

Name of Utility: Confluence Rivers Utility Operating Company, Inc.
Service Area: Missouri Service Area

Rules Governing Rendering of
Water Service

Confluence Rivers Utility Operating Company, Inc.

Schedule of Rates, Rules and Regulations
And Conditions of Service
Governing the Provision and Taking of Water Service

* Indicates new rate or text

+ Indicates change

DATE OF ISSUE March 13, 2020
Month Day Year

DATE EFFECTIVE April 12, 2020
Month Day Year

ISSUED BY Josiah Cox, President, 500 Northwest Plaza Drive, Suite 500, St. Ann, MO 63074
name of officer, title, address

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Map of the Auburn Lakes Service Area



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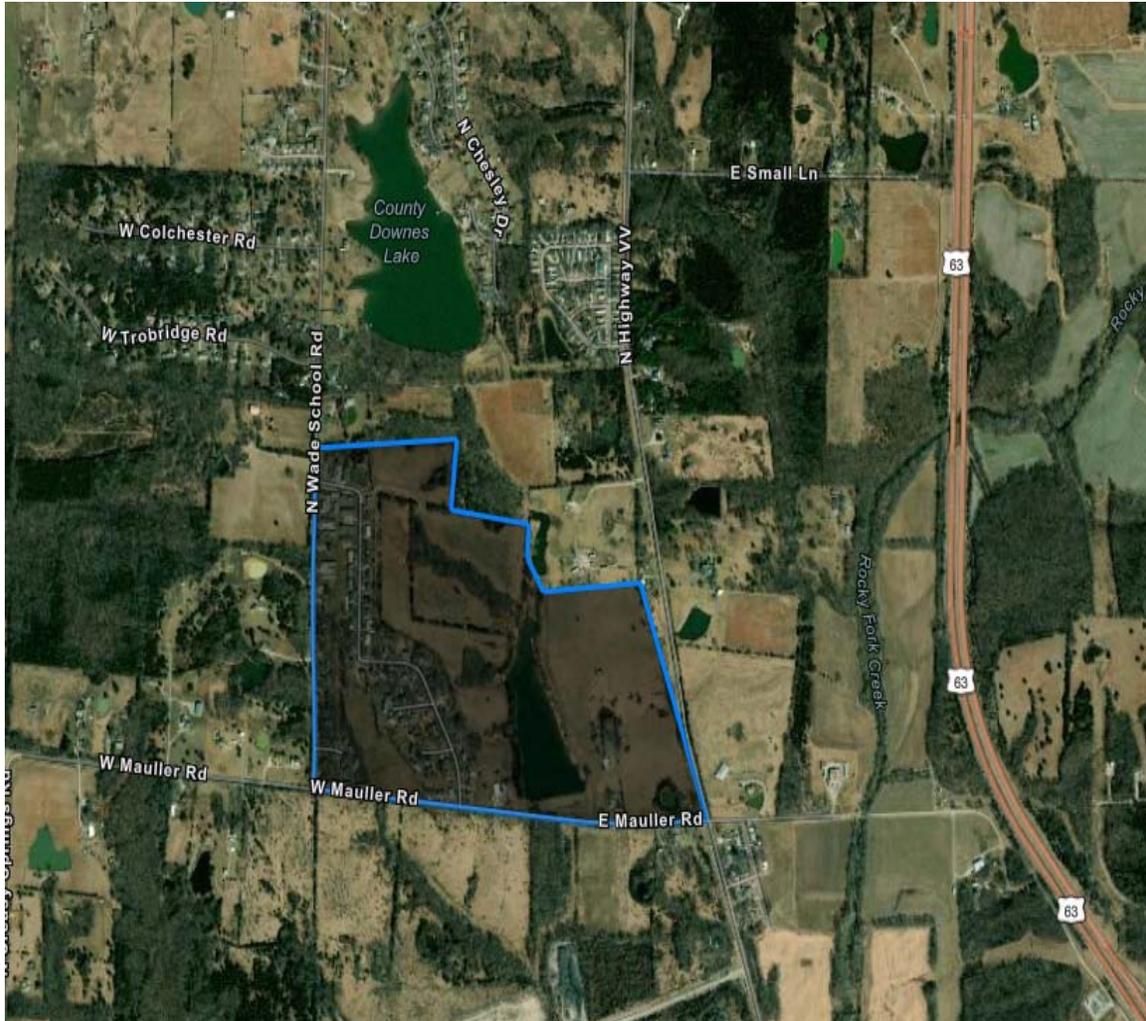
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Map of the Bon-Gor Lake Estates Subdivision Service Area (formerly Smithview H2O)



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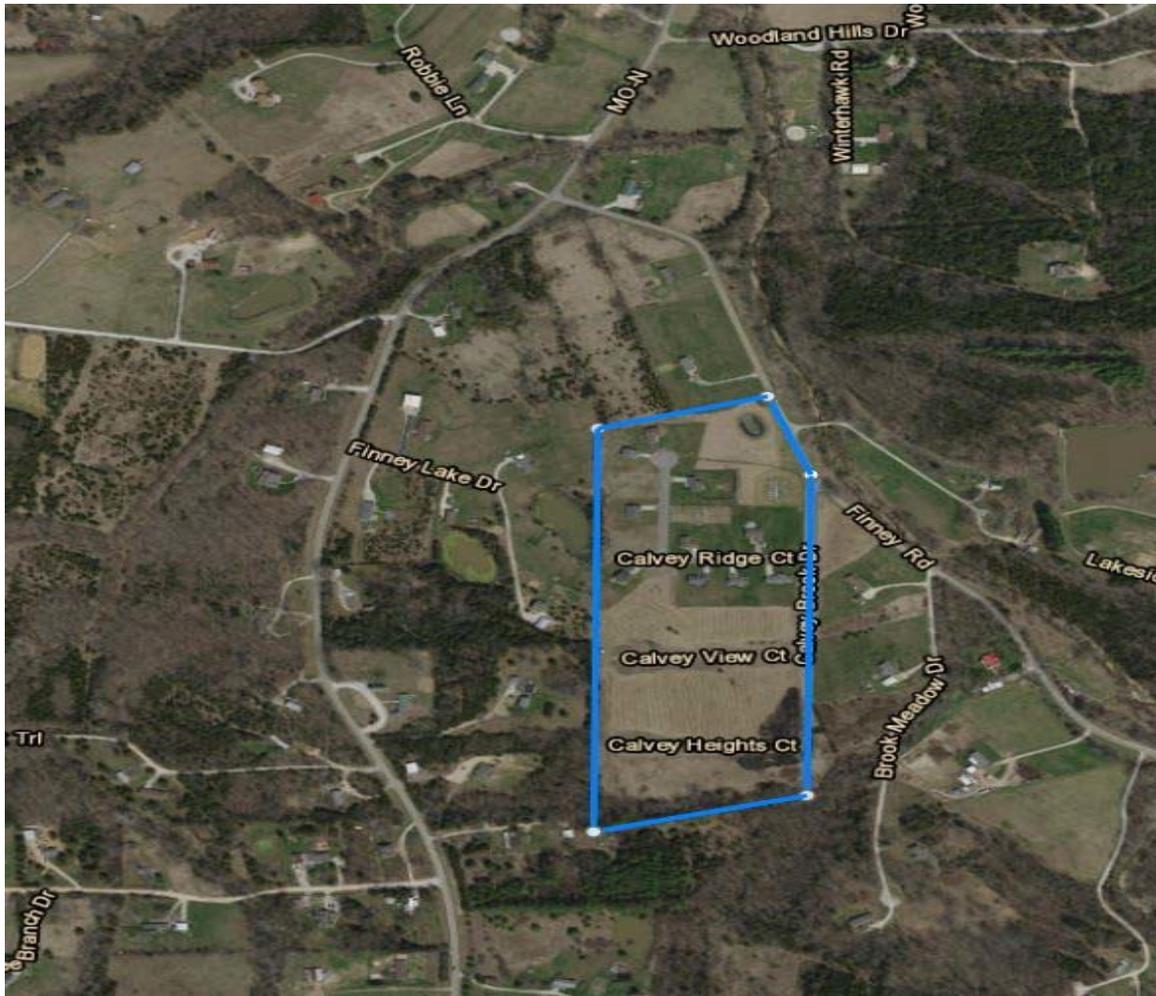
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Map of the Calvey Brook Water Service Area



