

AQUA/RU, INC d/b/a AQUA MISSOURI, INC. For Missouri Certificated Service Area
Name of Issuing Corporation

Water Division

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 on 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. *
- (v) If the Company underestimates a customer's usage, the customer shall be given the *
opportunity, if requested, to make payments in installments. *
- (w) 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

DATE OF ISSUE : June 21, 2010

Month/Day/Year

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ISSUED BY: Terry Rakocy President
Name and Title of Issuing Officer

5400 Business Highway 50, Jefferson City, MO
Company Mailing Address