

# Roark Water & Sewer, Inc.

Dear Customer,

We wish to inform you that we have reached an agreement to transfer the water and sewer system that serves your home in Stonebridge Village to Missouri-American Water Company, Inc. (Missouri-American Water) effective later this year, pending the approval of the Missouri Public Service Commission. You will be notified of the specific date when a transfer date has been determined.

For many years, Roark Water & Sewer has operated as a subsidiary of White River Valley Electric and was initially formed to serve the Stonebridge Village development. The Board at White River Valley Electric has decided to transfer assets of Roark to Missouri-American Water, a national company with a solid history and proven track record in the delivery of water service. You can learn more about Missouri-American Water through its national website found at [www.amwater.com](http://www.amwater.com) and its Missouri website found at [www.amwater.com/moaw](http://www.amwater.com/moaw).

Roark has taken great pride in its management of the water and sewer services provided to you over the past fifteen years, and we have kept our rates for these services competitive and comparable to those charged by other utilities in the area. With a change in ownership, Missouri-American Water will likely need to charge rates at some point in the future that reflect the true operating costs of the systems and that are consistent with those charged to its other customers. We believe these rates will be competitive with other subdivisions and sewer companies in the county.

If you would like to provide comments concerning the proposed transfer of the water and sewer system to American Water, you may do so by writing the MISSOURI PUBLIC SERVICE COMMISSION, P.O. Box 360, Jefferson City, Missouri 65102, or by e-mail at [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov), no later than January 24, 2011. Please reference case number WO-2011-0213.

Comments may also be registered in the case using the Commission's electronic filing and information system at <https://www/efis.psc.mo.gov/mpsc/Comments.html>. Please be aware that all public comments are viewable by the public. If submitting comments on the web, again, please reference Case No. WO-2011-0213.

Sincerely,  
ROARK WATER & SEWER, INC.



Jeff Pardeck, Manager