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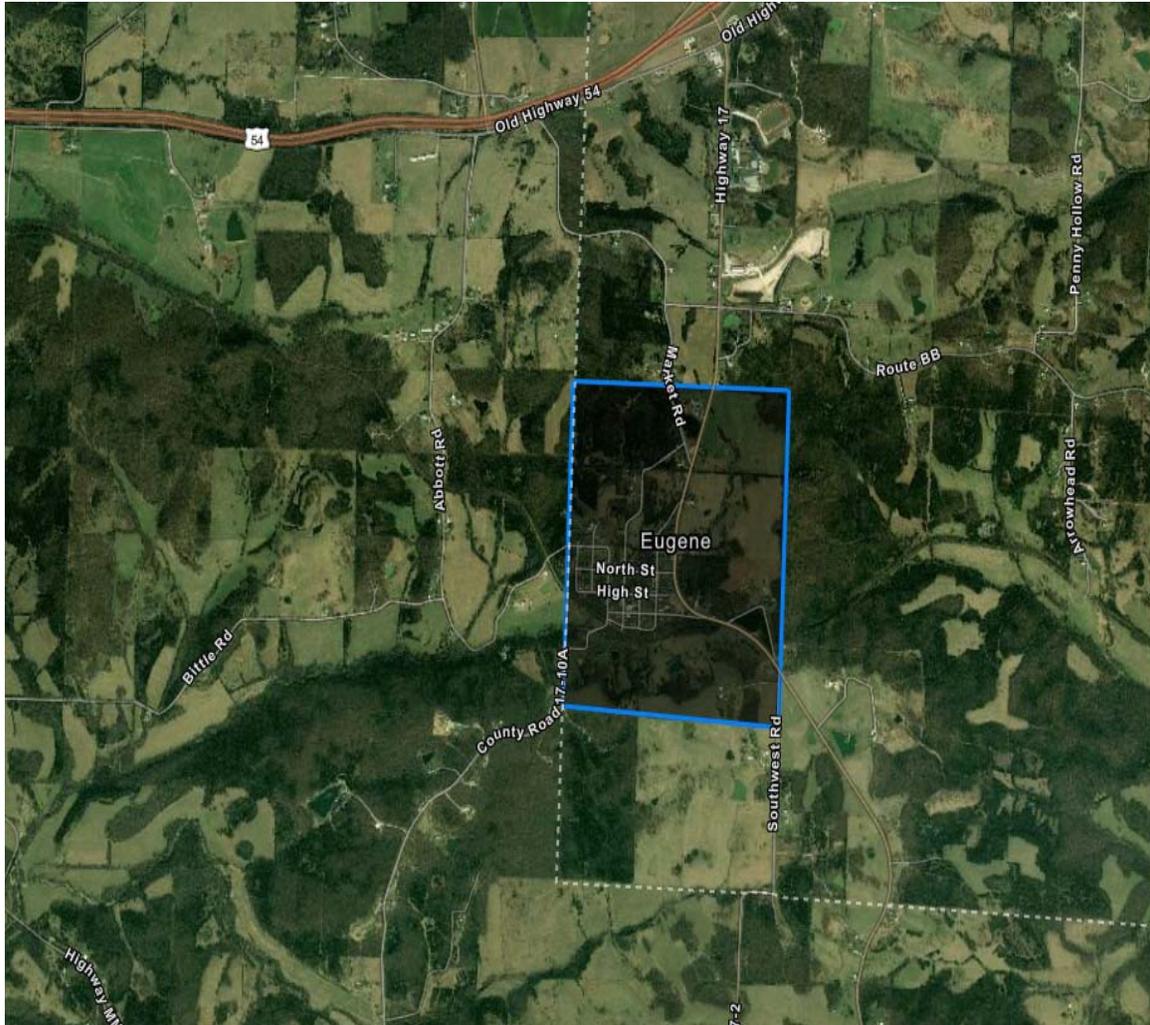
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Map of the City of Eugene Service Area



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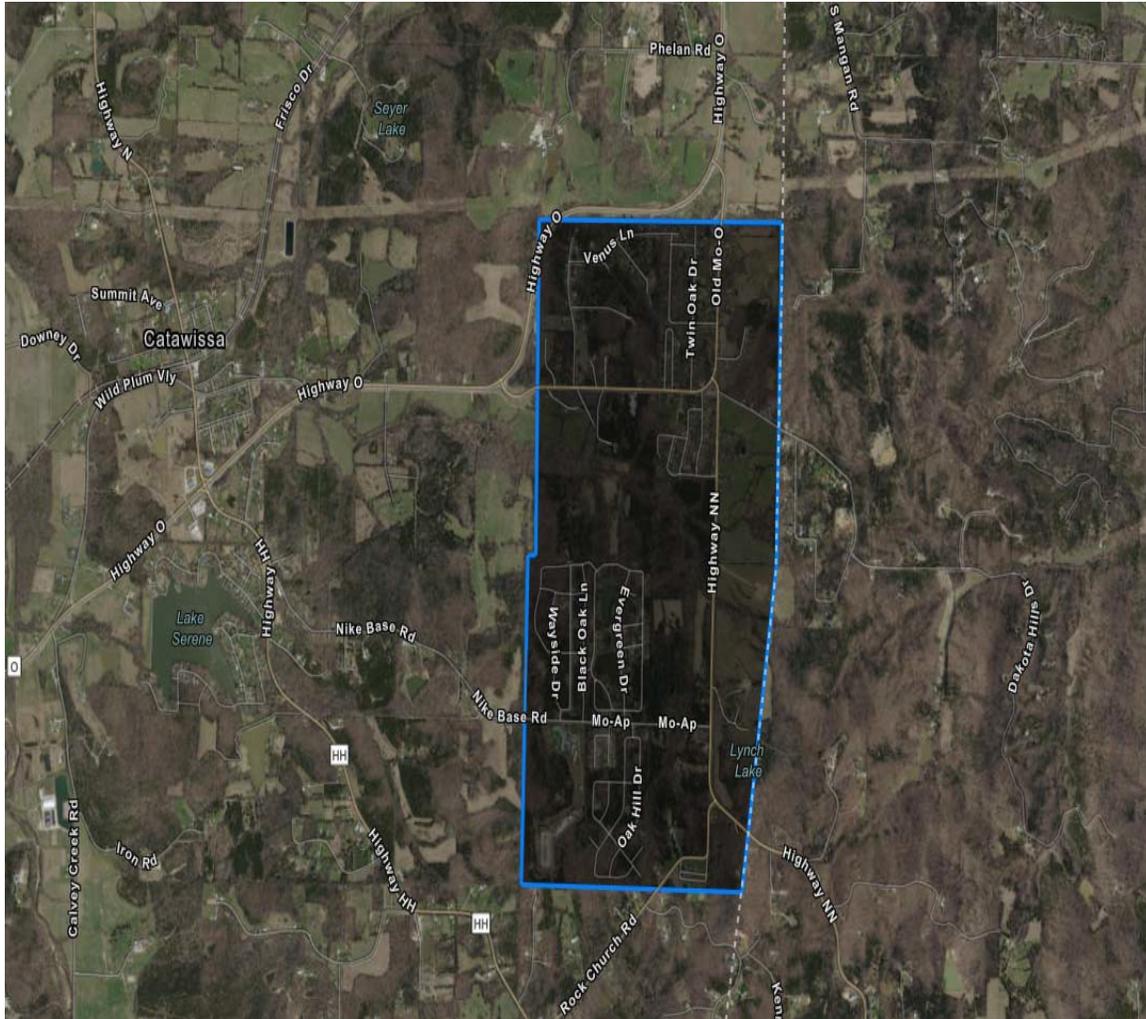
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Map of the Evergreen Lake Subdivision Service Area



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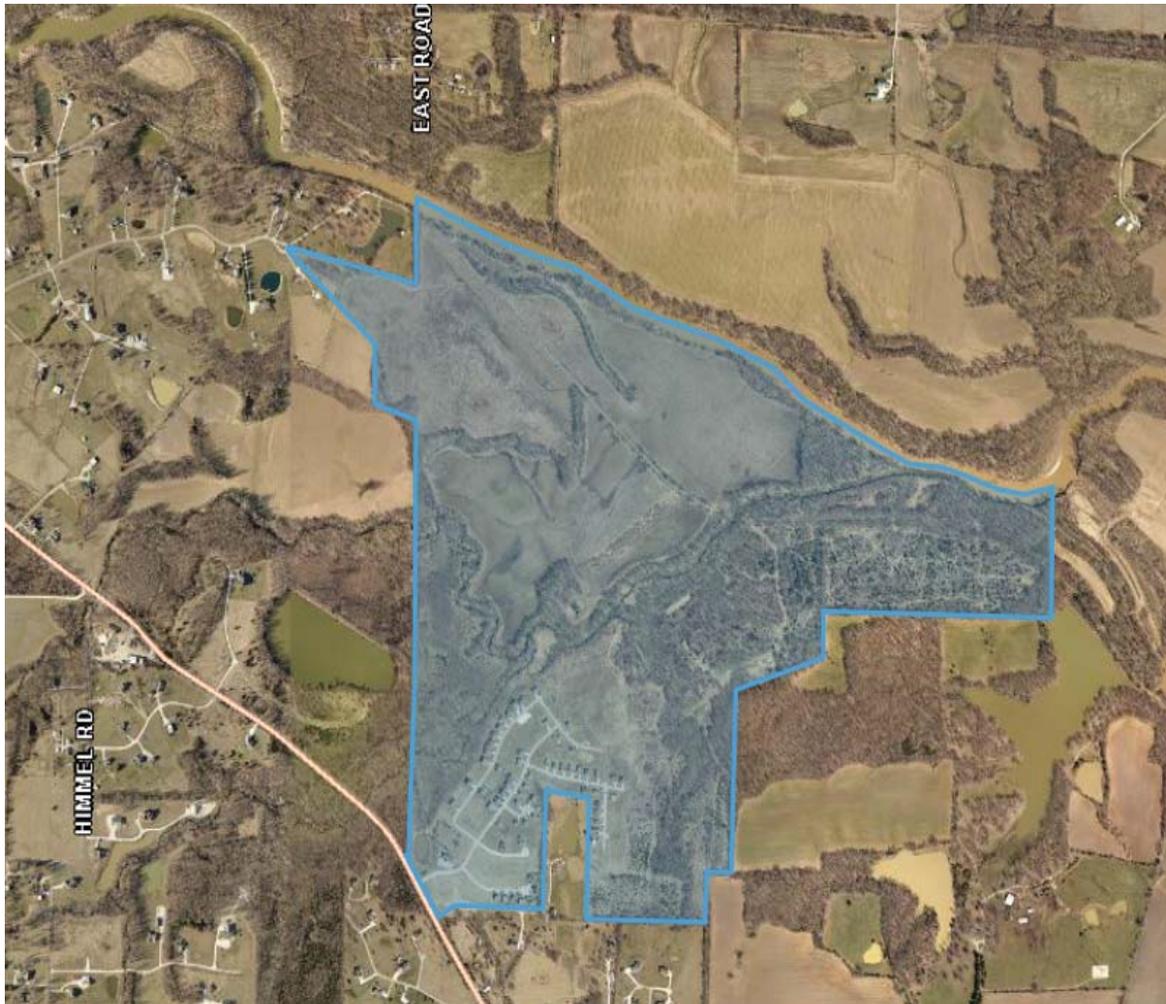
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Map of the Majestic Lakes Service Area



