

AquaSource Development Company d/b/a Aqua Missouri, Inc.

For

All Communities and Rural Areas

Name of Issuing Corporation

Missouri Certificated Service Area
Community, Town or CityRules and RegulationsGoverning Rendering of Sewer ServiceRule 9 BILLS FOR SERVICE (continued)

- (M) For customers whose sewer bills are based on water usage, and where it is not *
feasible to obtain regular meter readings or when conditions beyond the control of *
the Company, such as weather conditions, emergencies, work stoppages, and the *
inability to gain access to the meter prevent obtaining an actual meter reading, an *
estimated reading will be used to compute an estimated bill for customer's sewer *
service. *
- (N) For customers whose sewer bills are based on water usage, and when the Company *
is unable to obtain access to the customer's premises for the purpose of reading the *
meter, or where the customer makes reading the meter unnecessarily difficult, an *
estimated reading will be used to compute an estimated bill for customer's service. *
If the Company is unable to obtain an actual meter reading for these reasons, it will *
undertake reasonable alternatives to obtain a customer reading of the meter such as *
mailing or leaving postpaid, pre-addressed postcards upon which the customer may *
note the reading unless the customer requests otherwise. *
- (O) For customers whose sewer bills are based on water usage, and when it is necessary *
to estimate the usage for a customer, the Company shall base its estimate on the *
usage of the average of up to two years of information for the same premise. In *
cases where no prior usage information is available or the prior usage is estimated, *
the Company will base its estimate upon the average usage of similar customers. *
- (P) Estimated bills shall not be rendered as a customer's initial or final bill for service *
unless conditions beyond the control of the Company prevent an actual reading. *
- (Q) If the Company underestimates a customer's usage, the customer shall be given the *
opportunity, if requested, to make payments in installments. *

* Indicates new rate or text

+ Indicates change

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Name & Title of Issuing Officer5400 Business Highway 50, Jefferson City, MO
Company Mailing Address