

## SECOND CUSTOMER NOTICE

October 7, 2010

Dear Customer:

On April 30, 2010, Raytown 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 \$471,205.

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 \$344,163 in the Company's annual water operating revenues is warranted, and that certain changes to the Company's 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 6,000 gallons of water.

The Office of the Public Counsel (OPC), 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 OPC 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 recent service-related problems, should contact the Commission Staff and/or the OPC **by October 27, 2010**. 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-2010-0304.

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 "Submit Comments" box on the right side of the page; (3) From this page, click on the "Public Comment" link found under Submit Public Comments, (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 OPC 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-2010-0304 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 816-356-0333 X107.

Sincerely,



Neal Clevenger  
President/General Manager

Type of Charge	Current Rates	Proposed Rates
Monthly Minimum Charge	\$ 7.86	\$ 8.82
Usage per 1,000 gallons	\$ 4.94	\$ 5.54
Total Monthly Bill (at 6,000 gallons usage)	\$37.50	\$42.06

## + Congratulations!

Your postage statement has been submitted to the Post Office in **KANSAS CITY , MO 64108-9998**.

Mailing Group ID: **86487972**  
Permit Holder: **RAYTOWN WATER COMPANY**  
Permit Type: **PI**  
Permit Number: **2566**  
Postage Statement ID: **96951664**

Container Info:      1' MM      2' MM      2'      Flat  
Trays: 3      Trays:      EMM 4      Trays:      Sacks:      Pallets:      Other:

Mail Class: **First-Class Mail**  
Processing Category: **Letters (may include Cards)**

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Customer Reference ID: **billing 44-66 w/second notice inserts**

Weight of Single Piece: **0.0438 lbs.**  
Total Weight: **69.5188 lbs.**  
Total Pieces: **1,589 pcs.**

Part A Postage: **\$ 537.4380**

Total Postage: **\$ 537.4400**

This postage statement was submitted on Sep 28, 2010 01:23 PM (Central Standard Time).

Please note your Mailing Group ID (86487972) and have it available when you bring your mailing to the participating Post Office.

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Print

\*\* ZIP TOTALS \*\*

06238	1
22182	1
43218	1
45248	1
46074	1
47715	1
55312	1
63011	1
63134	1
63141	4
63146	1
63385	1
64011	1
64013	4
64014	1
64030	2
64040	1
64050	2
64052	1
64055	685
64057	2
64060	2
64064	4
64068	1
64081	4
64082	3
64086	5
64111	1
64112	1
64117	1
64118	2
64131	1
64133	795
64138	33
64141	2
64724	1
64730	1
65078	1
65079	1
65807	1
66062	1
66105	1
66208	1
66211	2
66212	1
66216	1
66223	2
66762	1
66967	1
75039	1
75229	1
77094	1
95973	1

TOTAL BILLS 1589


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## Manage Mailing Activity

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## Postage Statement

First-Class Mail - Permit Imprint ▶ Confirmation

Please verify the information below.

If you need to make any changes press the *Back* button.Press **Submit** at the bottom of this page to submit the information you have entered.**Planned**

Post Office: Note Mail Arrival Time

United States Postal Service

## First-Class Mail - Permit Imprint

Summary -

## Mailer Information

Permit Holder	Mailing Agent	Org. For Which Mailing Is Prepared
Permit Number: 2566 Name: RAYTOWN WATER COMPANY Contact Name: LESLIE SMART Street Address: 9820 E 63RD ST P.O. Box: City: RAYTOWN State: MO ZIP Code: 64133 - 5081 Country: Telephone Number: (816) 356 - 0333 E-mail Address: Customer billing 44-66 w/second notice Reference ID: inserts Dun and Bradstreet No.: 030702757		

## Mailing Information

Post Office Of Mailing: KANSAS CITY , MO 64108-9998	Mailing Date: 09/28/2010
Permit Number: 2566	Statement Sequence No.:
Permit Type: Permit Imprint	Repositionable Notes: No
Processing Category: Letters (may include Cards)	Federal Agency Cost Code:
Weight of a Single Piece: 0.0438 lbs.	Total Pieces: 1,589 pcs.
Mail enclosed in another Class:	DAL Pieces:
If sacked, based on:	Total Weight: 69.5188 lbs.
Sequencing Date:	Address Matching Date - Automation Pieces: 09/24/2010
Address Matching Date - Carrier Route Pieces:	Delivery Statistics Files Date:
Move Update Method: Ancillary Service Endorsement	

