

Name of Utility: United Services, Inc.

Service Area: Missouri Service Areas

Rules Governing Rendering of Sewer Service	
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*	Indicates new rate or text
+	Indicates change

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ISSUED BY: Darren Farnan, Chief Development Officer 401 North HWY 71, Savannah, MO 64485  
name of officer title address

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Rules Governing Rendering of Sewer Service																																									
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Name of Utility: United Services, Inc.

Service Area: Missouri Service Areas

Rules Governing Rendering of Sewer Service

SCHEDULE OF SERVICE CHARGES

Each lot owner is responsible for the purchase and installation of a pump unit (Septic Tank Effluent Pump), installation of the gravity Service Sewer from the home or business building to the pump unit, and the costs of electrical and plumbing connections. All such work shall be performed by the Company's agent, and payment by the Customer shall be made directly to the Company's agent. Initial Cost of the STEP tank will be billed at \$5,500.00. This fee includes the STEP Unit, up to 50 feet of connecting pipe from the home/business to the STEP Unit, electric wire and control panel from the STEP Unit to the home/business. Extra footage beyond 50 feet for gravity or force main will be billed at the per foot Connection Charge rate listed below.

Connection Charge (Per Foot) – Pressure Service Sewer Construction.....\$4.00

Delinquent Charge – Late Payment .....\$5.00

Reconnect Fee, if service was turned off..... \$50.00

Returned Check Charge ..... \$30.00

\*\*Schedule of Service Charges are applicable to all service areas.

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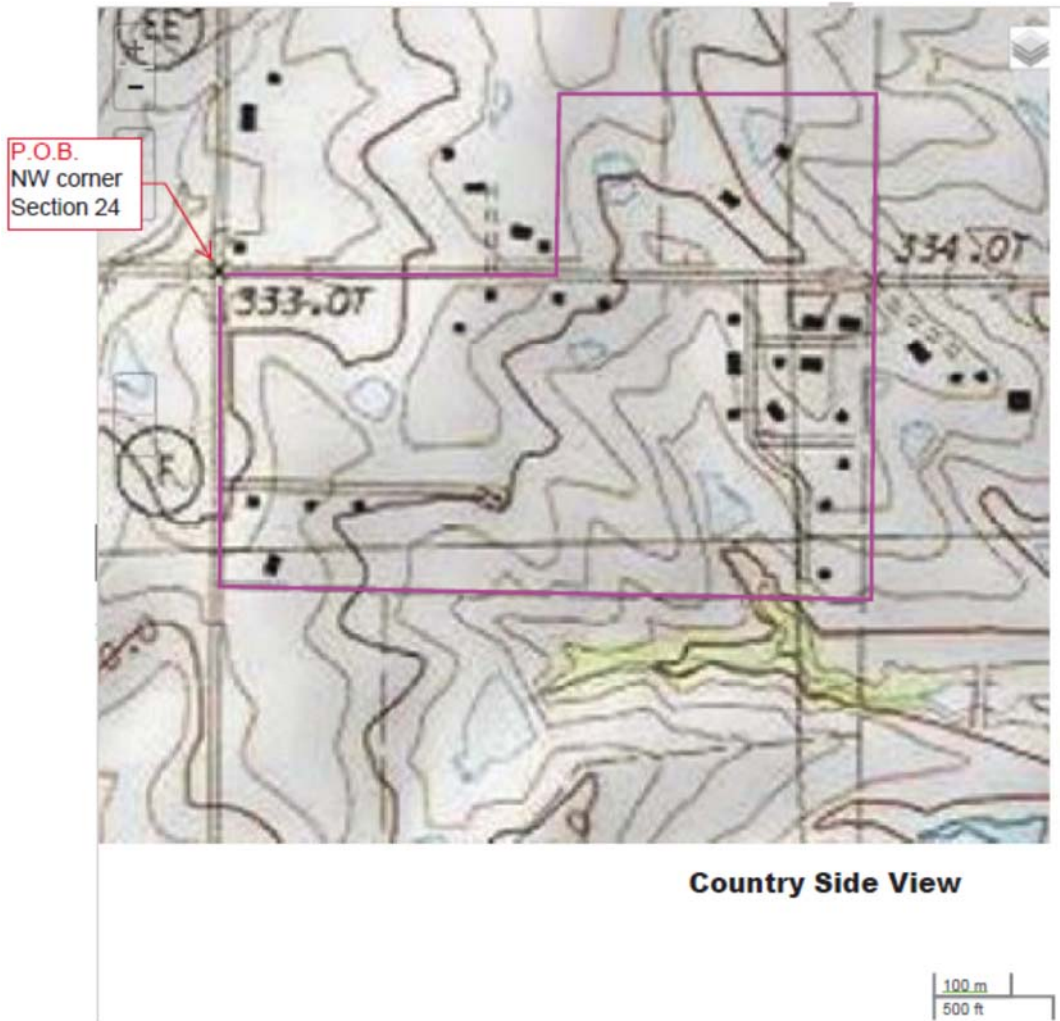
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Rules Governing Rendering of Sewer Service

