

Missouri-American Water Company
 Name of Issuing Corporation

For

St Louis and Jefferson County, Missouri
 Community, Town or City

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

Rule 2.3 In all cases of nonpayment of bills by nonresidential customers, within sixteen days after the billing date and within eleven (11) business days for monthly billed customers, and twenty (20) business days for quarterly billed customers after due notice has been given, the supply may be turned off and not turned on again except upon payment of the amount due, together with the additional charge for restoring service at the stop cock. In cases of nonpayment of bills by residential customers within sixteen days after the billing date, the supply may be turned off and not turned on again in accordance with the provisions of 4 CSR 240-13.050 and a variance as authorized in Case No. WE-2010-0136, except upon payment at the Company office, during normal working hours, of the amount due, together with the appropriate additional charge for restoring service at the stop cock. In these instances the charge for turning on the water at the stop cock will be as follows

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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)

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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 delinquent bill and all other charges are received by the Company prior to a payment deadline of 3:00 p.m. Monday thru Friday.

If payment of the delinquent bill and all other 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 delinquent bill, all other 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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