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Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.state.mo.us>

September 22, 2000

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Director, Research and Public Affairs

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Director, Utility Operations

ROBERT SCHALLENGER
Director, Utility Services

DONNA M. KOLILIS
Director, Administration

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO. 65102

FILED³

SEP 22 2000

RE: Case No. WC-2001-195

Missouri Public
Service Commission

Dear Mr. Roberts,

Enclosed for filing is nine copies of an "Appendix A", consisting of three (3) pages, one copy of which should be attached to the Complaint that was filed in this matter on September 21, 2000. When the Complaint was filed, Appendix A was inadvertently omitted. This supplemental filing is being done to correct that error.

I apologize for any inconvenience that this oversight may have caused.

This filing has been mailed or hand-delivered this date to all parties of record.

Thank you for your attention to this matter.

Sincerely yours,

Cliff Snodgrass

Senior Counsel

Attorney for the Staff of the
Missouri Public Service Commission

(573) 751-3966

(573) 751-9285 (Fax)

snodgra@mail.state.mo.us

Appendix A

P.S.C.M.O. No. 1
Canceling P.S.C.M.O. No 1
Osage Water Company

1st Revised Sheet 17
Original Sheet 17
Camden County, Missouri

RULES GOVERNING RENDERING OF
WATER SERVICE

RECEIVED

MAR 10 1998

RULE 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY

(a) The Company may discontinue water service for any of the following reasons: MO. PUBLIC SERVICE COMM

1. Nonpayment of a delinquent account not in dispute.
2. Failure to post a security deposit or guarantee acceptable to the utility.
3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.
4. Failure to comply with the terms and conditions of a settlement agreement.
5. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance, or replacement.
6. Violation of any of these rules and regulations on file with and approved by the Commission, or for any conditions which adversely affects the safety of the customer or other persons, or the integrity of the utility's delivery system.
7. Non payment of a sewer bill issued by the Company, or * by sewer utility requesting discontinuance of water service by an approved agreement between the Company and such sewer utility. When water service is discontinued for this reason, any service charges for turn on/off or disconnection/reconnection within these rules shall not apply, and notice of the customer shall be provided by rules applicable to the customer's sewer service in lieu of notification required by these rules.

(b) The Company may discontinue service after notice by first class mail is sent to the customer at least ten (10) days + prior to the date of the proposed discontinuance. If written notice is hand delivered to the customer, it shall be done at least ninety-six (96) hours prior to discontinuance. Service of notice by mail is complete upon mailing. FILED

* Indicates new rate or text

+ Indicates change

APR 11 1998
97-110

DATE OF ISSUE March 6, 1998

DATE EFFECTIVE April 12, 1998

ISSUED BY: Gregory D. Williams, President, Highway 54 East, Osage Beach, Missouri

MO. PUBLIC SERVICE COMM

Cancelling P.S. MO. No. _____

SHEET No. _____

OSAGE WATER COMPANY

OSAGE BEACH

Name of Issuing Corporation

For _____

Community, Town or City
CAMDEN County MO

RECEIVED

JAN 3 1989

MISSOURI

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY (continued) Public Service Commission

- (c) The Company shall make reasonable effort to communicate with the customer 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) of the matter.
- (d) The Company shall postpone the discontinuance if personnel will not be available to restore service the same day, or if personnel will not be available to restore service the following day. The Company also shall postpone discontinuance if a medical emergency exists on the premises, however the postponement may be limited to 21 days, and the Company may require proof of a medical emergency.
- (e) Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intentions to disconnect service, or leave a conspicuous notice of the disconnect.
- (f) The provisions of paragraphs (c) and (e) above may be waived if safety of Company personnel while at the premises is a consideration.
- (g) Discontinuance of service to a unit for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the customer.
- (h) In case the Company discontinues its service for any violation of these Rules and Regulations, then any monies due the Company shall become immediately due and payable.

FILED

*Indicates new rate or text

+Indicates change

JAN 5 1989

89-73

Public Service Commission

DATE OF ISSUE Dec. 2, 1988
month day yearDATE EFFECTIVE JAN 5 1989
month day yearISSUED BY William Mitchell President Osage Beach, MO
name of officer title address

Cancelling P.S.C.MO. No. _____

{ Original } SHEET No. _____
{ Revised }

OSAGE WATER COMPANY

For OSAGE BEACH

Name of Issuing Corporation

Community, Town or City

CAMDEN COUNTY, MO

JAN 3 1989

MISSOURI

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY Public Service Commission (continued)

- (1) The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- (j) The Company shall deal with customers and handle customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4CSR 240-13.

FILED

JAN 5 1989

89-73
Public Service Commission

*Indicates new rate or text
+Indicates change

DATE OF ISSUE December 2, 198
month day yearDATE EFFECTIVE JAN 5 1989
month day year

William Mitchell

President

Osage Beach, MO

ISSUED BY _____

name of officer

title

address

**Service List for
Case No. WC-2001-195
Revised: September 22, 2000**

**Office of the Public Counsel
P.O. Box 7800
Jefferson City, MO 65102**

**Osage Water Company
Route 2, Box 3347
Osage Beach, MO 65065**