Map of Service Area  
Country Side View (Maryville)



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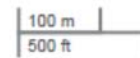
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Rules Governing Rendering of Sewer Service



Country Side View



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Rules Governing Rendering of Sewer Service	
<p style="text-align: center;"><u>Legal Description of Service Area</u> Country Side View (Maryville)</p> <p>Beginning at the NW corner of Section 24 Township 64 North Range 35 West;</p> <p>Thence easterly along the north line of said Section 24 a distance of 1,412 feet m/l to the SE corner of the SW quarter of Section 13 Township 64 North Range 35 W:</p> <p>Thence northerly along the west line of the SW quarter of the SE quarter of the SW quarter of Section 13 a distance of 787 feet m/l to the northwest corner of the said SW quarter of the SE quarter of the SW quarter of Section 13;</p> <p>Thence easterly along the north line of the said SW quarter of the SE quarter of the SW quarter of Section 13, and along the north line of the SE quarter of the SE quarter of the SW quarter of said section 13 a distance of 1,412 feet m/l to the NE corner of the SE quarter of the SE quarter of the SW quarter of Section 13;</p> <p>Thence southerly along the east line of the said SE quarter of the SW quarter of Section 13 a distance of 787 feet m/l to the SE corner of the SW quarter of Section 13, also the NE corner of the NW quarter of said Section 24;</p> <p>Thence; continuing southerly along the east line of the NW quarter of Section 24 a distance of 1,375 feet m/l to the SE corner of the NE quarter of the NW quarter of Section 24;</p> <p>Thence westerly along the south line of the said NE quarter of the NW quarter of Section 24, and continuing westerly along the south line of the NW quarter of the NW quarter of Section 24 a distance of 2,812 feet m/l to the SW corner of the NW quarter of the NW quarter of Section 24;</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rules Governing Rendering of  
Sewer Service

Thence northerly along the west line of the said NW quarter of the NW quarter of Section 24 a distance of 1,363 feet m/1 to the NW corner of Section 24 and the Point of Beginning.

Containing 202.64 acres more or less.

