing will be held 30 days before the end of the suspension period.

Target Day	Target Due Date	Calendar Due Date	Case Activity	Responsible "Party"	Rule Section
150	10/17/09	10/19/09	Draft of Second Customer Notice Sent to Utility & OPC	Case Coordinator	
155	10/22/09	10/22/09	Utility Files Necessary Tariff Revisions	Utility	14
160	10/27/09	10/27/09	Second Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	14
170	11/06/09	11/06/09	Copy of Second Customer Notice Filed in Case File	Case Coordinator	14
180	11/16/09	11/16/09	End of Response Period for Second Customer Notice	N/A	
185	11/21/09	11/23/09	OPC Files Request for Local Public Hearing	OPC	15
190	11/26/09	11/30/09	Order Setting Local Public Hearing and Suspending Tariff Revisions Issued	Assigned RLJ	
195	12/01/09	12/01/09	Draft of LPH Customer Notice Sent to Utility & OPC	Case Coordinator	
200	12/06/09	12/07/09	Notice of Local Public Hearing Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	18
210	12/16/09	12/16/09	Copy of LPH Customer Notice Filed in Case File	Case Coordinator	18
215	12/21/09	12/21/09	Local Public Hearing Held	Assigned RLJ	
220	12/26/09	12/28/09	Staff Files Notice re: Possible Changes to the Disposition Agreement Based on Info Provided at the Local Public Hearing (includes motion to suspend tariff revisions if needed)	Case Coordinator	19
225	12/31/09	12/31/09	OPC Files Its Position Statement	OPC	19
226	01/01/10	01/04/10	Staff Recommendation Filed if applicable OR ordered by the Commission. (includes confirmation of Utility's continued compliance with Section 4 of Rule OR motion for suspension of tariff revisions requesting correction of the deficiencies will be submitted)	Case Coordinator	
235	01/10/10	01/11/10	Order Approving Tariff Revisions Issued	Assigned RLJ	
245	01/20/10	01/20/10	Tariff Revisions Effective "On and After" this Date	N/A	14
250	01/25/10	01/25/10	Draft of Final Customer Notice Sent to Utility & OPC	Case Coordinator	
260	02/04/10	02/04/10	Final Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file)	Utility	22
270	02/14/10	02/15/10	Copy of Final Customer Notice Filed in Case File	Case Coordinator	22
275	02/19/10	02/19/10	Notice Closing Case Issued	Assigned RLJ	