

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Application of Osage            )  
Utility Operating Company, Inc. to Acquire        )  
Certain Water and Sewer Assets and for a         )  
Certificate Of Convenience and Necessity         )         **File No. WA-2019-0185**

**NOTICE CONCERNING CUSTOMER COMMUNICATIONS AND BILLING**

**COMES NOW** Osage Utility Operating Company, Inc. (“OUOC” or “Company”), and for its *Notice Concerning Customer Communications and Billing* respectfully states as follows to the Missouri Public Service Commission (“Commission”):

1. On April 8, 2020, the Commission issued its *Report and Order* in this case. Among other things, the *Report and Order* requires OUOC to “file notice in this case once Staff’s recommendations regarding customer communications and billing, listed above, have been completed.”<sup>1</sup>

2. The customer communications and billing recommendations are as follows:

12. Osage Utility Operating Company, Inc. shall distribute to all customers an informational brochure detailing the rights and responsibilities of the utility and its customers regarding its water service, consistent with the requirements of Commission Rule 20 CSR 4240-13, within thirty days after the effective date of this order.<sup>2</sup>

15. Osage Utility Operating Company, Inc. shall provide adequate training for the correct application of rates and rules to all customer service representatives, including those employed by contractors, prior to the customers receiving their first bill from Osage Utility Operating Company, Inc.

16. Osage Utility Operating Company, Inc. shall provide to the Customer

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<sup>1</sup> *Report and Order*. p. 42, para. 17.

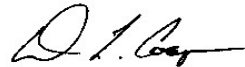
<sup>2</sup> This transaction was not closed until June 19, 2020. However, the distribution was made June 11, 2020.

Experience Department Staff of the Commission a sample of ten billing statements of bills issued to Osage Water Company customers within thirty days of such billing.

3. In compliance with the Commission's *Report and Order*, OUOC hereby provides notice to the Commission that it has completed items 12, 15 and 16 identified above.

**WHEREFORE**, OUOC respectfully submits this *Notice Concerning Customer Communications and Billing* to the Commission.

Respectfully submitted,



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**ATTORNEYS FOR OSAGE  
UTILITY OPERATING COMPANY, INC.**

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served by electronic mail on all counsel of record this 18<sup>th</sup> day of August 2020.



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