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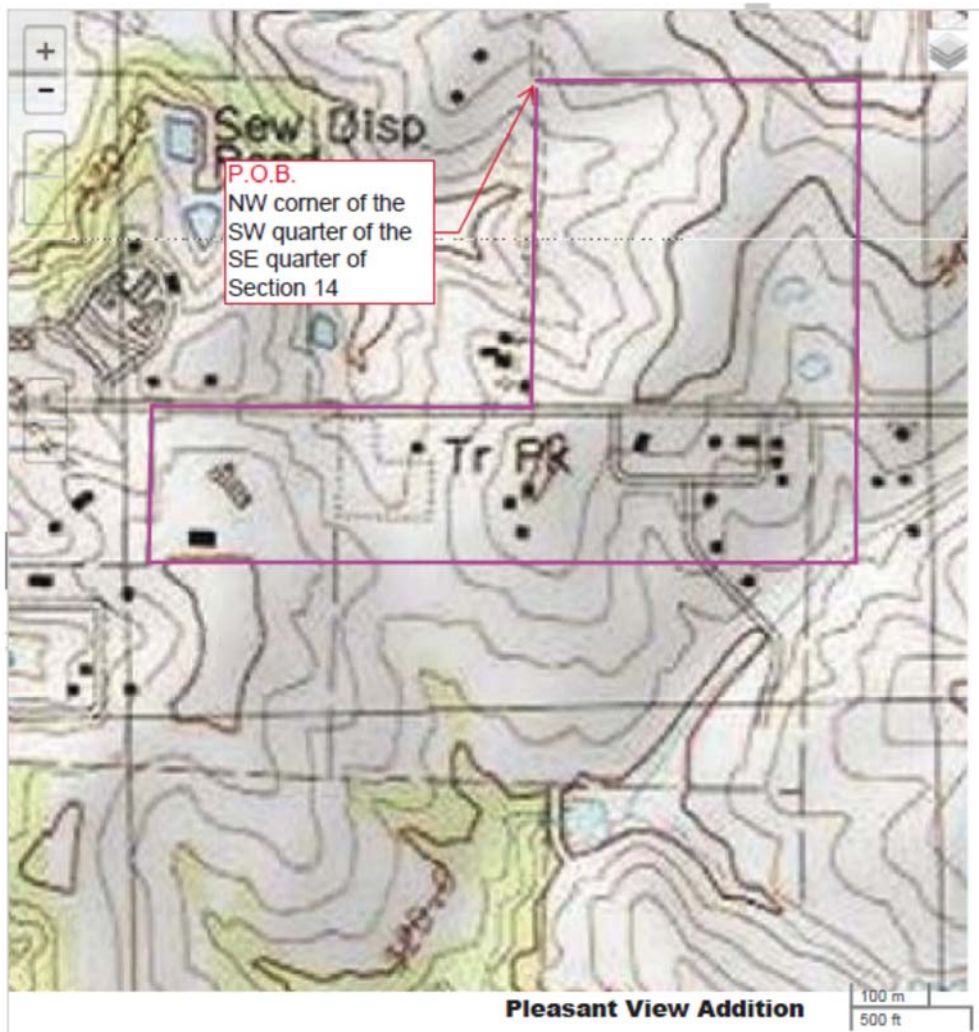


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Rules Governing Rendering of Sewer Service

Map of Service Area Pleasant View Addition (Maryville)



