

INFORMATION SHEET

United Services, Inc. Sewer Rate Increase Request

(Case No. SR-2024-0206)

Introduction: The Missouri Public Service Commission.

The Missouri Public Service Commission regulates investor-owned electric, natural gas, steam, water and sewer companies and has limited authority over telephone providers in the state. The Commission ensures the public has access to safe, reliable and reasonably priced utility service. The Commission must balance the interests of the public – ratepayers – as well as company shareholders. In proceedings before the Commission, rates are set to give the utility company an opportunity – but not a guarantee – to earn a reasonable return on its investment after recovering its prudently incurred expenses.

In addition, the Commission regulates the state’s rural electric cooperatives and municipally-owned natural gas utilities for operational safety. The Commission also oversees service territory issues involving investor-owned electric utilities, rural electric cooperatives and municipally-owned electric utilities as well as those involving privately-owned water utilities, public water supply districts and municipally-owned water districts. Utility services and infrastructure are essential to the economy of Missouri. Virtually every Missouri citizen receives some form of utility service (electric, natural gas, telecommunications, water or sewer) from a company regulated by the Missouri Public Service Commission.

When did United Services, Inc. file its rate request with the Public Service Commission?

United Services, Inc. filed its sewer rate increase request with the Missouri Public Service Commission on January 2, 2024. In its filing, United Services, Inc. states the specific reasons for the requested rate increase include: an increase in the cost of electric, fuel, maintenance and materials and additional ammonia costs related to requirements from the U.S. Environmental Protection Agency (EPA).

Under the small rate case process, the Public Service Commission Staff (PSC Staff) audits the books and records of the company. After the audit, the PSC Staff shares its audit review as well as its initial recommendation for resolution of the rate request with the Office of the Public Counsel (OPC) and United Services, Inc.

Based upon discussions between the PSC Staff, OPC and United Services, Inc., parties may be able reach an agreement resolving all of the issues in the case. That agreement would then be filed with the Public Service Commission for its review and decision.

Has the Commission decided this case?

No. The Commission will review all of the information filed in this case and then render a decision based on the evidence.

What is the format of this local public hearing?

There will be a question-and-answer session followed by the formal local public hearing.

- 1) **Question-and-Answer Session:** Those attending can ask questions of representatives from the company, the PSC Staff and the Office of the Public Counsel. Comments on the case should not be made during this part of the public hearing.
- 2) **Formal Local Public Hearing:** After the question-and-answer session, there will be a formal local public hearing where members of the public can make statements under oath. Those statements will be transcribed by a court reporter and will become part of the case record.

The questions and answers made during the question-and-answer session WILL NOT be part of the case record or considered by the Commission when it decides whether to grant the request.

What is the purpose of a local public hearing?

The purpose of the local public hearing is to give you the chance to express your opinions, concerns and requests on the record.

May I testify?

Yes. You may testify or you may submit a written statement. A court reporter will transcribe a record of everything that is said. Your comments at today's local public hearing will become part of the case record.

Will I be able to ask the Commissioners questions during the local public hearing?

No. You may express your concerns to the Commission, but the Commissioners will not be able to answer your questions. They must refrain from forming an opinion until they have heard all of the evidence.

May I ask questions of the parties?

No. During the actual hearing, questions may be asked by the judge and Commissioners or attorneys -- and they will only ask questions of the witness who is currently testifying. Only one person can testify at a time.

There will be a question and answer session before the hearing. **You should take the opportunity to ask questions** of the parties during the question and answer session.

**Written comments may be mailed to:
Public Service Commission, P.O. Box 360
Jefferson City, Missouri 65102-0360**

Send electronically to: pscinfo@psc.mo.gov

Or through the Commission's website: psc.mo.gov

(Please reference Case No. SR-2024-0206)

PSC TOLL-FREE HOTLINE: 1-800-392-4211

**Office of the Public Counsel
P.O. Box 2230, Jefferson City, Missouri 65102
1-866-922-2959 or 573-751-4857
opcservice@opc.mo.gov**

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Thank You For Attending The Local Public Hearing