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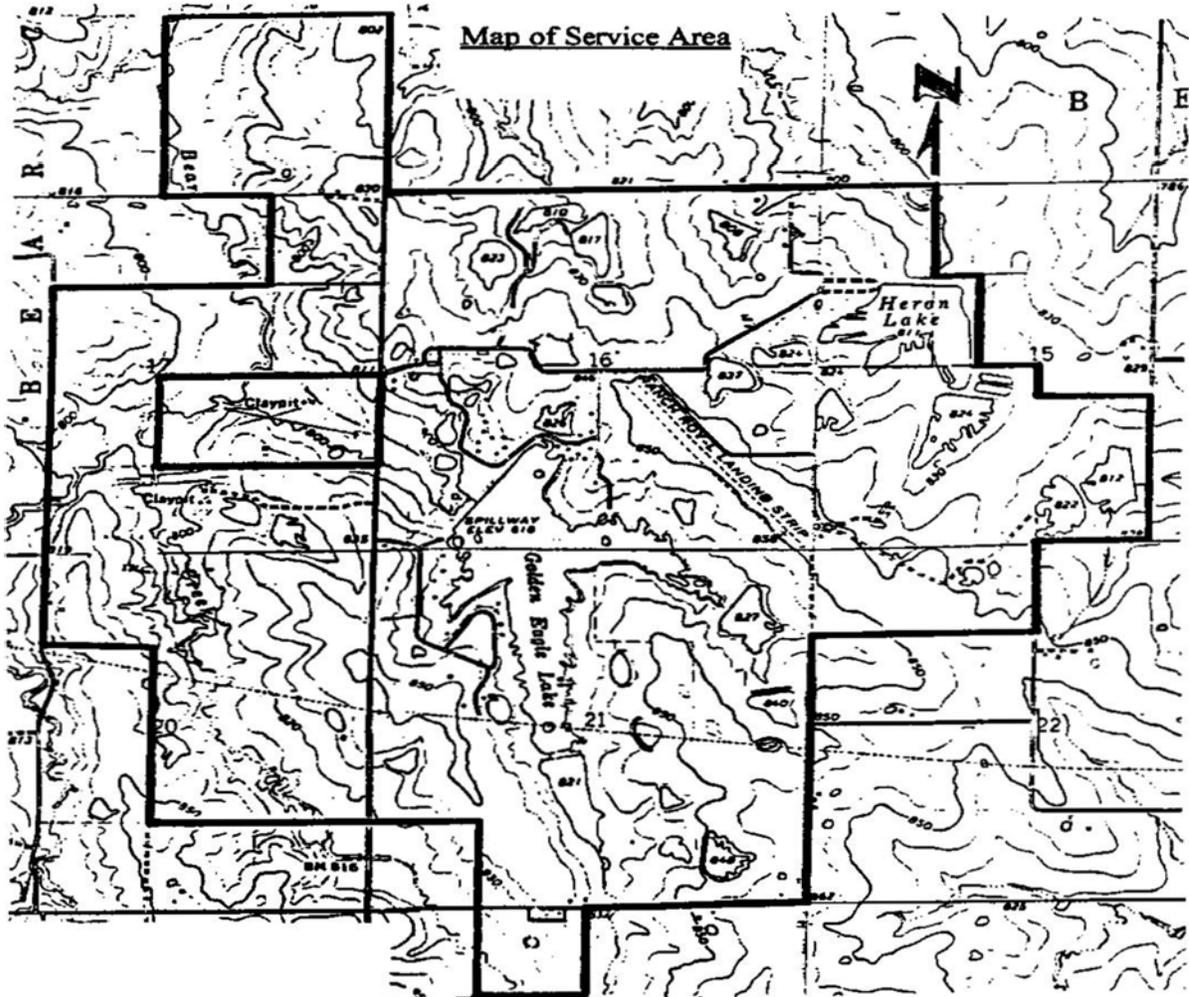
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Map of the Roy-L Service Area



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Map of the Whispering Pines Subdivision Service Area (formerly Gladlo)



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Legal Description of the Auburn Lakes Service Area

The area served consists of part of the Northwest Quarter of Section 23, Township 48 North, Range 1 West of the 5th P.M., in Lincoln County, Missouri and being more particularly described as follows:

Beginning at the Northwest corner of the Northwest ¼ of Section 23 in Township 48 North, Range 1 West; thence along the North line of said Northwest ¼ South 87°43'22" East 2728.78 feet to the Northeast corner of said Northwest ¼; thence along the East line of said Northwest ¼ South 1°48'43" West 1340.53 feet; thence leaving said East line North 85°57'01" West 545.11 feet; thence South 3°23'07" West 1358.79 feet to the Centerline of Gibison Road, as it exist January 2020; thence along the Centerline of said road North 86°54'11" West 658.03 feet; thence North 81°42'01" West 101.05 feet; thence leaving said Centerline North 8°22'58" East 39.92 feet; thence North 81°32'24" West 1405.94 feet to the West line of said Northwest ¼; thence along said West line North 1°28'59" East 1132.66 feet; thence North 2°14'23" East 1338.47 feet to the Point of Beginning.

Said tract is 148 acres, more or less.

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Legal Description of the Bon-Gor Estates Service Area (formerly Smithview H2O)

A tract land located in Sections 14 and 15 and US Survey 2443 in Township 29 North Range 13 West in Boone County, Missouri, and being more particularly described as follows:
Beginning in the approximate Center of Section 14, in the center of the intersection of West Mauller Road and North Wade School Road, as it exist January 2020; thence 3297 feet m/l to the west right of way of the intersection of East Mauller Road and North Highway VV, as it exist January 2020, thence North 19° West 1742 feet m/l to a point; thence South 84° West 811 feet m/l; thence North 30° West 256 feet m/l to a point; North 3° East 226 feet m/l to a point; thence North 79° West 653 feet to a point; thence North 6° East 443 feet to a point; thence South 85° West 1140 feet m/l to the Centerline of North Wade School Road, as it exist January 2020; thence 2332 feet m/l along said Centerline to the Point of Beginning.

Said tract containing 138 acres, more or less.

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Legal Description of the Calvey Brook Service Area

A tract of land located in Section 20, within Township 42 North Range 2 East, in Franklin County, Missouri, and being more particularly described as follows:
Beginning at the intersection of the North line of Section 20, in Township 42 North Range 2 East, and Finney Road in Franklin County, as it exist on January 2020; thence along the Centerline of Finney Road, as it exist January 2020, 250 feet m/l to the Point of Beginning; thence 371 feet m/l until it meets the Centerline of Calvey Brook Drive, as it exist on January 2020; thence South 1434 feet m/l along the centerline of Calvey Brook Drive, as it exist on January 2020, to a point; thence South 87° West 620 feet m/l; thence due North 1645 feet m/l to a point; thence, North 73° East 543 feet m/l to the Point of Beginning.

Said tract containing 25 acres, more or less.

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Legal Description of the Chalet City West Subdivision/Alpine Village Community
Service Area (formerly The Willows Utility Company)

A tract land located in Sections 15 and 16 in Township 28 North Range 23 West in Greene County, Missouri, and being more particularly described as follows:

Beginning in the Northwest corner of Section 15 in Township 28 North Range 23 West; thence 924 feet m/l along the North line of said Section to the True Point of Beginning; thence South 1314 feet m/l to the South line of the Northwest ¼ of the Northwest ¼; thence 2276 feet m/l to the Southwest corner of the Northeast ¼ of the Northeast ¼; thence North 406 feet m/l to the South right-of-way of US Highway 60; thence 1380 feet m/l along the South right-of-way of US Highway 60 to a point; thence South 65° East 178 feet m/l to a point; thence North 63° East 468 feet m/l to a point; thence North 23° West 164 feet m/l to the South right-of-way of US Highway 60; thence North 68° East 197 feet m/l to the North line of Section 15 in Township 28 North, Range 23 West; thence 443 feet m/l along North line of said Section to the Point of Beginning.