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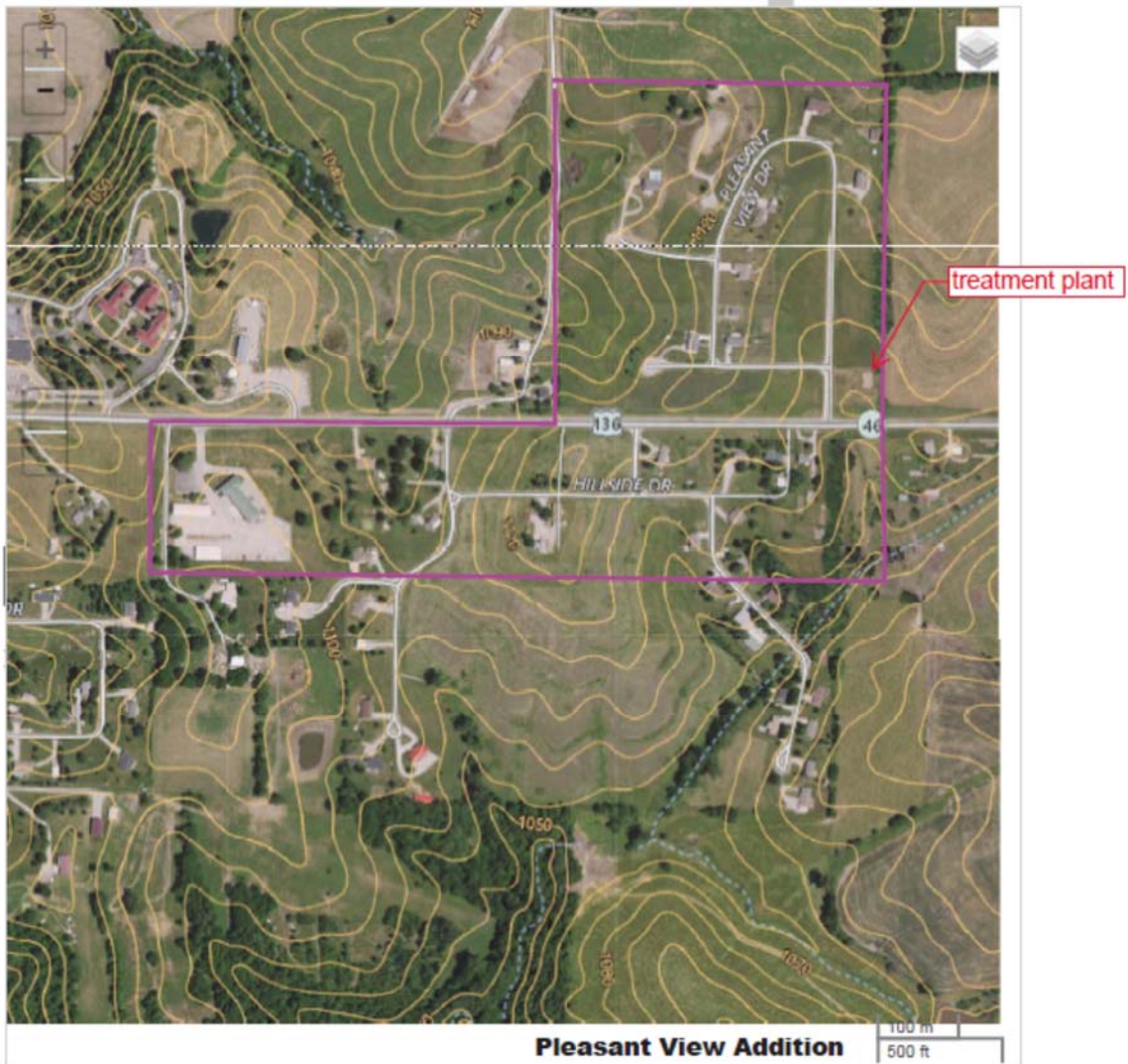
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Rules Governing Rendering of Sewer Service	
<p style="text-align: center;"><u>Legal Description of Service Area</u> Pleasant View Addition (Maryville)</p> <p>Beginning at the NW corner of the SW quarter of the SE quarter of Section 14 Township 64 North Range 35 West;</p> <p>Thence southerly along the west line of said SW quarter of the SE quarter of Section 14 a distance of 1,425 feet m/l to the south line of said Section 14;</p> <p>Thence westerly along the south line of Section 14 a distance of 1,625.0 feet to a point;</p> <p>Thence southerly along a line that is parallel to the west line of Section 23 Township 64 North Range 35 West a distance of 687 feet m/l to the south line of the NE quarter of the NW quarter of the NW quarter of Section 23;</p> <p>Thence easterly along the south quarter-quarter-quarter section line of the NE quarter of the NW quarter of the NW quarter of Section 23, along the south line of the North one-half of the NE quarter of the NW quarter, and along the south line of the North one-half of the NW quarter of the NE quarter of Section 23 a distance of 3,000 feet m/l to the SE corner of the NE quarter of the NW quarter of the NE quarter of Section 23;</p> <p>Thence northerly along the east line of the said NE quarter of the NW quarter of the NE quarter of Section 23 a distance of 687 feet m/l to the north line of Section 23 and also the SE corner of the SW quarter of the SE quarter of said Section 14;</p> <p>Thence northerly along the east line of said SW quarter of the SE quarter of said Section 14 a distance of 1,425 feet m/l to the NE corner of the SW quarter of the SE quarter of said Section 14;</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Thence westerly along the north line of the NE corner of the SW quarter of the SE quarter of said Section 14 a distance of 1,375 feet to the NW corner of the SW quarter of the SE quarter of Section 14 and the Point of Beginning.

Containing 92.3 acres more or less.

