

AQUA MISSOURI, INC. – J
Name of Issuing Company

For Missouri Certificated Service Area
Certificated Service Area

Rules and Regulations

Governing Rendering of Sewer Service

RULE 9 BILLS FOR SERVICE (continued)

- (k) The landlord or leaser shall be considered the Customer receiving sewer service for all rented or leased multi-family dwellings. The sewer service billing for each unit within the multi-family dwelling will be sent to the landlord or leaser who is then responsible for payment.
- (l) If a Customer is a tenant residing in a single family dwelling, the Company will require the owner of the property to be ultimately responsible for payment of bills for service, provided the Company has made reasonable and timely efforts to collect bills due from the Customer. All notices of delinquent bills or disconnection shall also be sent to the owner of the property.
- (m) If the event of an undercharge due to errors in bill calculation, estimation or taxation, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods. The customer may request to pay for this undercharge over a period of time not to exceed the number of months for which an adjustment was made. When there is evidence of tampering or diversion found, the Company will calculate the billing adjustment for the entire period during which the condition existed.
- (n) As the result of the settlement in case SR-2008-0267 the Company shall not back-bill customers that are newly identified, i.e. customers that were on Aqua Missouri's system but were not receiving bills, at any time up to and including the conclusion date of the physical audit that will take place in the fourth quarter of 2008.
- (o) 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) 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. *

Issue Date: December 17, 2009
Month/Day/Year

Effective Date: _____
Month/Day/Year

ISSUED BY _____, President
Name & Title of Issuing Officer

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