Said tract containing 51 acres, more or less.

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Legal Description of the City of Eugene Service Area

The area served consists of the South Half of Section 30 and the North Half of Section 31, Township 42 North, Range 13 West of the 5th P.M., in Cole County, Missouri.

Said tract is 486 acres, more or less.

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Legal Description of the Evergreen Lake Subdivision Service Area

A tract of land being part of Section Thirty-Six (36), Township 43 North, Range 2 East and Part of Section 1, Township 42 North, Range 2 East in Franklin County, Missouri, particularly described as follows:

Beginning at the Southwestern Section Corner of Section 1 in Township 42 North, Range 2 East in Franklin County, Missouri, thence East along the Southern line of said Section to the intersection of the Eastern line of Franklin County; thence Northeasterly along the Eastern line of Franklin County to the Northeastern corner of said Section; thence North along the East line of Section 36 in Township 43 North, Range 2 East to the Northeast corner of said Section; thence West along the North line of said Section to the Northwest corner of said Section; thence South along the West line of said Section to the Southwest corner of said Section; thence West along North line of Section 1 in Township 42 North, Range 2 East; thence South along the West line of said Section 1 to the Point of Beginning

With exception to the service area of Crestview Acres Water Company (shown in the blue stripped area) described as follows:

A tract of land being part of the Northwest Quarter of the Southeast Quarter of Section 36, Township 43 North, Range 2 East, in Franklin County, Missouri, and more particularly described as follows :

Beginning at the Northeast corner of the Northwest Quarter of the Southeast Quarter of Section 36; thence South 0 degrees 45 minutes West along the Quarter-Quarter Section line 1360 feet, more or less, to the Southeast corner of the Northwest Quarter of the Southeast Quarter of Section 36; thence along the Quarter-Quarter Section line North 89 degrees 20 minutes West, 1333 feet, more or less, to the Southwest corner of the Northwest Quarter of the Southeast Quarter of section 36; thence along the Quarter Section line North 0 degrees 50 minutes East, 669 .9 feet to the Northwest corner of the South Half of the Northwest Quarter of the Southeast Quarter of Section 36; thence South 88 degrees 40 minutes East, 679 feet, more or less, to the West line of First Street, as it exist January 2020; thence North 0 degree 45 minutes East, 690 feet:, more or less,

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Legal Description of the Evergreen Lake Subdivision Service Area, Continued

to the Quarter Section line; thence along said Quarter section line South 89 degrees 20 minutes East, 654 feet, more or less to the Point of Beginning, and containing 31 acres, more or less.

The overall service area of Evergreen Lake Subdivision being 1246 acres, more or less.

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Legal Description of the Majestic Lakes Service Area

Beginning in the Northeast corner of Section 15 in Township 48 North, Range 1 East; thence Southerly 1417 feet m/l along Eastern line of said Section to a point; thence North 88° West 206 feet m/l to a point; thence South 1° West 383 feet m/l to a point; thence North 89° West 1023 feet m/l to a point; thence North 1° East 937 feet m/l to a point; thence North 79° West 370 feet; thence South 1° West 917 feet m/l to a point; thence North 87° West 362 feet m/l to a point; thence North 89° West 390 feet m/l to a point; thence South 58° West 159 feet m/l to the east right of way of Highway MM; thence along the east right of way Northwesterly 517 feet to the West line of Northeast ¼ of Section 15; thence North along said West line 3411 feet m/l to a point; thence North 69° West 361 feet m/l; thence North 0° East 464 feet m/l to a point; thence North 45° West 1044 feet to East right of way of Rolling Meadows Drive, as it exist January 2020; thence going 32 feet m/l around the right of way in a Northeastern direction, thence leaving said right of way in a South 75° East 1120 feet m/l to West line of Southeast ¼ of Section 10; thence North 1° East 663 feet m/l to Centerline of Cuivre River, as it exist January 2020; thence following said Centerline 5900 feet to Eastern line of the Southwest ¼ of Section 11 in Township 48 North, Range 1 East; thence South 0° 983 feet m/l to a point; thence North 89° West 1893 feet m/l to a point; thence South 0° 364 feet m/l to a point; thence South 64° West 789 feet m/l to Point of Beginning.

Said tract is 408 acres, more or less.

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<p style="text-align: center;"><u>Legal Description of the Roy-L Service Area</u></p> <p>The northeast fourth of the northwest quarter of Section 28 except approximately 3 acres described as follows: Beginning at a point on the south line of the public road 298 feet west of the northeast corner of said northeast fourth of the northwest quarter, thence south 155 feet, thence west parallel with said road 444 feet, thence north 155 feet, thence east along south line of said road 444 feet to the point of beginning; the southeast quarter of Section 8, the northeast one-fourth of the northeast quarter of Section 17; the south one-half of the northeast quarter of Section 17; the southeast quarter of the northwest quarter of Section 17; the east one-half of the southwest quarter of Section 17; the south one-half of the southeast quarter of Section 17; the northeast quarter of Section 20; the north east quarter of the northwest quarter of Section 20; the north one-half of the southeast quarter of Section 20; all of Section 16; the north one-half of Section 21; the southeast quarter of Section 21; the east one-half of the southwest quarter of Section 21; the northwest one-fourth of the southwest quarter of Section 21; the north one-half of the north-west quarter of Section 22; the southwest quarter of Section 15; the west one-half of the southeast quarter of Section 15; except 15.34 acres, part of the northwest fourth of the southeast quarter of Section 15 described as follows: Beginning at the center of said Section 15, thence east along the east-west center line 1357.34 feet to the center of the County road, thence 16' 30" west along the center of said road 492.82 feet, thence west 1354.42 feet, thence north 3'50" west 492.82 feet to the point of beginning; the west half of the northwest quarter of Section 15; 14.934 acres part of the southeast fourth of the northwest quarter of Section 15, described as follows: Commencing at the center of said Section 15, run thence west along the east-west center line of said Section 815 feet to the point of beginning, thence continuing west along said east-west center line 492.82 feet, thence north 32' 30" west 1320 feet, thence east 492.82 feet, thence south 32' 30" west 1320 feet to the point of beginning. All in Township 48 of Range 4 West of the Fifth Principal Meridian in Montgomery County, Missouri.</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Legal Description of the Whispering Pines Subdivision Service Area (formerly Gladlo)

A tract of land located in Sections 19 and 20, within Township 38 North Range 7 West, in Phelps County, Missouri, and being more particularly described as follows:
Beginning at the Northwest corner of the South 1/2 of the Northwest 1/4 of Section 20 in Township 38 North, Range 7 West in Phelps County, Missouri; thence along the North line of said South 1/2 of the Northwest 1/4 to the East line of the West 1/2 of Section 20, 3187.5 feet m/l; thence South along the East line of the Western 1/2 of Section 20 to Southeast corner of the Northwest 1/4 of Section 20, 1625 feet m/l; thence West along the South line of the Northwest 1/4 to the Southwest corner of the Southeast 1/4 of the Northwest 1/4 of Section 19, 4750 feet m/l; thence, North 812.5 feet m/l along the West line of the said 1/4 of 1/4 in Section 19; thence East along the North line of the said 1/4 of 1/4 to State Route V, as it exist January 2020, 562.5 feet m/l; thence, North 823 feet m/l along the centerline of State Route V, as it exist January 2020, to the Point of Beginning.
Said tract containing 102 acres, more or less.

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Rules and Regulations Governing Rendering of Water Service	
<u>Schedule of Rates</u>	
<p><u>AVAILABILITY</u> – This rate is available to all residential (“domestic”), commercial, industrial, and other public authority metered customers.</p>	
<p><u>MINIMUM CUSTOMER CHARGE</u> – The minimum charge for water service available through the facilities of the Company for the billing period and for the meter size furnished the customer charge is:</p>	
<u>Meter Size</u>	<u>Monthly Billing</u>
5/8”	\$42.20
3/4”	\$46.42
1”	\$59.08
2”	\$122.39
4”	\$590.84
<p><u>COMMODITY CHARGE</u> – In addition to the Minimum Customer Charge, the Commodity Charge for all water used registered by the meter is or \$7.01 per 1,000 gallons.</p>	
<p><u>FLAT RATE</u> - Customers who do not have water meters will be billed a monthly charge of \$69.63 for full-time customers and \$50.64 for part-time customers. When bills are rendered for a period of less than one-half (1/2) of a complete billing period due to connection or termination of service, the billing shall be for one-half (1/2) the monthly charge; if a bill is rendered for a period equal to or greater than one-half (1/2) of a complete billing period due to connection or termination of service, the billing shall be for the full monthly charge.</p>	
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Schedule of Rates Continued

SMITHVIEW H2O CUSTOMERS: Customers with a non-functioning meter will be charged a Flat Rate of \$71.25 until such time the meter is replaced. When a non-functioning meter is replaced with a functioning meter, the Minimum Customer Charge per meter size and the Commodity Charge will be applied to the next billing period.