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Rules Governing Rendering of Sewer Service	
<p><u>Schedule of Rates</u> Pleasant View Addition (Maryville)</p> <p><u>Monthly Service Charge for Sewer Service for Commercial Customers:</u> \$42.84</p> <p><u>Monthly Service Charge for Sewer Service for Residential Customers:</u> \$35.44</p> <p>Taxes: Any applicable Federal, State, or local taxes computed on billing basis shall be added as separate items in rendering each bill.</p> <p>Sewer bills will be prepared and distributed on a monthly billing cycle and will be rendered net, bearing the last date on which payment is due, all in accordance with Rule 9 hereafter.</p>	
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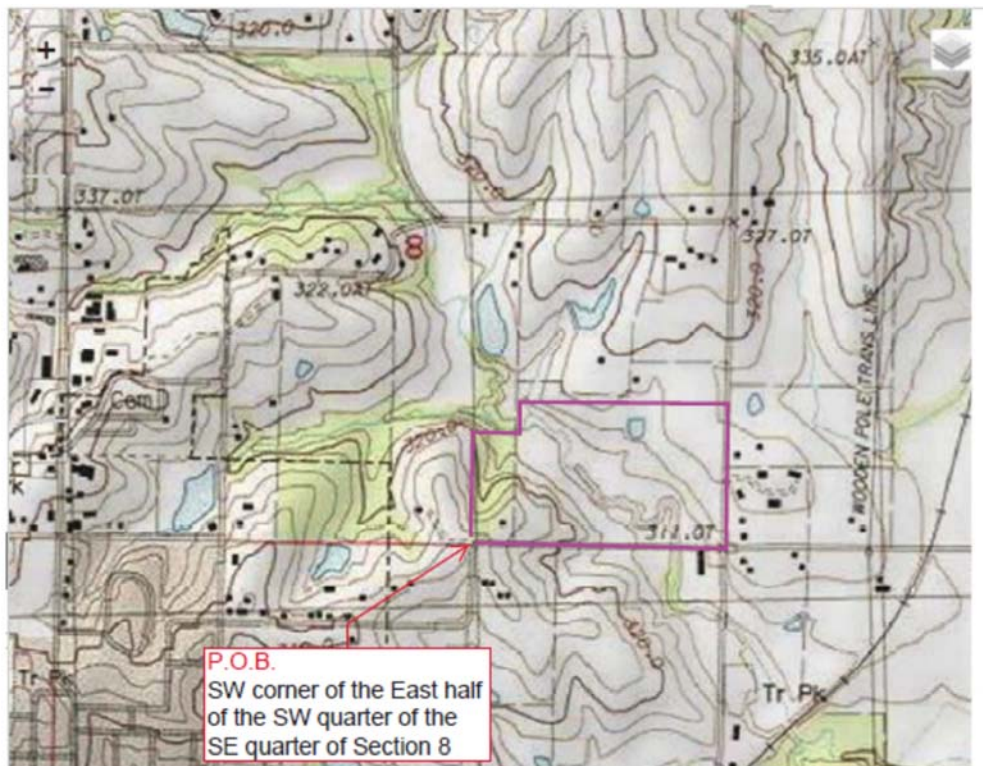
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Rules Governing Rendering of Sewer Service

Map of Service Area Scout Ridge Estates (Maryville)



Scout Ridge Estates

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### Rules Governing Rendering of Sewer Service



**Scout Ridge Estates**

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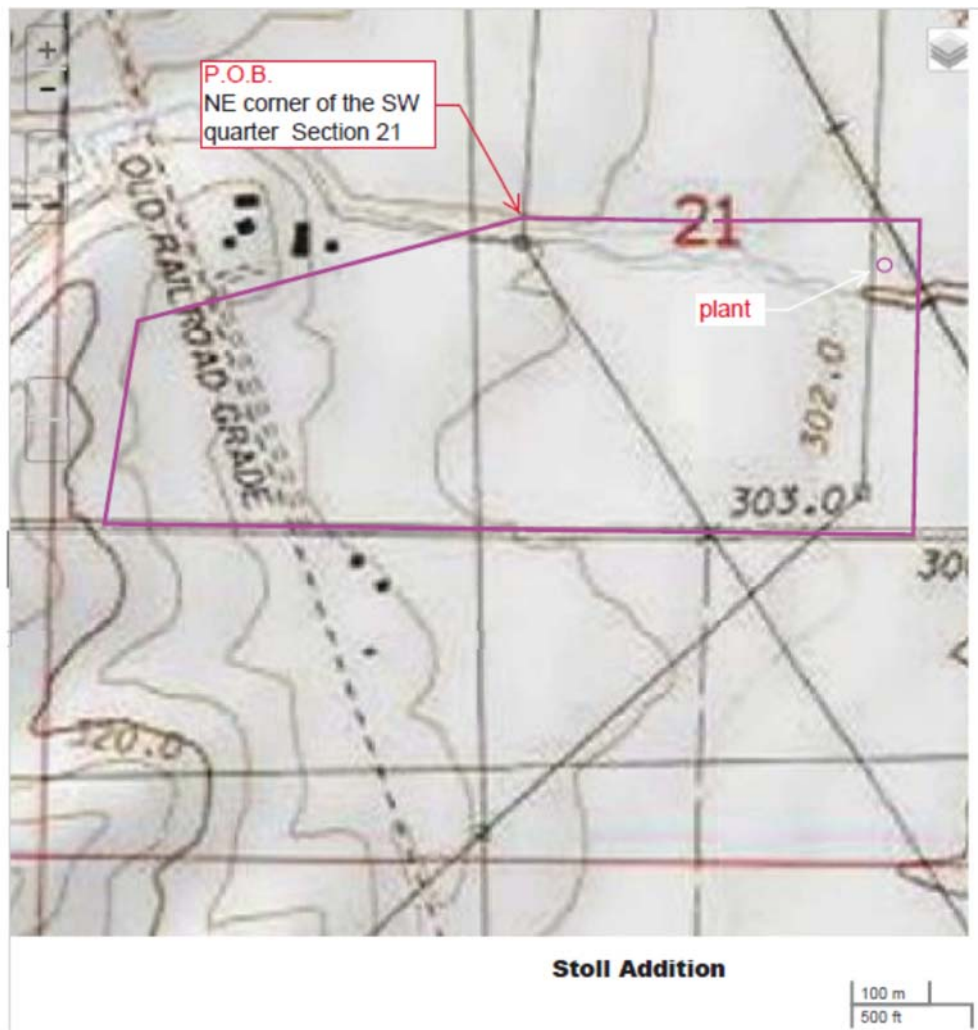


