

AQUA MISSOURI, INC.

For: Missouri Certificated Service

Name of Issuing Corporation

Community, Town or City

Rules and Regulations
Governing Rendering of Water Service

Rule 10 **BILLS FOR SERVICE (cont)**

- (r) 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 service. *
- (s) 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. *
- (t) 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. *
- (u) 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. If the * Company underestimates a customer's usage, the customer shall be given the * opportunity, if requested, to make payments in installments. *
- (v) All meter exchanges related to Rule 4 CSR 240-10.030(38) will be completed at least * five days prior to a regular billing read and must not commence until three days after a * regular billing read. *

* Indicates new rate or text

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Month/Day/YearISSUED BY: Terry Rakocy President
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