PAYMENT TERMS - All bills for service under this schedule will be rendered in arrears on a monthly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after the date of the postmark of the bill. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.

TAXES - These rates do not include any municipal, state or federal taxes computed on either billing or consumption such taxes applicable shall be added as separate items in rendering each bill.

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<u>Schedule of Service Charges</u>	
The following Miscellaneous Charges apply as authorized and Described elsewhere in the Company's filed Rule and Regulations:	
<u>New Service Connection</u>	Actual Cost
Consists of the costs incurred by the Company for construction including parts, material, labor and equipment, but excluding the cost of the meter. See Rule 5 B.	
<u>Service Connection Inspection</u>	\$82.50
See Rule 5 B. 2 and 5 B. 3.	
<u>Turn-On/Turn-Off Requested by the Customer</u>	
\$27.50 8 am to 5 pm Monday through Friday, when scheduled at least 24 hours in advance.	
\$164.00 before 8 am and after 5 pm and on Saturday & Sunday, or when scheduled with less than 24 hours' notice.	
<u>Turn-On/Turn-Off Associated With Non-Payment</u>	\$27.50 Per Trip
<u>On-site Collection Charge</u>	\$27.50
This charge will be added to the current bill if the Company personnel is on-site to disconnect the service when the Customer pays the bill. The disconnection fee may not be assessed if the service is not physically disconnected.	
<u>Meter Test Fee</u>	\$120.00
See Rule 12 B.	
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Schedule of Service Charges Continued

Late Charges \$5 or 3%
The late charge is calculated monthly with the greater amount above being added to the delinquent bill in accordance with Rule 10 G.

Returned Check Charges \$25

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Rule 1 DEFINITIONS

- A. The "COMPANY" is Confluence Rivers Utility Operating Company, Inc., acting through its officers, managers, or other duly authorized employees or agents.
- B. The "CURB STOP" is a valve on the Service Connection, located at or near the Customer's property line, and used to shut off water service to the premises. The Curb Stop is owned and maintained by the Company.
- C. A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for water service or is receiving service from Company, or whose facilities are connected for utilizing such service, and except for a guarantor is responsible for payment for service.
- D. The "DATE OF CONNECTION" shall be the date of the permit for installation and connection issued by the Company. In the event no permit is taken and a connection is made, the date of connection shall be based on available information such as construction/occupancy permits, electric service turn-on date, or may be the date of commencement of construction of the building upon the property.
- E. A "DEVELOPER" is any person, firm, corporation, partnership or any entity that, directly or indirectly, holds title to, or sells or leases, or offers to sell or lease, or advertises for sale or lease, any lots in a subdivision.
- F. "DISCONTINUANCE OF SERVICE" is the intentional cessation of service by the Company not requested by the Customer.
- G. The "MAIN" is a pipeline which is owned and maintained by the Company, located on public property or private easements, and used to transport water throughout the Company's service area.
- H. The "METER" is a device, owned by the Company, used to measure and record the quantity of water that flows through the service line, and is installed in the

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ISSUED BY Josiah Cox, President, 500 Northwest Plaza Drive, Suite 500, Suite 500, St. Ann, MO 63074
 Name and Title of Issuing Officer Mailing Address

Name of Utility: Confluence Rivers Utility Operating Company, Inc.
 Service Area: Missouri Service Areas

Rules and Regulations Governing Rendering of Water Service	
<p>Rule 1 <u>DEFINITIONS CONTINUED</u></p> <p>I. outdoor meter setting, or inside the Customer’s building where the water service line enters through a foundation wall.</p> <p>J. The "METER SETTING" is a place either in the service connection or building plumbing for a water meter to be installed. An outdoor meter setting is located at or near the property line, and includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company. Indoor meter settings are located inside the Customer’s premises where the water service line enters the foundation wall either installed directly in the piping or in a meter yoke.</p> <p>K. A “RETURNED CHECK” is a check that is returned to the Company from any bank unpaid for any reason.</p> <p>L. A “SEASONAL CUSTOMER” is a Customer who is absent from the premises and may turn off, or request the Company turn off, water service temporarily. All Rates, Rules and Regulations within this tariff continue to apply to “Seasonal Customers” during periods of seasonal absence or turn-off.</p> <p>M. The "SERVICE CONNECTION" is the pipeline connecting the main to the Customer's water service line and includes the curb stop, or outdoor meter setting and all necessary appurtenances located at or near the property line, or at the property line if there is no curb stop or outdoor meter setting. If the property line is in a street, and if the curb stop or meter setting is not located near the edge of the street abutting the Customer’s property, the service connection shall be deemed to end at the edge of the street abutting the Customer's property. The service connection shall be owned and maintained by the Company.</p> <p>N. A "SUBDIVISION" is any land in the state of Missouri which is divided or proposed to be divided into two or more lots or other divisions of land, whether contiguous or not, or uniform in size or not, for the purpose of sale or lease, and</p> <p>* Indicates new rate or text + Indicates change</p>	

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Rule 1 DEFINITIONS CONTINUED

includes resubdivision thereof.

O. "TERMINATION OF SERVICE" is cessation of service requested by the Customer.

P. "TURN-OFF" is the act of turning water service off by physically turning a valve such that water is unavailable to a Customer's premises.

Q. "TURN-ON" is the act of turning water service on by physically turning a valve to allow water to be available to a Customer's premises.

R. The word "UNIT" or "LIVING UNIT" shall be used herein to define the premises or property of a single water consumer, whether or not that consumer is the Customer. It shall pertain to any building whether multi-tenant or single occupancy, residential or commercial, or owned or leased. Each domicile within a multi-tenant building is a separate unit. Each mobile home in a mobile home park and each rental unit of a multi-tenant rental property are considered as separate units for each single family or firm occupying same as a residence or place of business. In instances of a multi-tenant building with a single service connection, each unit within the building is a separate customer subject to the flat rate monthly charge appearing in the Schedule of Rates, whether occupied or not.

S. The "WATER SERVICE LINE" is a pipe with appurtenances installed, owned and maintained by the Customer, used to conduct water to the Customer's unit from the property line, curb stop or outdoor meter setting, including the connection to the curb stop or meter setting. If the property line is in a street, then the water service line shall be deemed to begin at the edge of the street abutting the Customer's property.

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<p>Rule 2 <u>GENERAL RULES & REGULATIONS</u></p> <p>A. Every applicant, upon signing an application for any water service rendered by the Company, or any Customer upon taking of water service, shall be considered to have expressed consent to be bound by these Rates, Rules and Regulations.</p> <p>B. The Company's Rules and Regulations governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate water service or service in particular service areas are set forth in rate schedules and constitute a part of these Rules and Regulations.</p> <p>C. The Company reserves the right, subject to authority of the Missouri Public Service Commission, to prescribe additional Rates, Rules or Regulations or to alter existing Rates, Rules or Regulations as it may from time to time deem necessary and proper.</p> <p>D. After the effective date of these Rules and Regulations, all new facilities, construction contracts, and written agreements shall conform to these Rules and Regulations, and in accordance with the statutes of the state of Missouri and the Rules and Regulations of the Missouri Public Service Commission. Pre-existing facilities that do not comply with applicable Rules and Regulations may remain, provided that their existence does not constitute a service problem or improper use, and reconstruction is not practical.</p> <p>E. The point of delivery of water service shall be at the connection of the Customer's service line to the Company's service connection.</p> <p>F. The Company shall have the right to enter upon the Customer's premises for the purpose of inspecting for compliance with these Rules and Regulations. Company personnel shall identify themselves and such inspections shall be conducted during reasonable hours.</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rule 3 COMPANY EMPLOYEES AND CUSTOMER RELATIONS

- A. Employees or agents of the Company are expressly forbidden to demand or accept any compensation for any services rendered to its Customers except as covered in the Company's Rules and Regulations.
- B. No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement or representation contrary to the intent of these Rules and Regulations.
- C. The Company shall not be responsible for damages caused by any failure to maintain water pressure or water quality, or for interruption, if such failure or interruption is without willful default or negligence on its part.
- D. The Company shall not be liable for damages due to, or interruptions caused by, defective piping, fittings, fixtures and appliances on the Customer's premises and not owned by the Company.
- E. The Company shall not be liable for damages due to Acts of God, civil disturbances, war, government actions, or other uncontrollable occurrences.

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Rule 4 APPLICATIONS FOR SERVICE

- A. A written application for service, signed by the Customer, stating the type of service required and accompanied by any other pertinent information, will be required from each Customer before service is provided to any unit.
- B. If service is requested at a point not already served by a main of adequate capacity, a main of adequate size shall be extended as may be necessary in accordance with Rule 14.
- C. When, in order to provide the service requested a main extension or other construction or equipment expense is required, the Company may require a written contract. Said contract may include, but not be limited to, the obligations upon the Company and the applicant, and shall specify a reasonable period of time necessary to provide such service.

