

Missouri-American Water Company  
Name of Issuing Corporation

For

St Louis County & Jefferson County, MO  
Community, Town or City

DISCONTINUANCE OF SERVICE (CONTINUED)  
FOR VIOLATION OF ANY OF COMPANY'S RULES

Rule 2.2 For violation of any of the Rules and Regulations of the Company by the customer, the right is reserved by the Company to discontinue service. Discontinuance of service to residential customers for non-payment of bills will be in accordance with 4 CSR 240-13.050 and a variance as authorized in Case No. WE-2010-0136.

Except holidays, restoring service between 8:00 a.m. and 6:00 p.m. Monday through Friday and between 8:00 a.m. and 5:00 p.m. on Saturday  
Regular-Hour Restoration Charge (1)

Restoring service at all off-hour times including holidays  
Off-Hour Restoration Charge (2)

In all cases, when water service has been discontinued, someone must be present at the premises before water service can be restored, unless, approved by the Company.

The Company will attempt to restore service during regular working hours, Monday thru Friday, on the same day the request is made at the Regular Hour Restoration Charge only if the reason for discontinuance has been corrected and all appropriate charges are received by the Company prior to a payment deadline of 3:00 p.m., Monday thru Friday.

If payment of the appropriate charges including the Regular Hour Restoration Charge are received by the Company after the payment deadline of 3:00 p.m., restoration of service shall be attempted no later than the next regular working day. Should the customer require same day restoration of service after the payment deadline of 3:00 p.m. (3), then the cost of such service restoration shall require payment to the Company of the appropriate charges and the Off-Hour Restoration Charge prior to restoration of service.

- (1) Regular-Hour Restoration Charge as provided under tariff for Miscellaneous Charges.
- (2) Off-Hour Restoration Charge (as provided under tariff for Miscellaneous Charges).
- (3) This time is based upon historical workload requirements, and is subject to adjustments.

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE: July 30, 2010

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ISSUED BY: Frank Kartmann, President  
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