No of Containers:: 1' MM 3 Trays:	2' MM Trays:	2' EMM 4 Trays:	Flat Trays:	Sacks:	Pallets:	Other:
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Comments:

## Section Summary Information

Part	Type	Pieces	Postage
A	Automation Prices	1,589	\$ 537.4380

For Extra Services and Other Fees  
 Postmaster: Report total postage in **AIC 121**  
 USPS Use Only: Additional Postage Payment (state reason)  
 Postmaster: Report total postage in **AIC 121** Total Adjusted Postage (add additional postage to total postage) **\$ 537.44**

Total From All Parts \$ 537.438  
 Total From Attached Form 3540-S N/A  
**Total Postage: \$ 537.44**

**Mailing Details**

## Part A : Automation Prices

Line Number	Title	Description	Price	Quantity	Postage
A5	5-Digit	Letters	0.335	1480 pcs.	\$ 495.8000
A8	Mixed AADC	Letters	0.382	109 pcs.	\$ 41.6380
Part A Postage:					\$ 537.4380
<b>Total Postage From All Parts:</b>					<b>\$ 537.4380</b>

For Extra Services and Other Fees

Total From Attached Form 3540-S N/A

**Certification Statement**

By clicking on the **"Submit"** button, the mailer hereby certifies that all information furnished within this submission is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation.

The mailer further certifies, if the mailing is claiming a nonprofit price, that: (1) the mailing complies with DMM 300 700.1.0; (2) the income derived from the sale of any products or services advertised in the mailing is not subject to the Unrelated Business Income Tax (UBIT) and any products and services advertised are substantially related to the nonprofit organization's authorized purpose within the meaning of 39 U.S.C. § 3626(j)(1)(D)(ii)(I) and 26 U.S.C. § 513(A); (3) the mailing, if made by a voting registration official, is required or authorized by the National Voter Registration Act of 1993; and (4) it will agree to pay, subject to appeal, any revenue deficiencies assessed on this mailing.

If an agent submits this form, the agent certifies that he or she is authorized to submit on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control.

I understand that anyone who furnishes false or misleading information in this submission or who omits information requested on this online form may be subject to criminal and/or civil penalties, including fines and imprisonment.

For information regarding our Privacy Policy visit [www.usps.com](http://www.usps.com).

**Signature**

\* Name of the agent or permit holder who will be submitting this postage statement.  
 (Both principal and agent are liable for any postage deficiency incurred.)

CHIKI THOMPSON

\* Agent or permit holder's telephone number.

( 816 ) 356 - 0333  
 Extension 103

Press **Submit** to submit the information you have entered only after reading and agreeing to the **Certification Statement**.

&lt; Back

Abandon

Submit &gt;

Click **Back** to return to the previous page.

Click **Abandon** to abandon this transaction without saving.

Click **Submit** to submit this information to PostalOne!

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## Postage Statement

First-Class Mail - Permit Imprint ▶ Postage Statement Submitted

## ▶ Congratulations!

Your postage statement has been submitted to the Post Office in **KANSAS CITY , MO 64108-9998**.

Mailing Group ID: **86852190**Permit Holder: **RAYTOWN WATER COMPANY**Permit Type: **PI**Permit Number: **2566**Postage Statement ID: **97632221**

Container Info:	1' MM Trays: 3	2' MM Trays:	2' EMM 4 Trays:	Flat Trays:	Sacks:	Pallets:	Other:
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Mail Class: **First-Class Mail**Processing Category: **Letters (may include Cards)**Customer Reference ID: **Bills 1-15 Oct**Weight of Single Piece: **0.0313 lbs.**Total Weight: **50.4375 lbs.**Total Pieces: **1,614 pcs.**Part A Postage: **\$ 547.1290**Total Postage: **\$ 547.1300**

This postage statement was submitted on Oct 07, 2010 11:19 AM (Central Standard Time).

Please note your Mailing Group ID (86852190) and have it available when you bring your mailing to the participating Post Office.

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## Postage Statement

## First-Class Mail - Permit Imprint ▶ Confirmation

Please verify the information below.