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES

- A. The Company will provide water service at the outdoor meter, at the curb stop if an indoor meter setting is utilized; or at the property line if neither an outdoor meter nor a curb stop exists at or near the property line, or at the edge of the street if such property line is in the street. Separate buildings shall be served through separate water service lines if they are not on one lot that cannot be subdivided.
- B. The service connection from the water main to the Customer's property line shall be owned and maintained by the Company. Construction of the service connection, outdoor meter setting and curb stop shall be accomplished in one of the following ways at the Customer's option:
 - 1. The Company will construct the service connection, outdoor meter setting and curb stop, as necessary, and make the connection to the main, within three (3) business days of an application for service, or within the time period specified in an application for service (See Rule 4). The Customer shall be responsible for payment of the New Service Connection Fee, as specified by or provided for in the Schedule of Service Charges; or,
 - 2. The Customer may install, or have installed by a professional contractor or plumber, the service connection from the water main to the meter setting, and make the connection to the main, subject to prior approval of the Company; or,
 - 3. The Customer may install, or have installed by a professional contractor or plumber, the service connection from the water main to the meter setting, and the Company will tap the main and connect the service connection. The Customer shall be responsible for payment of a New Service Connection Fee as specified by or provided for in the Schedule of Service Charges.

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<p>Rule 5 <u>INSIDE PIPING AND WATER SERVICE LINES CONTINUED</u></p> <p>C. A service connection installation constructed by the Customer as provided for in paragraphs B. 2. or 5 B. 3., above, is subject to inspection by the Company. The Service Connection Inspection Fee as specified in the Schedule of Service Charges shall apply if the Company must make a trip solely to conduct an inspection of a service connection constructed by the Customer, and shall not apply if the inspection of a service connection is accomplished at the same time as a tap is made for the Customer, or the same time as an inspection of the water service line as provided for in paragraph D., below, or if the Company installs the service connection as provided in 5 B. 1., above.</p> <p>D. Water service line construction and maintenance from the property line, curb stop or meter setting, including the connection to the curb stop or meter setting, to the building shall be the responsibility of the Customer, and is subject to inspection by the Company. The Customer shall be responsible for any applicable fees as listed in the Schedule of Service Charges.</p> <p>E. Customers shall be responsible for the cost of repairing any damage to the Company's mains, curb stops, valve boxes, meters, and meter installations caused by the Customer, Customer's agent, or tenant.</p> <p>F. Existing water service lines and service connections may be used in connecting with new buildings only when they are found by examination and testing not to constitute a hazard to the health and safety of any Customer or the Company's facilities.</p> <p>G. The water service line shall be brought to the unit at a depth of not less than thirty-six inches (36") and have a minimum inside diameter of three-quarters inch (3/4"). The Customer is responsible for the determination of whether or not a larger size is needed to provide adequate flow to the unit. A valve must be installed in the service line where it enters the unit. This valve must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary.</p> <p>* Indicates new rate or text + Indicates change</p>	

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES CONTINUED

- H. Water service lines and inside piping shall be of material conforming to recognized standards for potable water service and shall have a pressure rating of at least one hundred sixty (160) psi working pressure.
- I. The Company will not install a service connection to a vacant lot if such lot is not intended and recognized by the Company to be for intermittent use such as camping or picnic activity in a recreational subdivision, and the Customer installs a frost-free lockable hydrant at any point of use.
- J. Any change in the location of an existing service connection requested by the Customer shall be made by the Company or with the Company's approval, at the Customer's expense.
- K. The Company shall have the right to enter the Customer's premises, after reasonable notice, for the purposes of inspection to ensure compliance with these Rules and Regulations. Company personnel shall identify themselves and make these inspections only at reasonable hours.
- L. Neither water service lines nor service connections may be extended along public streets or roadways or through property of others in connecting with the Company's mains. The service connection may, however, extend through the water main easement and roadway easement as necessary in order to be connected to a main located across and adjacent to a street in front of the Customer's living unit. The service connection and service line must be laid in a straight line and at right angles to the main and the face of the structure or as nearly so as possible. Any deviation from this because of physical obstruction, landlocked property, or a clear impossibility to construction a future main extension for further subdivision development or additional future customers, will be at the discretion of the Company.

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES CONTINUED

- M. Any Customer having a plumbing arrangement, or a water-using device that could allow backsiphonage of any chemical, petroleum, process water, water from a questionable supply, or other substance that could create a health hazard or damage to the water system; or, any Customer's plumbing classified as an actual or potential backflow hazard in the Regulations of the Missouri Department of Natural Resources shall be required to install and maintain a backflow prevention device. This rule may also apply to Customers on whose premises it is impossible or impractical for the Company to perform a cross connection survey. The device, installation, location and maintenance program shall be approved by the Company.

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Rule 6 IMPROPER OR EXCESSIVE USE

- A. No Customer shall be wasteful of the water supplied to the unit by the Customer's willful action or inaction. It shall be the responsibility and duty of each Customer to maintain all piping and fixtures at the unit in a good and efficient state of repair at all times.
- B. No Customer shall make or cause to be made a cross connection between the potable water supply and any source of chemical or bacterial contamination or any other water supply. The Company shall deny or discontinue service where Customer's water service line or inside piping may, in the opinion of the Company, cause a cross-connection with non-potable water or otherwise jeopardize the health and safety of other Customer's or the Company's facilities.
- C. The Customer shall not make or cause to be made a connection to a device that will result in excessive water demand or excessive shock, such as water-hammer, to the Company's mains.
- D. The Customer shall not tamper with, remove, or willfully damage a water meter or attempt to operate the shutoff cock on the service connection or meter yoke, or allow any such action. Licensed plumbers may operate such valves in order to work on the Customer's premises and to test their work, but must leave such valves open or closed as found.
- E. The Customer shall not attempt to take unmetered water from the Company mains either by an unauthorized tap or direct connection to service connection nor by connection to a fire hydrant.
- F. Customers will not be permitted to supply water in any way to premises other than the service address, nor to permit others to use their hose or attachments, nor leave them exposed to use by others without permission from the Company.

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Rules and Regulations Governing Rendering of Water Service	
<p>Rule 7 <u>DISCONTINUANCE OF SERVICE BY COMPANY</u></p> <p>A. The Company may discontinue service for any of the following reasons:</p> <ol style="list-style-type: none"> 1. Non-payment of a delinquent account not in dispute; or 2. Failure to post a security deposit or guarantee acceptable to the utility; or 3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the Customer's premises; or 4. Misrepresentation of identity in obtaining utility service; or 5. Enclosing or obstructing any meter so as to make reading or repairs unreasonably difficult, or 6. Failure to comply with the terms and conditions of a settlement agreement; or 7. Refusal after reasonable notice to grant access at reasonable times to equipment installed upon the premises of the Customer for the purpose of inspection, meter reading, maintenance or replacement; or 8. Violation of any of these Rules and Regulations on file with and approved by the Missouri Public Service Commission, or for any condition which adversely affects the safety of the Customer or other persons, or the integrity of the utility's delivery system; or 9. Non-payment of a sewer bill issued by the Company or by a sewer utility requesting discontinuance of water service by an agreement between the Company and such sewer utility. When water service is discontinued for non-payment of a sewer bill and if the sewer bill is not issued by the Company, any service charges for turn on/off or disconnection/reconnection within these Rules and Regulations shall not <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rules and Regulations Governing Rendering of Water Service	
<p>Rule 7 <u>DISCONTINUANCE OF SERVICE BY COMPANY CONTINUED</u></p> <p style="text-align: center;">apply, and notice to the Customer shall be provided by rules and procedure applicable to the Customer's sewer service in lieu of notification required by these Rules and Regulations.</p> <p>B. None of the following shall constitute sufficient cause for the Company to discontinue service:</p> <ol style="list-style-type: none"> 1. The failure of the Customer to pay for merchandise, appliances, or service not subject to Commission jurisdiction as an integral part of the utility service provided by the Company; or 2. The failure of the Customer to pay for service received at a separate metering point, residence, or location. In the event of discontinuance or termination of service at a separate residential metering point, residence, or location in accordance with these Rules and Regulations, the Company may transfer and bill any unpaid balance to any other residential service account of the Customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule; or 3. The failure of the customer to pay for a different class of service received at the same or different location. The placing of more than one (1) meter at the same location for the purpose of billing the usage of specific devices under operational rate schedules or provisions is not construed as a different class of service for the purpose of this rule; or 4. The failure to pay the bill of another customer, unless the customer whose service is sought to be discontinued received substantial benefit and use of the service billed to the other customer; or 5. The failure of a previous owner or occupant of the premises to pay an <p>* Indicates new rate or text + Indicates change</p>	

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<p>Rule 7 <u>DISCONTINUANCE OF SERVICE BY COMPANY CONTINUED</u></p> <p style="padding-left: 40px;">unpaid or delinquent bill except where the previous occupant remains an occupant of the living unit; or</p> <p style="padding-left: 20px;">6. The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless a utility has offered the customer a payment arrangement equal to the period of underbilling.</p> <p style="padding-left: 20px;">C. The Company may discontinue service after notice by first class mail is sent to the Customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. If written notice is hand delivered to the Customer, it shall be done at least ninety-six (96) hours prior to discontinuance. If the Company intends to discontinue service to a multi-tenant dwelling with occupants who are not customers, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance, along with information pertaining to how one or more of the tenants may apply to become customers. Discontinuance shall occur within thirty (30) calendar days after the date given as the discontinuance date, shall occur between the hours of 8:00 a.m. and 4:00 p.m., and shall not occur on a day when the Company will not be available to reconnect service or on a day immediately preceding such a day.</p> <p style="padding-left: 20px;">D. A discontinuance notice provided to a customer shall include:</p> <ol style="list-style-type: none"> 1. The name and address of the Customer, the service address if different than the Customer's address; and 2. A statement of the reason for the proposed discontinuance of service and the cost for reconnection; and 3. How the customer may avoid the discontinuance; and <p style="padding-left: 20px;">* Indicates new rate or text + Indicates change</p>	