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Rules Governing Rendering of Sewer Service

Map of Service Area  
Stoll Addition (Maryville)



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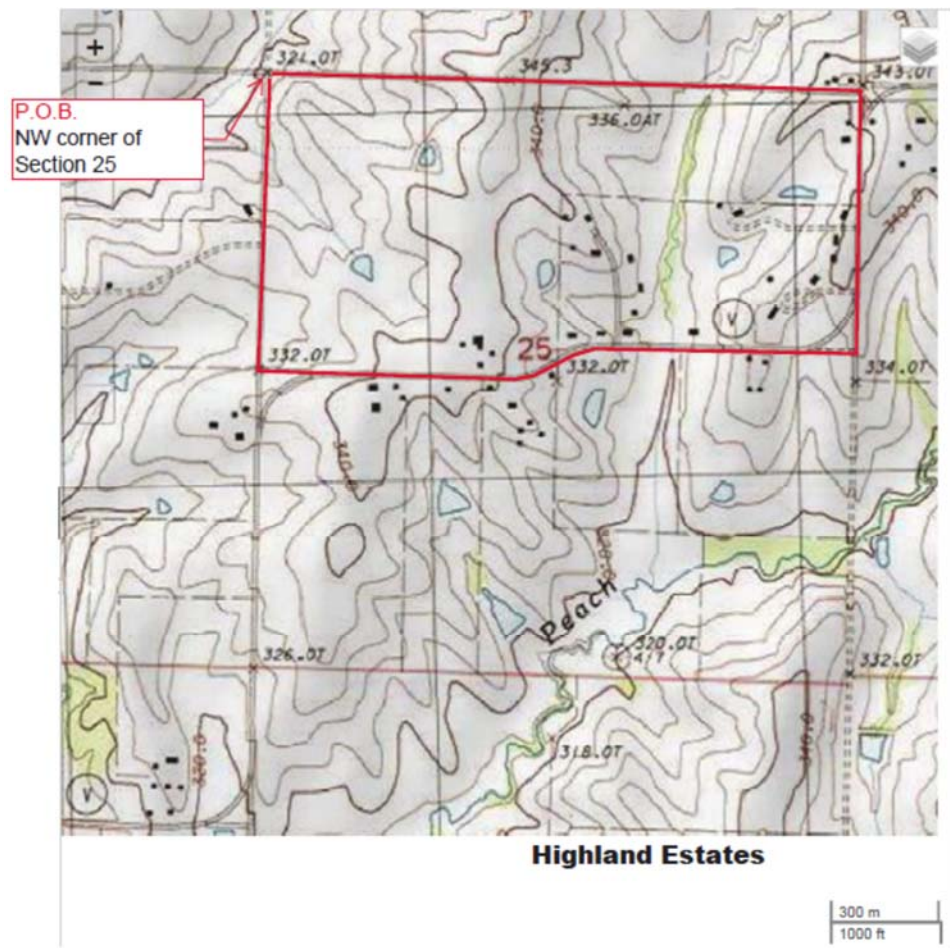


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Rules Governing Rendering of Sewer Service

