

## SECOND CUSTOMER NOTICE

September 7, 2012

Dear Customer:

On January 31, 2012, Lakeland Heights Water Company (Company) submitted a request for an increase in its annual water operating revenues to the Missouri Public Service Commission (Commission), under the provisions of the Commission's small utility rate case procedure. By its request, the Company was seeking changes to its customer rates intended to generate an increase in its annual water operating revenues of \$3,960.

As a result of the Company's request, the Staff of the Public Service Commission (Commission Staff) conducted an independent audit of the Company's books and records, and an investigation of the Company's business and system operations. Based upon the results of its audit and investigation, the Commission Staff has concluded that an increase of \$6,582 in the Company's annual water operating revenues is warranted, that changes in the manner the Company's rates are designed is warranted and that certain changes to the Company's system operations and business operations are warranted.. The Company has agreed with the Commission Staff's audit findings and conclusions, and has entered into an agreement with the Commission Staff to implement those findings and conclusions. Set out at the end of this notice is a table that summarizes the proposed revisions to the Company's rates and that includes a monthly bill comparison for a residential customer using 3,200 gallons of water.

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

Any customer that has comments about the proposed revisions to the Company's rates, or that has comments regarding service-related problems, should contact the Commission Staff and/or the Public Counsel *within 20 days of the date of this notice*. To do so, please use the mailing addresses, telephone numbers, fax numbers or e-mail addresses shown below. You may also submit comments via the Commission's Website by following the instructions in the following paragraph. Regardless of how you submit your comments, please include a reference to Case No. WR-2012-0266.

Public Service Commission  
Attn: Water/Sewer Dept.  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 800-392-4211  
Fax: 573-751-1847  
E-Mail: [water.sewer@psc.mo.gov](mailto:water.sewer@psc.mo.gov)

Office of the Public Counsel  
Attn: Water/Sewer Dept.  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 866-922-2959  
Fax: 573-751-5562  
E-Mail: [mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

To submit your comments via the Commission's Website, please do as follows: (1) go to <http://www.psc.mo.gov>; (2) click on the " Comments: How to Make Your Voice Heard " box on the lower middle of the page; (3) From this page, click on the "Public Comment" link found under Submit Comments in Writing, (4) complete the information requested, (5) if you want to attach a document, click the "Attach" button and follow the instructions on that page: and (6) click the "Submit" button, be sure to include the case number shown above.

Depending upon the responses to this notice, the Public Counsel may request that the Commission hold a local public hearing. Regardless of whether a local public hearing is held, no changes to the Company's rates will take effect without the specific approval of the Commission.

Lastly, please be advised that all currently available information regarding the Company's revenue increase request may be obtained via the Commission's Website as follows, and please also note that this information will be updated as the subject case moves forward.

- \* Go to <http://www.psc.mo.gov>
- \* In the menu column on the left side of the page click on "EFIS/Case Filings".
- \* Scroll down to "View Information on a Specific Case" and click on the "Docket Sheet" link.
- \* From the Docket Sheet page, enter WR-2012-0266 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 questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me at (573) 293-5792.

Sincerely,

*/s/ Rodger Owens*

Rodger Owens  
President  
Lakeland Heights Water Company, Inc.

<b>Type of Charge</b>	<b>Current Rates</b>	<b>Proposed Rates</b>
Monthly Minimum Charge (includes 3,200 gallons)	\$12.29	\$16.43
Usage Over 3,200 gallons (per 1,000 gallons)	\$4.46	\$5.32
Total Monthly Bill (at 6,000 gallons usage)	\$26.56	\$33.45