

AOUA MISSOURI, INC.
Name of Issuing CompanyFor Missouri Certificated Service Area
Certificated Service AreaRules and RegulationsGoverning Rendering of Sewer Service

RULE 9 BILLS FOR SERVICE (continued)

- (o) For customers whose bills are base 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 service. *
- (p) For customers whose 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. *
- (q) For customers whose 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. *
- (r) 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. *
- (s) 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

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