



CONFLUENCE RIVERS

Utility Operating Company

A CSWR Managed Utility

July 1, 2020

Dear Confluence Rivers Customer:

After implementing professional operations and investing more than \$1,000,000 in improving water and wastewater infrastructure in your community, Confluence Rivers Utility Operating Company (Confluence Rivers) is working to ensure you have access to clean, safe and reliable drinking water and wastewater systems – something that has not been the case for residents in your area for many years.

As a result, in February Confluence Rivers worked with the Missouri Public Service Commission (PSC) and the Office of the Public Council (OPC) to determine revenues that were just and reasonable to recover the Company's cost of service. This resulted in the PSC approving an increase in annual water operating revenues of \$306,355 and an increase in annual sewer operating revenues of \$345,597. This will result in a flat sewer rate of \$72.48 for all Confluence Rivers customers. At the end of this notice is a table directly from the rate case docket that compares the Company's previous rates as well as the rates that were approved to be in effect on April 1, 2020.

As a result of COVID-19, Confluence Rivers has been tirelessly working with the Public Service Commission to ensure that our customers are taken care of during this troubling time. As a Company, we chose to suspend billing related service shutoffs during this time, and we continue to evaluate what is best for our customers. Additionally, we delayed implementation of the rate changes approved for April 2020; the new rates are effective July 1st, 2020. This will be reflected on your bill in August 2020.

These improvements to the systems that carry water to your homes include remote monitoring equipment at each location to assure facilities are closely tracked and work properly at all times; chlorination equipment and analyzers; repair of storage tanks; and new booster pumps. Our improvements to your wastewater facilities include basic system repairs at each location, remote flow monitoring, plant improvements to ensure removal of ammonia, a toxic pollutant, to comply with Missouri Department of Natural Resources and EPA regulations, and structural improvements where needed.

On the reverse side of this letter is a chart that details the change in rate by service type.

If you have any questions regarding these new rates, please contact our Customer Service team at 866-945-3920, or via email support@confluenceriversuoc.com.

Sincerely,

Josiah Cox, President

Confluence Rivers Utility Operating Company, Inc.
WR-2020-0053

Residential Customer Bill Comparison

Customer Charge					
Company	Current Rate	Proposed Rate	Dollar Increase/Decrease	Percent Increase	
Auburn Lake Estates	\$ 37.50	\$ 69.63	\$ 32.13	85.69%	
Calvey Brook Sewer Inc.	\$ 36.36	\$ 69.63	\$ 33.27	91.52%	
Eugene*	\$ 26.00	\$ 42.20	\$ 16.20	62.32%	
Evergreen Lake	\$ 7.71	\$ 42.20	\$ 34.49	447.38%	
Gladlo Water**	\$ 17.25	\$ 42.20	\$ 24.95	144.65%	
Majestic Lakes	\$ 35.00	\$ 69.63	\$ 34.63	98.96%	
Roy-L Part-Time Metered	\$ 29.92	\$ 42.20	\$ 12.28	41.05%	
Roy-L Full-Time Metered	\$ 33.24	\$ 42.20	\$ 8.96	26.96%	
Roy-L Part-Time Unmetered	\$ 32.99	\$ 50.64	\$ 17.65	53.51%	
Roy-L Full-Time Unmetered	\$ 50.16	\$ 69.63	\$ 19.47	38.83%	
Smithview ¹	\$ 5.31	\$ 42.20	\$ 36.89	694.78%	
The Willows***	\$ 5.23	\$ 42.20	\$ 36.97	706.94%	

*Commodity charge includes first 1,999 gallons of usage.

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Commodity Charge					
Company	Current Rate	Proposed Rate	Dollar Increase/Decrease	Percent Increase	
Auburn Lake Estates	\$ -	\$ -	\$ -	-	-
Calvey Brook Sewer Inc.	\$ -	\$ -	\$ -	-	-
Eugene	\$ 6.00	\$ 7.01	\$ 1.01	16.77%	
Evergreen Lake	\$ 2.05	\$ 7.01	\$ 4.96	241.77%	
Gladlo Water	\$ 2.15	\$ 7.01	\$ 4.86	225.88%	
Majestic Lakes	\$ -	\$ -	\$ -	-	-
Roy-L Part-Time Metered	\$ 3.08	\$ 7.01	\$ 3.93	127.48%	
Roy-L Full-Time Metered	\$ 3.08	\$ 7.01	\$ 3.93	127.48%	
Roy-L Part-Time Unmetered	\$ -	\$ -	\$ -	-	-
Roy-L Full-Time Unmetered	\$ -	\$ -	\$ -	-	-
Smithview ¹	\$ 3.36	\$ 7.01	\$ 3.65	108.52%	
The Willows	\$ 1.21	\$ 7.01	\$ 5.80	479.03%	

Total Bill (using 2,300 gallons per month)

Company	Commodity Charge	Customer Charge ²	Total	Current Bill	Dollar Increase/Decrease	Percent Increase
Auburn Lake Estates	\$ -	\$ 69.63	\$ 69.63	\$ 37.50	\$ 32.13	85.69%
Calvey Brook Sewer Inc.	\$ -	\$ 69.63	\$ 69.63	\$ 36.36	\$ 33.27	91.52%
Eugene	\$ 16.11	\$ 42.20	\$ 58.32	\$ 27.81	\$ 30.51	109.73%
Evergreen Lake	\$ 16.11	\$ 42.20	\$ 58.32	\$ 12.43	\$ 45.89	369.36%
Gladlo Water	\$ 16.11	\$ 42.20	\$ 58.32	\$ 20.05	\$ 38.27	190.93%
Majestic Lakes	\$ -	\$ 69.63	\$ 69.63	\$ 35.00	\$ 34.63	98.96%
Roy-L Part-Time Metered	\$ 16.11	\$ 42.20	\$ 58.32	\$ 37.00	\$ 21.31	57.60%
Roy-L Full-Time Metered	\$ 16.11	\$ 42.20	\$ 58.32	\$ 40.32	\$ 17.99	44.62%
Roy-L Part-Time Unmetered	\$ -	\$ 50.64	\$ 50.64	\$ 32.99	\$ 17.65	53.51%
Roy-L Full-Time Unmetered	\$ -	\$ 69.63	\$ 69.63	\$ 50.16	\$ 19.47	38.83%
Smithview ¹	\$ 16.11	\$ 42.20	\$ 58.32	\$ 13.04	\$ 45.28	347.29%
The Willows	\$ 16.11	\$ 42.20	\$ 58.32	\$ 6.80	\$ 51.51	757.23%

¹ Smithview customers with a non functioning meter will be charged a flat-rate of \$71.25. As meters are replaced customers will be billed a customer charge of \$42.20 and a commodity rate of \$7.01 per 1,000 gallons.

² The Customer Charge for all service areas does not include any usage.

Note: Totals and percentages may appear off due to rounding