

MISSOURI-AMERICAN WATER COMPANY FOR ST. LOUIS COUNTY, MISSOURI AND JEFFERSON COUNTY, MISSOURI  
NAME OF ISSUING CORPORATION COMMUNITY, TOWN, OR CITY

<b>ACCESS TO CUSTOMER PREMISES (APPOINTMENTS, MAINTENANCE, DISCONTINUANCE, AND RESTORATION)</b>	
<u>Rule 9.0 (Continued)</u>	
<p><b>APPOINTMENTS:</b> The Company will, at a customer’s request, read customer’s meter by appointment between regular working hours of 8:00 a.m. and 6:00 p.m. on Monday through Friday, and between 8:00 a.m. and 5:00 p.m. on Saturday. A Meter Reading Appointment Service Charge, as provided under Company’s tariff for Miscellaneous Charges, will be added on the customer’s next regular water bill. Appointment for meter reading will not be scheduled outside of regular working hours described above.</p>	
<p><b>ACCESS FOR MAINTENANCE:</b> The Company may discontinue service as provided in this rule if a customer fails to provide access to allow inspection, maintenance, or changing the meter, notwithstanding the presence of a remote meter reading attachment, or successful actual meter reads.</p>	
<p><b>DISCONTINUANCE:</b> In the event a residential or nonresidential customer fails to comply with the above requirements, the Company may discontinue service in accordance with 4 CSR 240-13.050 and a variance as authorized in Case No. WE-2010-0136.</p>	
<p>Written notices by first class mail shall be provided at least ten (10) days and at least twenty-four (24) hours prior to discontinuance, and will be effective for eleven (11) business days for monthly billed customers and twenty (20) business days for quarterly billed customers, following the date specified on the notice. The discontinuance notice shall include information to the customer regarding what is required to avoid discontinuance (i.e. access for meter reading, access for maintenance, scheduling an appointment reading, returning a customer meter reading, etc., as applicable) regardless of previous requests or notifications, and shall inform the customer what will be required before service is restored as provided in this rule.</p>	
<p><b>RESTORATION:</b> Service which has been discontinued due to noncompliance with the above stated provisions of this rule will not be restored unless and until the customer either: 1) requests and permits the installation of a remote meter reading attachment in accordance with Rate W, meeting requirements of proper clearances for the meter and accessibility for routing of ARB appurtenances: or 2) provides a meter box in accordance with applicable rules and regulations.</p>	
<p>* Indicates new rate or text  + Indicates change</p>	

DATE OF ISSUE July 30, 2010 DATE EFFECTIVE August 29, 2010  
month day year month day year

ISSUED BY: Frank Kartmann 727 Craig Road  
President St. Louis, MO 63141  
Name of Officer, Title Address