



# ELM HILLS

Utility Operating Company  
A CSWR Managed Utility

Dear Customer:

After implementing professional operations and investing almost \$2,000,000 in improving water and wastewater infrastructure in your community, Elm Hills Utility Operating Company (Elm Hills) is working to ensure you have access to clean, safe and reliable drinking water and wastewater systems.

As a result, in early March Elm Hills submitted a request to the Missouri Public Service Commission (PSC) for an increase in its annual water operating revenues of \$135,745.45 and an increase in its annual sewer operating revenues of \$393,919.34. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates. The PSC is the state agency that will ultimately rule on this request.

These improvements to the systems that carry the water you drink include remote monitoring equipment at each location to assure facilities are closely tracked and work properly at all times; chlorination equipment and analyzers; repair of storage tanks; and new booster pumps. Our improvements to your wastewater facilities include basic system repairs at each location, remote flow monitoring, plant improvements to ensure removal of ammonia, a toxic pollutant, to comply with Missouri Department of Natural Resources and EPA regulations, plus structural improvements where needed.

With the recent spread of the COVID-19 virus, the associated restrictions on public gatherings, and other recommended social distancing measures, it is currently not known when, or if, the PSC will hold Local Public Hearings where you can voice your comments. However, you do have the opportunity to provide comments to the PSC and Office of Public Counsel regarding Elm Hills' request or regarding service-related issues. We highly encourage you to do so. Your comments should include a reference to case number WR-2020-0275. The Public Commission Staff and the Public Counsel will review all customer comments submitted in response to this notice. All comments will be filed in the official case file for review by the commissioners.

To submit your comments in writing:

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

Office of the Public Counsel  
P.O. Box 2230  
Jefferson City, MO 65102  
Phone: 866-922-2959  
Fax: 573-751-1847  
E-Mail: [mopco@opc.mo.gov](mailto:mopco@opc.mo.gov)

To submit your comments via the Commission's website:

1. Go to <http://www.psc.mo.gov>
2. Click on the "Submit Comments" box under the "How Do I..." heading on the right top of the page.
3. From this page, click on the "submit comment" link found under "Submit Comments in Writing" and
4. Fill out and submit the Public Comments form, including the case number shown above. If you want to attach a document, before clicking the "Submit" button, click the "Attach" button. There are instructions on that page for attaching the document and returning to the previous screen.
5. Click the "Submit" button at the bottom of the page.

Lastly, please be advised that all currently available information regarding the Elm Hills' rate increase request can be found Public Service Commission's website.

1. Go to <http://www.psc.mo.gov>.
2. In the menu column on the right side of the page click on "Access EFIS."
3. Scroll down to "View Information on a Specific Case" and click on the "Docket Sheet" link.
4. From the Docket Sheet page, enter WR-2020-0275 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).
5. To view a particular document, click on the item number in the left column.
6. A second window will open. Click on the document link to view the document.

If you have any questions about this notice, please call (314) 380-8544.

Sincerely,

Josiah Cox  
President  
Elm Hills Utility Operating Company, Inc.

## Rate Comparison Table

Type of Charge	Service Area	Current Rates	Proposed Rates	Proposed Amount of Rate Change
Total Monthly Sewer Bill	Missouri Utilities	\$ 19.21	\$ 113.16	\$ 93.95
Total Monthly Sewer Bill	State Park Village	\$ 45.00	\$ 113.16	\$ 68.16
Total Monthly Sewer Bill	Rainbow Acres	\$ 15.00	\$ 113.16	\$ 98.16
Total Monthly Sewer Bill	Twin Oaks	\$ 140.00	\$ 113.16	\$ (26.84)
Total Monthly Water Bill - Mobile Homes	Elm Hills	\$ 6.34	\$ 88.70	\$ 82.36
Total Monthly Water Bill - Single Family	Elm Hills	\$ 7.92	\$ 88.70	\$ 80.78
Total Monthly Water Bill - Commercial	Elm Hills	\$ 14.24	\$ 88.70	\$ 74.46