

INITIAL CUSTOMER NOTICE

August 1, 2013

Dear Customer:

On June 26, 2013, Roy-L Utilities, Inc. submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission. The reason for the increases are to cover increases in expenses in the Lagoon and Pump House. Expenses at the Lagoon consist of a mandated order from DNR to install a chlorinator and de-chlorinator system. Expenses at the Pump House consist of adding on to the existing building, protecting the concrete top over the reserve tank, update the pressure tank and the electric.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual sewer operating revenues of \$10,378 (approximately 150.8%) and an increase in its annual water operating revenues of \$8,072 (approximately 47.9%), respectively. At the end of this notice is a table that compares the Company's current residential customer rates and the proposed residential rates.

To provide comments regarding the Company's revenue increase request, or comments regarding service-related problems, please contact the Commission Staff and/or the Office of the Public Counsel (Public Counsel) ***within 30 days of the date of this notice***. Your comments should include a reference to case numbers WR-2013-0543 and SR-2013-0544. The 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: 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

To submit your comments via the Commission's Website:

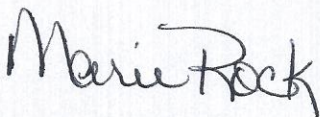
- (1) Go to <http://www.psc.mo.gov>;
- (2) Click on the box on the lower middle of the page entitled "Comments: How to Make Your Voice Heard".
- (3) From this page click on the "submit comment" link found under "Submit Comments in Writing"; and
- (4) Fill out and submit the Public Comments form, including 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.

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 at (636) 358-6150.

Sincerely,

Marie Rock

Secretary of Roy L Utilities, Inc.



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August 1, 2013

Dear Customer:

Water

Type of Charge	Current Rates	Proposed Rates	Proposed Amount of Rate Change
Full-time Customer	\$28.23	\$41.75	\$13.52
Part-time Customer	\$21.78	\$32.21	\$10.43

Sewer

Type of Charge	Current Rates	Proposed Rates	Proposed Amount of Rate Change
Full-time Customer	\$10.82	\$27.14	\$16.32
Part-time Customer	\$9.78	\$24.53	\$14.75

To submit your comments via the Commission's Website:

(1) Go to <http://www.escmo.gov>;

(2) Click on the box on the lower middle of the page entitled "Comments: How to Make Your Voice Heard";

(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.

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 at (435) 338-6130.

Sincerely,

Maria Rock
Secretary of Roy L. Utilities, Inc.