

## **INITIAL CUSTOMER NOTICE**

January 22, 2024

Dear Customer:

On January 2, 2024, United Services, Inc. (Company) submitted a request to the Missouri Public Service Commission (Commission) for an increase in its annual sewer operating revenues. The reason for the requested increase is to cover increases in expenses and/or investments in the Company's facilities.

The Company was required to initiate this review by Commission Order. At this time the amount of any increase to your rates has not been determined. Under the Commission's Staff Assisted Rate Case Procedure for small companies, the Commission's staff will conduct an audit of the Company's books to determine whether the Commission's Staff supports a rate increase, and if so, by what amount. Following this review the Commission will determine what it believes to be just and reasonable rates.

Pursuant to the Commission's Staff Assisted Rate Case Procedure, the Commission will hold a local public hearing regarding proposed changes to the customer rates and charges of the Company. The purpose of this virtual hearing is to receive customer comments about the proposed changes to the Company's rates and charges, and to bring service-related problems to the Commission's attention.

**The hearing will take place on Feb 20, 2024. It will begin at 6:00 p.m. with an informal question-and-answer session where representatives of the Company, the Commission's Staff, and the Office of Public Counsel will be available for questions. At the conclusion of the question-and-answer session when the Commission starts the hearing anyone may offer evidence by appearing, testifying, and/or providing documents to the Commission for it to consider.**

To facilitate an orderly presentation that can be preserved for the record, members of the public who wish to participate in the hearing are requested to sign-up by sending their first and last names, phone numbers, and e-mail addresses to [watersewercomments@psc.mo.gov](mailto:watersewercomments@psc.mo.gov), or by calling 800-392-4211 by 5:00 p.m. the day before the hearing. When signing up, please reference File No. WR-2024-0206.

To attend the hearing by telephone, at the time of the hearing call toll free 1-855-718-6621, listen to the prompt and enter the meeting number 2631 984 8760, followed by # (pound/hashtag symbol). If prompted for a password, enter 0206. If on a telephone, press the star key (\*) and the number 6 to mute and unmute. To attend the hearing by internet, visit the website at [www.webex.com](http://www.webex.com) or download the Cisco WebEx Meetings application. At hearing time, enter the meeting number 2631 984 8760. The password is 0206. To attend by video/internet, visit the website at [www.webex.com](http://www.webex.com) or download the Cisco WebEx Meetings application. At the hearing time, enter the corresponding access code and password listed above.

Any person who needs additional accommodations to participate in the hearing should call the Commission's Hotline at 1-800-392-4211 (voice) or TDD Hotline at 1-800-829-7541 before the hearing. A live audio web stream will be available on the Commission's website, [www.psc.mo.gov](http://www.psc.mo.gov), during the hearing. Those who do not intend to participate in the hearing, but would like to hear the information presented may listen via the web stream.

You may also submit comments to the Commission via mail, telephone, or the Commission's Website. To provide comments by mail, telephone, or the Commission's Website regarding the Company's revenue increase request, the proposed rates, or its quality of service, please contact the Commission Staff and/or the Office of the Public Counsel (Public Counsel) **within 30 days of the date shown on this notice**. Your comments should include a reference to case number SR-2024-0206. The Commission Staff and the Public Counsel will review all customer comments submitted in response to this notice.

To submit your comments by mail or by telephone:

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: 573-751-5562  
E-Mail: [opcservice@opc.mo.gov](mailto:opcservice@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" link under the "How Do I..." heading on the right top of the page.
- (3) From this page click on the "Submit comments" link found under "Submit Comments in Writing."
- (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 Company's rate increase request may be obtained via the Public Service Commission's Website as follows. Please also note that this information will be updated as the case moves forward.

- \* Go to <http://www.psc.mo.gov>.
- \* Click on "Access EFIS" link under the "How Do I..." heading on the right top of the page.
- \* Under the "View Information on a Specific Case" heading, click on the "Docket Sheet" link.
- \* From the Docket Sheet page, enter SR-2024-0206 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 any questions about this notice, or about anything else with which I may be of assistance, please feel free to contact me.

Sincerely,

Zachery Morgan  
800-748-1488