Map of Service Area Highland Estates (Maryville)



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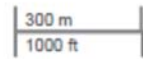
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Rules Governing Rendering of Sewer Service



Spring Meadows/Meadowview



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Rules Governing Rendering of Sewer Service	
<p style="text-align: center;"><u>Legal Description of Service Area</u> Spring Meadows, Meadowview (Savannah)</p> <p>Beginning at the NW corner of the NE quarter of Section 10 Township 59 North Range 35 West;</p> <p>Thence southerly along the west line of the said NE quarter of Section 10 a distance of 2,300.0 feet to a point;</p> <p>Thence easterly along a line that is parallel to the north line of Section 10 a distance of 1,373 feet m/l to the east line of the SW quarter of the NE quarter of Section 10;</p> <p>Thence North 60° East a distance of 793 feet m/l to a point that is on the east line of the West half of the SE quarter of the NE quarter of Section 10;</p> <p>Thence easterly along a line that is parallel to the north line of Section 10 a distance of 687 feet m/l to a point on the east line of Section 10;</p> <p>Thence northerly along the east line of Section 10 a distance of 1,900 feet m/l to the NE corner of Section 10;</p> <p>Thence westerly along the north line of Section 10 a distance of 2,747 m/l to the NW corner of Section 10 and the Point of Beginning.</p> <p>Containing 135.59 acres, more or less.</p>  <p>* Indicates new rate or text + Indicates change</p>	

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Rules Governing Rendering of Sewer Service



Indian Ridge and Millstone

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Rules Governing Rendering of  
Sewer Service

Legal Description of Service Area  
Indian Ridge, Millstone (St. Joseph)

Beginning at the SW corner of Section 12 Township 35 North Range 58 West;

Thence north along the west line of said Section 12 a distance of 988 feet m/l to the east r/w of US Highway 169;

Thence northeasterly along the said Highway 169 r/w a distance of 445 feet m/l to the north line of the south half of the SW quarter of Section 12;

Thence, easterly along the said north line of the south half of the SW quarter a distance of 1,802 feet m/l to the NE corner of the west half of the SE quarter of the SW quarter of Section 12;

Thence southerly along the east line of the said west half of the SE quarter of the SW quarter of Section 12 a distance of 518.0 feet;

Thence easterly along a line parallel to the south line of Section 12 a distance of 124.0 feet to a point;

Thence southerly along a line that is parallel to the east line of Section 12 a distance of 222.0 feet to a point;

Thence westerly along a line parallel to the south line of Section 12 a distance of 124.0 feet to a point that is on the east line of the said West half of the SE quarter of the SW quarter of Section 12;

Thence southerly along the east line of the west half of the SE quarter of the SW quarter of Section 12 a distance of 618 feet m/l to the south line of Section 12;

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Thence westerly along the south line of Section 12 a distance of 1,333 feet m/l to the NE corner of the west half of the NW quarter of the NW quarter of Section 13 Township 35 North Range 58 West;

Thence southerly along the east line of said west half of the NW quarter of the NW quarter of Section 13, and continuing southerly along the east line of the NW quarter of the SW quarter of the NW quarter of Section 13 a distance of 2,074 feet m/l to the SE corner of said NW quarter of the SW quarter of the NW quarter of Section 13;

Thence easterly along a line parallel to the south line of the NW quarter of Section 13 a distance of 225.0 feet to a point;

Thence southerly along a line parallel to the west line of Section 13 a distance of 679 feet m/l to the south line of the NW quarter of Section 13;

Thence westerly along the said south line of the NW quarter of Section 13 a distance of 1,062 feet m/l to the SW corner of Section 13; and continuing westerly along the south line of Section 14 Township 35 North Range 58 West a distance of 1,062.0 feet to a point;

Thence North 16° 00' 00" West a distance of 719 feet m/l to the east r/w of US Highway 169;

Thence northeasterly along the said Hwy 169 r/w to the north line of Section 14;

Thence easterly along the north line of Section 14 a distance of 543 feet m/l to the NE corner of Section 14, also being the SW corner of Section 12, and the Point of Beginning.

Containing 183.07 acres, more or less.

