

Small Utility Rate Case Timeline

MO PSC Case No. WR-2011-0037

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|--|--------------------------------------|
| Utility Name & Contact Info | Tri-States Utility Inc. |
| Contact Person | Cece Garceau |
| Mailing Address | 302 Terrace Road Branson MO 65616 |
| Phone Contact (land line) | (417) 334-4189 |
| Phone Contact (mobile) | |
| Fax Contact | (417) 336-6502 |
| E-Mail Address | |
| Date Case Opened | August 13, 2010 |
| Agreement Filing Due Date | January 10, 2011 |
| 9-Month Deadline | May 13, 2011 |
| 11-Month Deadline | Juy 13, 2011 |

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 | 08/13/10 | N/A | Request Letter Filed and Case Opened (agreement filing due date calculated from this date) | Utility | 3 | |
| 5 | 08/18/10 | 08/18/10 | Compliance with Section 4 of Rule Confirmed (case can be dismissed in case of non-compliance) | Case Coordinator | 4 | |
| 7 | 08/20/10 | 08/20/10 | Case Activities Timeline Filed in Case File | Case Coordinator | 5 | |
| 10 | 08/23/10 | 08/23/10 | 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 | 09/02/10 | 09/02/10 | Requests for Information Needed for Audit Communicated to Utility by Assigned Staff (if done in writing, copies also sent to OPC) | Assigned Staff | | |
| 30 | 09/12/10 | 09/13/10 | Initial Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 7 | |
| 40 | 09/22/10 | 09/22/10 | 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 | 10/02/10 | 10/04/10 | Follow-Up Requests for Information Communicated to Utility by Assigned Staff (if done in writing, copies also sent to OPC) | Assigned Staff | | |
| 60 | 10/12/10 | 10/12/10 | End of Response Period for Initial Customer Notice | N/A | 7 | |
| 70 | 10/22/10 | 10/22/10 | 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 | 10/27/10 | 10/27/10 | 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 | | |
| | | | Continued Compliance with Section 4 of Rule Confirmed (case can be dismissed in case of non-compliance) | Case Coordinator | | 4 |
| | | | 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 | 11/01/10 | 11/01/10 | Basic Audit/Investigation Work Completed | Assigned Staff | |
| 85 | 11/06/10 | 11/08/10 | Initial Audit/Investigation Reports Completed and Provided to Case Coordinator | Assigned Staff | |
| 90 | 11/11/10 | 11/12/10 | Overview of Staff's Initial Audit/Investigation Results Provided to the Utility & OPC | Case Coordinator | 9 |
| 100 | 11/21/10 | 11/22/10 | Utility & OPC Submit Responses Regarding Staff's Case Overview to Case Coordinator (errors/omissions 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 | |
| 120 | 12/11/10 | 12/13/10 | Staff's Settlement Proposal Packet Sent to Utility & OPC and Arrangements Made for Conference Call or Meeting to Discuss the Proposal | Case Coordinator | 10 |
| 130 | 12/21/10 | 12/21/10 | Conference Call or Meeting Held with Utility & OPC to Discuss Staff's Settlement Proposal | Utility, OPC & Staff | |
| 135 | 12/26/10 | 12/27/10 | 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 | |
| | | | Utility Must Respond OR Agree to Extension of Agreement Filing Due Date OR Staff May File Motion to Dismiss Case | Utility; Case Coordinator | 4 |
| 140 | 12/31/10 | 12/31/10 | 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 | |
| | | | Continued Compliance with Section 4 of Rule Confirmed (case can be dismissed in case of non-compliance) | Case Coordinator | 4 |
| 145 | 01/05/11 | 01/05/11 | Signed Disposition Agreement Returned to Staff | Utility; OPC (if applicable) | |
| | | | Staff Sends Revised Tariff Sheets and Draft Tariff Filing Transmittal Letter to the Utility | Case Coordinator | |
| 150 | 01/10/11 | 01/10/11 | Staff Files Executed Disposition Agreement | Case Coordinator | 11 |

