

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office in  
Jefferson City on the 25th day  
of July, 2008.

In the matter of Aqua Missouri, Inc.'s Request for an	)	
Increase in Rates for Water Service Pursuant to the	)	<b><u>Case No. WR-2008-0266</u></b>
Commission's Small Company Rate Increase	)	
Procedure.	)	

In the Matter of Aqua Missouri, Inc.'s Request for an	)	
Increase in Rates for Sewer Service Pursuant to the	)	<b><u>Case No. SR-2008-0267</u></b>
Commission's Small Company Rate Increase	)	
Procedure.	)	

In the Matter of Aqua Missouri, Inc.'s Request for an	)	
Increase in Rates for Sewer Service Pursuant to the	)	<b><u>Case No. SR-2008-0268</u></b>
Commission's Small Company Rate Increase	)	
Procedure.	)	

In the Matter of Aqua Missouri, Inc.'s Request for an	)	
Increase in Rates for Water Service Pursuant to the	)	<b><u>Case No. WR-2008-0269</u></b>
Commission's Small Company Rate Increase	)	
Procedure.	)	

**SECOND ORDER SETTING ADDITIONAL  
PUBLIC COMMENT HEARING AND DIRECTING  
FURTHER STAFF INVESTIGATION AND REPORT**

Issue Date: July 25, 2008

Effective Date: July 25, 2008

Six public comment hearings have been held in these cases in Reeds Spring, Shell Knob, Republic, Sedalia, Jefferson City, and Warsaw, Missouri; however, on July 14, 2008, the Office of the Public Counsel requested that the Commission set an additional public hearing in order to hear any comments from customers who may not have gotten notice of the previously scheduled comment hearings. In addition, Public Counsel requests

that the Staff of the Missouri Public Service Commission conduct a further investigation in the case to determine an accurate customer count and whether a variance in the number of customers will affect Staff's recommendation in the rate cases. Public Counsel based its need for an additional public hearing on the facts alleged in a complaint filed by residents living in the Vanloo Estates subdivision in Jefferson City, Missouri, and on comments at the local public hearings that some customers of Aqua Missouri, Inc., were not being billed.

Staff responded on July 23, 2008. Staff indicated in its response that in the disposition agreement Staff and Aqua Missouri agreed to conduct a physical audit of the company's sewer systems in the Jefferson City area, to be completed by November 30, 2008. The agreement further stated that the agreed-to rates would be interim, subject to refund, until verified that the customer count was within 40 of the number used by Staff in its rate design calculations in the Jefferson City area. Staff further indicated that per discussions with the company, a physical audit could begin on July 29, 2008, and Staff estimated that it would need five days to complete the customer audit. Staff also concurred with Public Counsel that recently discovered customers would need sufficient notice to attend a local public hearing.

Having considered the requests, the Commission concludes that an additional public comment hearing in Jefferson City, Missouri, shall be scheduled. The Commission also determines that its Staff should conduct the additional investigation as requested by Public Counsel. Staff shall investigate the comments made at the local public hearings, if it has not already done so, and conduct a physical customer audit of the Jefferson City service areas. In addition, Staff shall submit a report stating the customer counts for each service area of Aqua Missouri. Also, in its report, Staff should indicate any variance in the

customer counts since Staff's previous rate design calculations and whether any such variance would materially alter the calculations.

The Commission previously reserved August 6, 2008, as the date for an additional local public hearing; however, in order to give all customers an opportunity to comment and to receive notice of the hearing, the Commission will reserve a different date for that hearing. At the hearing, the Staff of the Commission shall hold an informal question-and-answer session beginning at 5:30 p.m.; the hearing shall begin at 6:00 p.m. and shall conclude at 9:00 p.m., or when every person who wishes to testify has done so, whichever is sooner. The Commission's Data Center and Information Office will be directed to provide notice of the hearing. In addition, the Commission will direct Aqua Missouri to provide notice of the public hearing to any newly identified customers of the Vanloo Estates subdivision in Jefferson City, Missouri, and any other newly identified customers throughout its Missouri-service territory.

**IT IS ORDERED THAT:**

1. Not later than August 5, 2008, the Staff of the Missouri Public Service Commission shall: Investigate the comments made at the local public hearings, if such investigation has not already been conducted; conduct a physical customer audit of the Jefferson City service areas of Aqua Missouri, Inc.; and file a report with the Commission concerning the current number of customers of Aqua Missouri, Inc., and whether that number is materially changed from the information used when calculating the company's rate design in these cases.

2. The Commission shall hold a public comment hearing on August 18, 2008, from 6:00 p.m. until 9:00 p.m., or until all persons who wish to testify have done so,

whichever is sooner, at the Public Service Commission's offices in the Governor Office Building, 200 Madison Street, Room 310, Jefferson City, Missouri.

3. No later than ten days prior to the public comment hearing, Aqua Missouri, Inc., shall provide an individual notice to each of its recently identified Missouri customers that were not previously notified of the public comment hearings as set out below.

#### NOTICE

[Company name] has filed revised [or, is planning to file] water/sewer service tariff sheets with the Missouri Public Service Commission (PSC) which would increase customer rates.

A public comment hearing has been set before the PSC as follows:

- August 18, 2008, beginning at 6:00 p.m., at the PSC's offices in the Governor Office Building, 200 Madison Street, Room 310, Jefferson City, MO.

**A question-and-answer session will be held one-half hour before the beginning of the hearing.**

If you wish to make written comments or secure additional information, you may contact the Office of the Public Counsel, Post Office Box 2230, Jefferson City, Missouri 65102, telephone (573) 751-4857.

The building where the hearing will be held meets accessibility standards required by the Americans with Disabilities Act. If a customer needs additional accommodations to participate in the hearing, please call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.


4. This public comment hearing will be held in a facility that meets the accessibility requirements of the Americans with Disabilities Act. Any person who needs additional accommodation to participate in the hearing is asked to call the Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 prior to the hearing.

5. The Data Center of the Missouri Public Service Commission shall serve a copy of this order upon the county commission of Cole County, Missouri.

6. The Public Information Office of the Missouri Public Service Commission shall send a copy of this order to members of the General Assembly and to the media that serve the Jefferson City, Missouri service areas of Aqua Missouri, Inc.

7. This order shall become effective on July 25, 2008.

**BY THE COMMISSION**

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale  
Secretary

( S E A L )

Davis, Chm., Murray, Clayton,  
Jarrett, and Gunn, CC., concur.

Dippell, Deputy Chief Regulatory Law Judge