If you need to make any changes press the *Back* button.Press **Submit** at the bottom of this page to submit the information you have entered.

## Planned

Post Office: Note Mail Arrival Time

United States Postal Service

## First-Class Mail - Permit Imprint

Summary -

Mailer Information			
Permit Holder	Mailing Agent	Org. For Which Mailing Is Prepared	
Permit Number: 2566			
Name: RAYTOWN WATER COMPANY			
Contact Name: LESLIE SMART			
Street Address: 9820 E 63RD ST			
P.O. Box:			
City: RAYTOWN			
State: MO			
ZIP Code: 64133 - 5081			
Country:			
Telephone Number: (816) 356 - 0333			
E-mail Address:			
Customer Reference ID: Bills 1-15 Oct			
Dun and Bradstreet No.: 030702757			

  

Mailing Information			
Post Office Of Mailing: KANSAS CITY , MO 64108-9998	Mailing Date: 10/07/2010		
Permit Number: 2566	Statement Sequence No.:		
Permit Type: Permit Imprint	Repositionable Notes: No		
Processing Category: Letters (may include Cards)	Federal Agency Cost Code:		
Weight of a Single Piece: 0.0313 lbs.	Total Pieces: 1,614 pcs.		
Mail enclosed in another Class:	DAL Pieces:		
If sacked, based on:	Total Weight: 50.4375 lbs.		
Sequencing Date:	Address Matching Date - Automation Pieces: 10/07/2010		
Address Matching Date - Carrier Route Pieces:	Delivery Statistics Files Date:		
Move Update Method: Ancillary Service Endorsement			

  

No of Containers: 1' MM 3	2' MM Trays:	2' EMM 4	Flat Trays:	Sacks:	Pallets:	Other:
Comments:						

Section Summary Information			
Part	Type	Pieces	Postage
A	Automation Prices	1,614	\$ 547.1290



For Extra Services and Other Fees

Postmaster: Report total postage in **AIC 121**USPS Use Only: Additional Postage Payment (*state reason*)Postmaster: Report total postage in **AIC 121**Total Adjusted Postage (*add additional postage to total postage*) **\$ 547.13**

Total From All Parts \$ 547.129

Total From Attached Form 3540-S N/A

**Total Postage: \$ 547.13****Mailing Details**

Part A : Automation Prices

Line Number	Title	Description	Price	Quantity	Postage
A5	5-Digit	Letters	0.335	1477 pcs.	\$ 494.7950
A8	Mixed AADC	Letters	0.382	137 pcs.	\$ 52.3340

Part A Postage: \$ 547.1290

**Total Postage From All Parts: \$ 547.1290**

For Extra Services and Other Fees

Total From Attached Form 3540-S N/A

**Certification Statement**

By clicking on the **"Submit"** button, the mailer hereby certifies that all information furnished within this submission is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation.

The mailer further certifies, if the mailing is claiming a nonprofit price, that: (1) the mailing complies with DMM 300 700.1.0; (2) the income derived from the sale of any products or services advertised in the mailing is not subject to the Unrelated Business Income Tax (UBIT) and any products and services advertised are substantially related to the nonprofit organization's authorized purpose within the meaning of 39 U.S.C. § 3626(j)(1)(D)(ii)(I) and 26 U.S.C. § 513(A); (3) the mailing, if made by a voting registration official, is required or authorized by the National Voter Registration Act of 1993; and (4) it will agree to pay, subject to appeal, any revenue deficiencies assessed on this mailing.

If an agent submits this form, the agent certifies that he or she is authorized to submit on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control.

I understand that anyone who furnishes false or misleading information in this submission or who omits information requested on this online form may be subject to criminal and/or civil penalties, including fines and imprisonment.

For information regarding our Privacy Policy visit [www.usps.com](http://www.usps.com).**Signature**

\* Name of the agent or permit holder who will be submitting this postage statement.

CHIKI THOMPSON

*(Both principal and agent are liable for any postage deficiency incurred.)*

\* Agent or permit holder's telephone number.

( 816 ) 356 - 0333  
Extension 103

**\*\*\* Warning \*\*\*****The condition(s) below may need to be corrected before your mailing is accepted.**

- o Permit Imprint Account Number 2566 has an insufficient balance to cover the postage.