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 | 01/15/11 | 01/18/11 | Utility Files Necessary Tariff Revisions | Utility | 13 |
| 165 | 01/25/11 | 01/25/11 | 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 | 02/04/11 | 02/04/11 | Order Approving Tariff Revisions Issued | Assigned RLJ | |
| 185 | 02/14/11 | 02/14/11 | Tariff Revisions Effective "On and After" this Date | N/A | 13 |
| 190 | 02/19/11 | 02/21/11 | Draft of Final Customer Notice Sent to Utility & OPC | Case Coordinator | |
| 200 | 03/01/11 | 03/01/11 | Final Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 22 |
| 210 | 03/11/11 | 03/11/11 | Copy of Final Customer Notice Filed in Case File | Case Coordinator | 22 |
| 215 | 03/16/11 | 03/16/11 | 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 | 01/10/11 | 01/10/11 | Draft of Second Customer Notice Sent to Utility & OPC | Case Coordinator | |
| 155 | 01/15/11 | 01/18/11 | Utility Files Necessary Tariff Revisions | Utility | 14 |
| 160 | 01/20/11 | 01/20/11 | Second Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 14 |
| 170 | 01/30/11 | 01/31/11 | Copy of Second Customer Notice Filed in Case File | Case Coordinator | 14 |
| 180 | 02/09/11 | 02/09/11 | End of Response Period for Second Customer Notice | N/A | 14 |
| 187 | 02/16/11 | 02/16/11 | OPC Files Its Position Statement | OPC | 15 |
| 188 | 02/17/11 | 02/17/11 | 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 | 02/19/11 | 02/21/11 | Order Approving Tariff Revisions Issued | Assigned RLJ | |
| 200 | 03/01/11 | 03/01/11 | Tariff Revisions Effective "On and After" this Date | N/A | 14 |
| 205 | 03/06/11 | 03/07/11 | Draft of Final Customer Notice Sent to Utility & OPC | Case Coordinator | |
| 215 | 03/16/11 | 03/16/11 | Final Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 22 |
| 225 | 03/26/11 | 03/28/11 | Copy of Final Customer Notice Filed in Case File | Case Coordinator | 22 |
| 230 | 03/31/11 | 03/31/11 | 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 | 01/10/11 | 01/10/11 | Draft of Second Customer Notice Sent to Utility & OPC | Case Coordinator | |
| 155 | 01/15/11 | 01/18/11 | Utility Files Necessary Tariff Revisions | Utility | 14 |
| 160 | 01/20/11 | 01/20/11 | Second Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 14 |
| 170 | 01/30/11 | 01/31/11 | Copy of Second Customer Notice Filed in Case File | Case Coordinator | 14 |
| 180 | 02/09/11 | 02/09/11 | End of Response Period for Second Customer Notice | N/A | |
| 187 | 02/16/11 | 02/16/11 | OPC Files Request for Local Public Hearing | OPC | 15 |
| 190 | 02/19/11 | 02/21/11 | Order Setting Local Public Hearing and Suspending Tariff Revisions Issued | Assigned RLJ | |
| 195 | 02/24/11 | 02/24/11 | Draft of LPH Customer Notice Sent to Utility & OPC | Case Coordinator | |
| 200 | 03/01/11 | 03/01/11 | Notice of Local Public Hearing Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 18 |
| 210 | 03/11/11 | 03/11/11 | Copy of LPH Customer Notice Filed in Case File | Case Coordinator | 18 |
| 215 | 03/16/11 | 03/16/11 | Local Public Hearing Held | Assigned RLJ | |
| 222 | 03/23/11 | 03/23/11 | 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) 5 WORKING DAYS | Case Coordinator | 19 |
| 229 | 03/30/11 | 03/30/11 | OPC Files Its Position Statement** 10 WORKING DAYS | OPC | 19 |
| 230 | 03/31/11 | 03/31/11 | 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 | 04/05/11 | 04/05/11 | Order Approving Tariff Revisions Issued | Assigned RLJ | |
| 245 | 04/15/11 | 04/15/11 | Tariff Revisions Effective "On and After" this Date | N/A | 14 |
| 250 | 04/20/11 | 04/20/11 | Draft of Final Customer Notice Sent to Utility & OPC | Case Coordinator | |
| 260 | 04/30/11 | 05/02/11 | Final Customer Notice Mailed to Customers (copy sent to Case Coordinator for filing in case file) | Utility | 22 |
| 270 | 05/10/11 | 05/10/11 | Copy of Final Customer Notice Filed in Case File | Case Coordinator | 22 |
| 275 | 05/15/11 | 05/16/11 | Notice Closing Case Issued | Assigned RLJ | |