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<p>Rule 7 <u>DISCONTINUANCE OF SERVICE BY COMPANY CONTINUED</u></p> <p>4. The possibility of a payment agreement if the claim is for a charge not in dispute and the Customer is unable to pay the charge in full at one time; and</p> <p>5. A telephone number the Customer may call from the service location without incurring toll charges and the address and any available electronic contact information of the utility prominently displayed where the customer may make an inquiry.</p> <p>E. The Company shall make reasonable efforts to contact the Customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reason(s) for discontinuance of service, and the resolution. If discontinuance of service would affect an occupant who is not the Company's Customer, or is not responsible for payment of the bill, then the Company shall make reasonable efforts to inform such occupant(s).</p> <p>F. The Company shall postpone the discontinuance if personnel will not be available to restore service the same day, or if personnel will not be available to restore service the following day. The Company also shall postpone discontinuance if a medical emergency exists on the premises, however the postponement may be limited to twenty-one (21) days, and the Company may require proof of a medical emergency.</p> <p>G. The Company shall have the right to enter the Customer's premises for purposes of discontinuance of service in compliance with these Rules and Regulations. Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intention to discontinue service, or leave a conspicuous notice of the discontinuance. The Company shall have the right to communicate with the owner of the Customer's Unit for purposes of gaining access to the property for discontinuance of service in accordance with the Missouri Public Service Commission's billing practices, but any extra costs for arranging such access shall not be charged to the Customer's account.</p> <p>* Indicates new rate or text + Indicates change</p>	

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY CONTINUED

- H. The provisions of paragraphs C. and E. above may be waived if safety of Company personnel while at the premises is a consideration.
- I. Discontinuance of service to a unit for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the Customer.
- J. In case the Company discontinues its service for any violation of these Rules and Regulations, then any monies due the Company shall become immediately due and payable.
- K. The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- L. The Company shall deal with Customers, handle Customer accounts, and manage discontinuance of service procedures in accordance with the Missouri Public Service Commission's Utility Billing Practices.
- M. Applicable Turn-off and turn-on charges are specified in the Schedule of Service Charges.

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Rule 8 TERMINATION OF WATER SERVICE AT CUSTOMER'S REQUEST

- A. Service will be terminated at the Customer's request, by giving not less than twenty-four (24) hours notice to the Company during its regular office hours. The Company shall, on the requested day, read the Customer's meter and charges for water service rendered up to and including the time of termination shall be computed and will become due and payable immediately.
- B. A Customer may request temporary turn-off by the Company for the Customer's own convenience; however, the Customer shall still be charged for service at the appropriate rate as specified in the Schedule of Rates during the time the service is turned off.
- C. Turn-off and turn-on charges shall apply, and are specified in the Schedule of Service Charges.
- D. A Customer who requests termination of service, but returns to the premises and requests water service within nine (9) months of such termination, at the Company's discretion may be deemed to have been a seasonal customer, and applicable charges incurred during the period of absence may apply.

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Rule 9 INTERRUPTIONS IN SERVICE

- A. The Company reserves the right to discontinue water in its mains at any time, without notice, for making emergency repairs to the water system. Whenever service is interrupted for scheduled repairs or maintenance, Customers affected by such interruptions will be notified in advance whenever it is possible to do so. Every effort will be made to minimize interruption of service.
- B. No refunds of charges for water service will be made for interruptions of service unless due to willful misconduct of the Company.
- C. In order to avoid service problems when extraordinary conditions exist, the Company reserves the right, at all times, to determine the limit of and regulate water usage in a reasonable and non-discriminatory manner.

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Name and Title of Issuing Officer Mailing Address

Name of Utility: Confluence Rivers Utility Operating Company, Inc.
 Service Area: Missouri Service Areas

Rules and Regulations Governing Rendering of Water Service	
<p>Rule 10 <u>BILLS FOR SERVICE</u></p> <p>A. The charges for water service shall be at the rates specified in the Schedule of Rates in these Rules and Regulations. Other applicable service charges are set forth in the Schedule of Service Charges in these Rules and Regulations.</p> <p>B. A Customer who has made application for, or is receiving the benefit of, water service to a unit shall be responsible for payment for all water service provided to the Customer at said unit from the date of connection until the date requested by the Customer by proper notification to the Company to terminate service.</p> <p>C. Each Customer is responsible for furnishing the Company with the correct address. Failure to receive bills will not be considered an excuse for non-payment nor reason to permit an extension of the date when the account would be considered delinquent. Bills and notices relating to the Company or its business will be mailed or delivered to the mailing address entered in the Customer's application unless the Company is notified in writing by the Customer of a change of address.</p> <p>D. Payments shall be made at the office of the Company or at such other places conveniently located as may be designated by the Company, by ordinary mail, or by electronic methods employed by the Company. Payment must be received by the close of business on the date due, unless the date due falls on a non-business day in which case payment must be received by the next business day.</p> <p>E. Neither the Company nor the Customer will be bound by bills rendered under mistake of fact as to the quantity of service rendered or as a result of clerical error. Customers will be held responsible for charges based on service provided.</p> <p>F. A separate bill shall be rendered for each Customer with itemization of all water service charges. All bills for service shall state the due date. The Company shall render bills monthly.</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rules and Regulations Governing Rendering of Water Service	
<p>Rule 10 <u>BILLS FOR SERVICE CONTINUED</u></p> <p>G. Monthly bills shall be due twenty-one (21) calendar days from the date of rendition, unless such due date falls on a Sunday, a legal holiday, or other day when the office is closed, in which case the due date shall be extended to the next business day. Bills unpaid after the stated due date will be delinquent and the Company shall have the right to discontinue service in accordance with Rule 7. Delinquent bills may be subject to a late charge as provided in the Schedule of Service Charges. The Company shall not be required to restore or connect any new service for such delinquent Customers until the unpaid account due the Company under these Rules and Regulations has been paid in full or arrangements satisfactory to the Company have been made to pay said account.</p> <p>H. When bills are rendered for a period of less than a complete billing period due to the connection or termination of service, the billing shall be the monthly or quarterly minimum plus an amount based on the water used at the commodity (water usage) rate or one-half (1/2) of the flat rate if applicable.</p> <p>I. The Company may require a security deposit or other guarantee as a condition of new service if the Customer:</p> <ol style="list-style-type: none"> 1. Still has an unpaid account with a utility providing the same type of service accrued within the last five (5) years; or, 2. Has diverted or interfered with the same type of service in an unauthorized manner within the last five (5) years; or, 3. Is unable to establish a credit rating with the Company. Adequate credit rating for a residential Customer shall be established if the Customer: <ol style="list-style-type: none"> a. Owns or is purchasing a home; or, <p>* Indicates new rate or text + Indicates change</p>	

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Rules and Regulations Governing Rendering of Water Service	
<p>Rule 10 <u>BILLS FOR SERVICE CONTINUED</u></p> <p style="margin-left: 40px;">b. Is and has been regularly employed full time for at least one (1) year; or,</p> <p style="margin-left: 40px;">c. Has an adequate and regular source of income; or</p> <p style="margin-left: 40px;">d. Can provide credit references from a commercial credit source.</p> <p>J. The Company may require a security deposit or other acceptable written guarantee of payment as a condition of continued service if:</p> <ol style="list-style-type: none"> 1. The water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or, 2. The utility service to the unit has been diverted or interfered with in an unauthorized manner; or, 3. The Customer has failed to pay undisputed bills before the delinquency date for five (5) billing periods out of twelve (12) consecutive monthly billing periods. <p>K. The amount of a security deposit shall not exceed utility charges applicable to one (1) billing period plus thirty (30) days, computed on estimated or actual annual usage.</p> <p>L. Interest shall be payable annually on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the <i>Wall Street Journal</i> for the last business day of the preceding calendar year, plus one (1) percentage point. Interest may be credited to the Customer's account.</p> <p>M. After a Customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one (1) year, credit shall be established or re-established, and the deposit and any interest due shall be refunded. The utility</p> <p style="margin-left: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rules and Regulations Governing Rendering of
Water Service

Rule 10 BILLS FOR SERVICE CONTINUED

may withhold full refund of the deposit pending resolution of a disputed matter.

- N. The utility shall give a receipt for deposits received, but shall also keep accurate records of deposits, including Customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- O. All billing matters shall be handled in accordance with the Missouri Public Service Commission's Rules and Regulations regarding Utility Billing Practices, 4 CSR 240-13.