Press **Submit** to submit the information you have entered only after reading and agreeing to the **Certification Statement**.

[< Back](#)[Abandon](#)[Submit >](#)

Click **Back** to return to the previous page.

Click **Abandon** to abandon this transaction without saving.

Click **Submit** to submit this information to PostalOne!

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\*\* ZIP TOTALS \*\*

33141	1
43218	1
49534	1
50631	1
50642	1
53304	1
53376	1
53501	1
54016	1
54030	12
54034	1
54050	2
54052	1
54055	8
54057	2
54060	1
54063	2
54064	7
54068	1
54075	1
54081	2
54082	2
54083	2
54086	2
54089	1
54108	3
54111	1
54112	1
54114	1
54116	1
54118	1
54127	1
54129	12
54130	2
54131	1
54133	1477
54134	2
54137	4
54138	13
4139	1
4145	2
4154	1
4601	1
4740	1
5020	1
5109	1
5326	1
5355	1
5584	1
5712	1
5807	1
6006	1
6012	1
6061	1
6062	1
6203	2
6213	1
6218	1
6223	4
6224	1
6225	1
8164	2
2156	1

74101	2
77064	1
84119	1
84790	1
90806	1
99210	2

TOTAL BILLS	1614
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► **Congratulations!**

Your postage statement has been submitted to the Post Office in **KANSAS CITY , MO 64108-9998**.

Mailing Group ID: **86610337**  
Permit Holder: **RAYTOWN WATER COMPANY**  
Permit Type: **PI**  
Permit Number: **2566**  
Postage Statement ID: **97207554**

Container Info:      1' MM      2' MM      2'      Flat  
                             Trays: 4      Trays:      EMM 6      Trays:      Sacks:      Pallets:      Other:

Mail Class: **First-Class Mail**  
Processing Category: **Letters (may include Cards)**

Customer Reference ID: **16-42 2nd customer rate case ltrs**

Weight of Single Piece: **0.0313 lbs.**  
Total Weight: **97.2500 lbs.**  
Total Pieces: **3,112 pcs.**

Part A Postage: **\$ 1,053.9660**

Total Postage: **\$ 1,053.9700**

This postage statement was submitted on Sep 30, 2010 03:38 PM (Central Standard Time).

Please note your Mailing Group ID (86610337) and have it available when you bring your mailing to the participating Post Office.

**Print**

\*\* ZIP TOTALS \*\*

08875	1
32533	1
40121	1
43218	2
53181	1
58554	1
60510	1
64015	4
64029	2
64034	1
64040	1
64050	2
64052	1
64055	5
64063	1
64064	3
64068	1
64081	1
64082	1
64083	2
64086	3
64110	1
64111	25
64112	23
64113	1
64114	4
64116	2
64129	1
64131	1
64133	1376
64134	3
64138	8
64139	1
64141	1
64151	1
64157	1
64501	1
64601	1
64633	1
64767	1
64836	1
5714	1
6018	1
6062	1
6102	1
6203	1
6204	1
6209	1
6210	1
6213	2
5227	1
1909	1
2956	1
3664	1
3745	1
0124	1
3387	2
0211	1
0210	1

TOTAL BILLS 1510

\*\* ZIP TOTALS \*\*

27526	1
30091	1
30253	1
37919	1
40232	2
43218	5
46228	1
48326	1
55416	1
60022	1
61834	1
63021	1
63043	1
63045	1
63304	1
64029	2
64030	2
64037	1
64050	1
64052	3
64055	6
64056	3
64063	4
64064	18
64075	2
64078	1
64081	3
64082	2
64083	4
64086	2
64106	1
64108	2
64111	6
64113	1
64114	1
64119	1
64131	1
64133	1393
64134	3
64138	123
64139	1
64141	1
64145	1
64158	1
64429	1
64701	1
64734	1
64742	1
65584	1
65809	1
66061	1
6085	1
6205	2
6207	1
6208	1
6209	1
6210	1
6212	1
6213	1
6225	1
6534	1
7211	1

68112	1
73712	1
74133	1
74135	1
75222	1
80631	1
94117	1
94901	1
99210	5

TOTAL BILLS	1642
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$$\begin{array}{r}
 - 36 \\
 - 4 \\
 \hline
 1602
 \end{array}$$

641 - 36  
640 - 4