

Missouri-American Water Company
Name of Issuing Corporation

For

Missouri Service Area
Community, Town or City

**Rules and Regulations Governing Rendering
Of Water Service**

Rule 9 TERMINATION/DISCONTINUANCE OF WATER SERVICE (continued)

- F. If a Customer disputes a particular bill, the Company will not discontinue service for non-payment so long as the Customer (i) pays the undisputed portion of the bill (if the parties are unable to determine the undisputed portion, the Customer shall pay to the utility fifty percent (50%) of the bill in dispute), (ii) pays all future periodic bills by the due date, and (iii) enters into discussions with the Company to settle the dispute in accordance with rules of the Public Service Commission. If agreement cannot be reached on settlement of the dispute, the Customer may register his dispute with the Public Service Commission in accordance with Commission rules.

- G. Except for Rule 9 B VIII, the Company shall not discontinue residential service pursuant to section 9 B unless written notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. As an alternative, the Company may deliver a written notice in hand to the Customer at least ninety-six (96) hours prior to discontinuance. A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to the sections of the Code Of State Regulations that is currently the subject of a dispute pending with the utility or complaint before the Commission, nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of settlement.

- H. On the date specified on the notice of discontinuance or within twenty (20) business days for quarterly billed Customers and eleven (11) business days for monthly billed Customers after that, and subject to the requirements of these rules, the Company may discontinue service to a residential Customer between the hours of 8:00 a.m. and 4:00 p.m. Service shall not be discontinued on a day when Company personnel are not available to reconnect the Customer's service or on a day immediately preceding such a day unless the Company is prepared to reconnect service on such day, subject to payment of the applicable standard charge as required. After the twenty (20) business day effective period of the notice for quarterly billed Customers and eleven (11) business day effective period of notice for monthly billed Customers, all notice procedures required by this rule shall again be followed before the Company will discontinue service.

- I. The Company shall make reasonable effort to communicate with the customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reason(s) for discontinuance of service, and the resolution. If discontinuance of service would affect an occupant who is not the company's Customer, or is not responsible for payment of the bill, then the Company shall make reasonable effort to inform such occupant(s).

* Indicates new rate or text

+ Indicates change

DATE OF ISSUE:

DATE OF EFFECTIVE:

ISSUED BY: Frank Kartmann, President
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