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Rules and Regulations Governing Rendering of
Water Service

Rule 11 METERS AND METER INSTALLATIONS

- A. When water meters are utilized for billing, the Company shall furnish and install a suitable meter for each Customer, and the Company's installed meter shall be the standard for measuring water used to determine the bill. All meters shall be furnished, installed, maintained and removed by the Company and shall remain its property.
- B. The Company shall have the right to determine, on the basis of the Customer's flow requirements, the type and size of meter to be installed and location of same. No meter size selection will be based solely on the size of the Customer's service line. If flow requirements increase or decrease subsequent to installation and a larger or smaller meter is requested by the Customer, the cost of installing such larger or smaller meter shall be paid by the Customer.
- C. Domestic water service to any one Customer at a single premises shall be furnished through a single service connection. Individual units of a multi-unit building may have separate connections and meter installations only if each unit has separate plumbing, ground-level space, an individual service connection and meter installation location, and frontage to a Company-owned main. For multi-unit buildings with one service connection and meter installation, the inside piping may be rearranged at the Customer's own expense so as to separate the units and meter tenants, then divide the bill accordingly.
- D. The owners of premises wherein meters are located shall be held responsible for the safekeeping of the Company's meters and metering appurtenances, and are required to keep meters located within their property accessible to the Company for reading and for meter change outs. If a Customer limits accessibility, or fails to protect a meter against damage, the Company may discontinue service and/or refuse to supply water until accessibility is restored and the Company is paid for any such damage. The amount of the charge shall be the cost of the necessary replacement parts and the labor cost necessary to make the repair.

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Rules and Regulations Governing Rendering of
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Rule 11 METERS AND METER INSTALLATIONS CONTINUED

- E. If the Company determines that no suitable outdoor location is available, then the meter may be installed inside the Customer’s premises where the water service line enters the building and just downstream of the inside shutoff valve. The Company shall install a curb stop within the service connection at or near the property line as practical. When the meter is installed inside the Customer’s premises, the Customer will either provide a meter yoke to accept installation of the Company’s meter, or provide proper fittings for the house plumbing pipe to allow for direct installation of the Company’s meter, along with a proper grounding strap installed around the meter to prevent electric charge build-up on either side of the meter or while a meter is removed. If installation in a special setting is necessary, the excess cost of installation shall be paid by the Customer.

- F. If an existing basement meter location is determined by the Company to be inadequate or inaccessible, then the Customer must provide for the installation of a meter to be located at or near the Customer's property line. The Customer shall furnish or obtain from the Company, as appropriate, the necessary meter installation appurtenances conforming to the Company's specifications, and the cost of said appurtenances and labor shall be paid by the Customer.

- G. Approved meter installation locations in dry basements, sufficiently heated to keep the meter from freezing, may remain provided the meter is readily accessible, at the Company's and Customer's convenience as determined by the Company, for servicing and reading and the meter space provided is located where the service line enters the building. The Company may, at its discretion, require the Customer to install a remote reading device at an approved location, for the purpose of reading the meter. It is the responsibility of the Customer and/or the owner of the premises to provide a location for the water meter which, in the event of water discharge as a result of leakage from the meter or couplings, will not result in damage. The Company's liability for damages to any and all property caused by such leakage shall in no event exceed the price of water service to the affected premises for one average

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Rules and Regulations Governing Rendering of
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Rule 11 METERS AND METER INSTALLATIONS CONTINUED

billing period in the preceding year. Where damage is caused by the negligence of Company personnel at the premises, this limitation will not apply. If a Customer refuses to provide an accessible location for a meter as determined by the Company, the Company will notify the Staff of the Water and Sewer Unit of the Missouri Public Service Commission before ultimately refusing service or proceeding to discontinue service.

- H. The Customer shall promptly notify the Company of any defect in, or damage to, the meter setting.
- I. Any change in the location of any existing meter or meter setting at the request of the Customer shall be made at the expense of the Customer, and with the approval of the Company.

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Rule 12 METER TESTS AND TEST FEES

- A. Any Customer may request the Company to make a special test of the accuracy of the meter through which water is supplied to the Customer. This test will be made in accordance with water industry test procedures, and to check for accuracy as required by Regulations of the Missouri Public Service Commission.
- B. The Company reserves the right to remove and test a meter at any time and to substitute another in its place. In case of a dispute involving a question as to the accuracy of the meter, a test will be made by the Company upon the request of the Customer without charge if the meter has not been tested within twelve(12) months preceding the requested test; otherwise, an approved charge will be made if the test indicates meter accuracy within five percent (5%).
- C. A meter test requested by the Customer may be witnessed by the Customer or the Customer’s duly authorized representative, except for tests of meters larger than two inch (2”) inlet, which will be conducted by the water manufacturer. A certified copy of the test report will be provided to the Customer.
- D. If a test shows an average error of more than five percent (5%), billings shall be adjusted in accordance with Rule 13.

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Rule 13 BILL ADJUSTMENTS BASED ON METER TESTS

- A. Whenever any test by the Company of a meter while in service or upon its removal from service shall show such meter to have an average error of more than five percent (5%) on the test streams prescribed by the Missouri Public Service Commission, the Company shall adjust the Customer's bills by the amount of the actual average error of the meter and not the difference between the allowable error and the error as found. The period of adjustment on account of the under-registration or over-registration shall be determined as follows:
 - 1. Where the period of error can be shown, the adjustment shall be made for such period; or
 - 2. Where the period of error cannot be shown, the error found shall be considered to have existed for three (3) months preceding the test.
- B. If the meter is found on any such test to under-register, the Company may render a bill to the Customer for the estimated consumption not covered by bills previously rendered during the period of inaccuracy as above outlined. Such action shall be taken only when the Company was not at fault for allowing the inaccurate meter to remain in service.
- C. If the meter is found on any such test to over-register, the Company shall refund to the Customer any overcharge caused during the period of inaccuracy as above defined. The refund shall be paid within a reasonable time and may be in the form of a bill credit.

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Rules and Regulations Governing Rendering of
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Rule 14 EXTENSION OF WATER MAINS

- A. This rule shall govern the extension of mains by the Company within its certified area where there are no water mains.
- B. Upon receipt of a written application for a main extension, the Company will provide the applicant(s) an itemized estimate of the cost of the proposed extension. Said estimate shall include the cost of all labor and materials required, including valves, fire hydrants, booster stations, storage facilities, reconstruction of existing mains (if necessary), and the direct costs associated with supervision, engineering, permits, and bookkeeping. The estimate will not include unanticipated costs such as rock excavation.
- C. Applicant(s) shall enter into a contract with the Company for the installation of said extension and shall tender to the Company the amount determined in paragraph B. above. Any applicable New Service Connection Fee will become due after the cost incurred by the Company has been ascertained, as per Rule 5 B. 1. or 3., and as specified in the Schedule of Service Charges. The contract may allow the Customer to contract with an independent contractor for the installation and supply of material, except that mains of twelve inches (12”) or greater diameter must be installed by the Company, and the reconstruction of existing facilities must be done by the Company.
- D. The cost to single-family residential applicant(s) connecting to a main extension for which other applicant(s) paid an amount determined in paragraph B., above, subject to subsequent adjustments for actual cost, shall be as follows:
 - 1. For single-family residential applicant(s) applying for service in a platted subdivision, the Company shall divide the actual cost of the extension by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing mains shall be excluded.

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Rule 14 EXTENSION OF WATER MAINS CONTINUED

2. For single-family residential applicant(s) applying for service in areas that are unplatted in subdivision lots, an applicant(s) cost shall be equal to the total cost of the main extension divided by the total length of the main extension in feet times one hundred (100) feet.
3. For industrial, commercial, or multifamily residential applicants, the cost will be equal to the amount calculated for a single-family residence in paragraphs D.1. or D.2. above, multiplied by the flow factors of the applicants' meter. The flow factors of the various sizes of meters are as follows:

<u>Meter Size</u>	<u>Flow Factor</u>
5/8"	1
3/4"	1.1
1"	1.4
2"	2.9
4"	14

- E. Refunds of funds paid by applicant(s) for any estimated costs or actual costs of a main extension shall be made to such applicant(s) as follows:
1. Should the actual cost of the extension be less than the estimated cost, the Company shall refund the difference to the applicant(s) as soon as the actual cost has been ascertained.
 2. During the first ten (10) years after the main extension is completed, the Company will refund to the applicant(s) who paid for the extension the money collected from applicant(s) in accordance with paragraph D. above. The refund shall be paid within a reasonable time after the money is collected.

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Rule 14 EXTENSION OF WATER MAINS CONTINUED

3. The sum of all refunds to any applicant shall not exceed the total amount which the applicant(s) has paid.

F. Extensions made under this rule shall be and remain the property of the Company.

G. The Company reserves the right to further extend the main and to connect mains on intersecting streets and easements. Connecting new Customers to such further extensions shall not entitle the applicant(s) paying for the original extension to a refund for the connection of such Customers.

H. Extensions made under this rule shall be of Company-approved pipe sized to meet water service requirements. If the Company chooses to size the extension larger in order to meet the Company's overall system requirements, the additional cost caused by the larger size of pipe shall be borne by the Company.

I. No interest will be paid by the Company of payments for the extension made by the applicant(s).

J. If extensions are required on private roads, streets, through private property, or on private property adjacent to public right-of-way, a proper deed of easement must be furnished to the Company without cost to the Company, before the extension will be made.

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