

# CUSTOMER RIGHTS AND RESPONSIBILITIES

## GLADLO WATER & SEWER COMPANY

c/o Heartland Utilities (Receiver); 6825 E. Tennessee Avenue, Suite 547; Denver, CO 80224  
Toll Free Phone: 866-681-0148

### INTRODUCTION:

Gladlo Water and Sewer Company provides water and sewer service to the Whispering Pines Subdivision, in accordance with the Missouri Public Service Commission's approved Tariff #'s YW-2010-0253 and YS-5141-0252 which took effect November 30, 2009. As your water and/or sewer utility, Gladlo is responsible for conveyance of clean water from our fresh water well located within the subdivision, and conveyance, treatment and disposal of the wastewater discharges from the homes in Whispering Pines. Our service does not include the storm water. Gladlo operates a set of sewer lagoons at the back of the subdivision. This facility processes raw wastewater through natural biological treatment processes and produces effluent that is discharged into an unnamed tributary, eventually flowing into the Little Prairie Community Lake.

### BILLING RATES, PROCEDURES AND PAYMENT REQUIREMENTS:

- ❑ **Residential Billing Rates**
  - **Water:** Residential water services are charged at a flat fee of \$8.28 per month for the first 1,000 or less gallons of usage and a rate of 0.00313 for each gallon of usage over the first 1,000 gallons.
    - **Well Infrastructure Surcharge:** Beginning December, 2009 for a period not to exceed 30 months, Gladlo is authorized to bill each water customer a monthly surcharge of \$10.00.
  - **Sewer:** Residential sewer services are charged at a flat fee of \$18.42 per month.
- ❑ **Billing Cycle:** Bills are sent on the 10<sup>th</sup> day of each calendar month, for the period of the 11<sup>th</sup> of the prior month to the 10<sup>th</sup> of the current month (i.e., your bill dated Nov. 10 would be for the period October 11 to November 10).
- ❑ **Late Penalty and Delinquencies:** Payments that are not received within 21 days of the billing date will be considered late, and subject to a \$3/ month late penalty for your water bill, and \$3/ month for your sewer bill. If you are both a water and sewer customer, and delinquent, you will therefore be billed \$6/ month penalty.
- ❑ **Disconnection of Service:** If payment for either water or sewer services are more than 60 days late, Gladlo will proceed with its disconnection procedures, which includes a 10 day notice of our intent to turn-off service. Customers who are disconnected will be subject to a \$15 disconnection fee, \$15 reconnection fee, plus the delinquent balance and late fees, all of which must be paid prior to reconnection.
- ❑ **Landlord/ Tenancy:** Landlords may choose to pay for the water and/or sewer bill on behalf of their tenants, or to transfer the responsibility of the service to the tenants. In either event, absent a new and complete application from the tenant, the owner of the property will be assumed responsible for the water and/or sewer bills.
- ❑ **Missouri Drinking Water Primacy Fee Assessment** – You will notice a small assessment charged by the Missouri Dept. of Natural Resources, and recoverable from customers in accordance with **Section II of our tariff**.

### INQUIRIES & COMPLAINTS:

- ❑ **Billing/ Complaints:** Gladlo Water & Sewer Company is currently under the receivership of Heartland Utilities, and is managed by Pivotal Utility Management. Pivotal's office hours are Monday through Friday (excluding national holidays) from 9:00AM – 5:00PM Mountain Time. Pivotal's toll free number is (866) 681-0148 (or we can be contacted by email at [general@pivotalcompanies.com](mailto:general@pivotalcompanies.com)).
- ❑ **Emergency Contact Number:** If you are having problems with or have lost water or sewer service, contact our local operator at (573) 259-8966. Please note: In the event of a widespread water outage, our onsite staff may not be able to respond to your call personally among the dozens of other calls reporting the same problem.
- ❑ **Missouri Public Service Commission:** As mentioned above, Gladlo is regulated by the Missouri Public Service Commission. Their customer service number is 1-800-392-4211.
- ❑ **Office of the Public Counsel:** The Office of Public Counsel represents the interests of the public and utility customers in proceedings before Missouri Public Service Commission. Their toll free number is: (866) 922-2959