

January 24, 2013

Jim Russo, Director of Utilities  
Missouri Public Service Commission  
200 Madison Street  
Jefferson City, MO 65102

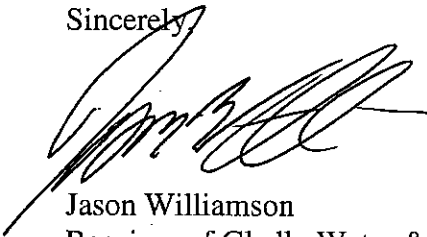
Subject: Gladlo Water & Sewer Company – initial customer notice

Mr. Russo,

This letter is to verify that as required, Gladlo Water & Sewer Company send the attached notice to all customers within its service territory. The notice was sent on December 21, 2012.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jason Williamson', is written over the word 'Sincerely,'.

Jason Williamson  
Receiver of Gladlo Water & Sewer Company  
c/o Heartland Utilities  
P.O. Box 200595  
Denver, CO 80220  
Phone (866)610-7211

## INITIAL CUSTOMER NOTICE

December 21, 2012

Dear Customer:

On November 2, 2012, Gladlo Water & Sewer Company, Inc., (Company) submitted a request for increases in its annual water and sewer operating revenues to the Missouri Public Service Commission (Commission). The reasons for the increases are significant repairs and multiple replacements to the water well pumping equipment, upgrade of electrical controls, tear down and replacement of well pump house, major sewer line repairs, purchase of additional lab testing equipment, and addition of cleanouts to the sewer discharge piping.

By its request, the Company is seeking changes to its customer rates intended to generate an increase in its annual water operating revenues of \$9,186 (approximately 49.03%) and an increase in its annual sewer operating revenues of \$5,281 (approximately 37.19%) respectively. At the end of this notice is a table that compares the Company's current residential customers' rates and the proposed residential customers' 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-2013-0259 and SR-2013-0258. 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](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:

- (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 when you are finished.

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 (866) 610-7211.

Sincerely,



Jason Williamson

Receiver of Gladlo Water & Sewer Company, Inc.

<b><u>Type of Charge</u></b>	<b><u>Current Rates</u></b>	<b><u>Proposed Rates</u></b>	<b><u>Proposed Amount of Rate Change</u></b>
Monthly Minimum Water Charge (includes 1,000 gallons)	\$8.28	\$12.34	\$4.06
Usage over 1,000 gallons (per 1,000 gallons)	\$3.13	\$4.66	\$1.53
Total Monthly Water Bill using 6,000 gallons	\$23.93	\$35.64	\$11.71
Monthly Sewer Service Charge	\$18.42	\$25.27	\$6.85