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<u>Schedule of Rates</u> Indian Ridge, Millstone (St. Joseph)	
<u>Monthly Service Charge for Sewer Service for Commercial Customers:</u>	\$42.84
<u>Monthly Service Charge for Sewer Service for Residential Customers:</u>	\$35.44
<p>Taxes: Any applicable Federal, State, or local taxes computed on billing basis shall be added as separate items in rendering each bill.</p> <p>Sewer bills will be prepared and distributed on a monthly billing cycle and will be rendered net, bearing the last date on which payment is due, all in accordance with Rule 9 hereafter.</p>	
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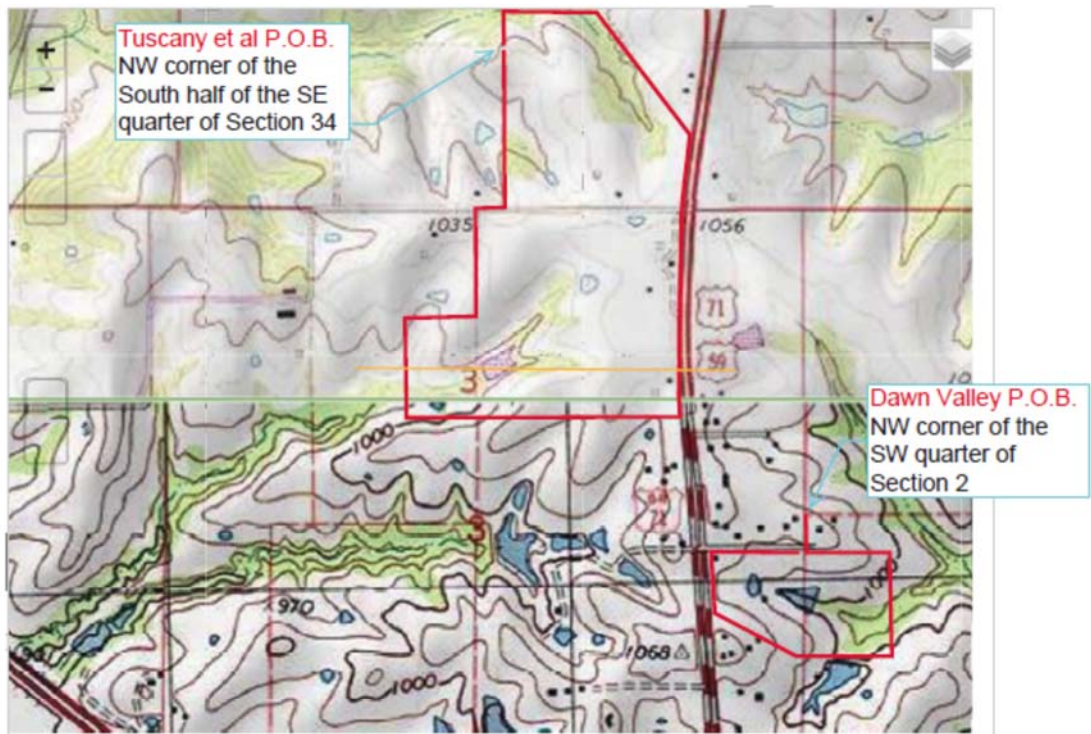
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Rules Governing Rendering of Sewer Service

Map of Service Area

Tuscany Lake, Vista Ridge, West Ridge, Bristol (St. Joseph)



Tuscany Lake/Vista Ridge/West Ridge/Bristol and Dawn Valley

- \* Indicates new rate or text
- + Indicates change

DATE OF ISSUE: May 6, 2019  
Month Day Year

DATE EFFECTIVE: June 5, 2019  
Month Day Year

ISSUED BY: Darren Farnan, Chief Development Officer 401 North HWY 71, Savannah, MO 64485  
name of officer title address

Name of Utility: United Services, Inc.

Service Area: Missouri Service Areas

Rules Governing Rendering of Sewer Service



Tuscany Lake/Vista Ridge/West Ridge/Bristol and Dawn Valley

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Rules Governing Rendering of Sewer Service	
<p style="text-align: center;"><u>Legal Description of Service Area</u> Tuscany Lake, Vista Ridge, West Ridge, Bristol (St. Joseph)</p> <p>Beginning at the NW corner of the South half of the SE quarter of Section 34 Township 59 North Range 35 West;</p> <p>Thence northerly along the west line of the SE quarter of Section 34 a distance of 300.0 feet to a point;</p> <p>Thence easterly along a line that is parallel to the north line of the South half of the SE quarter of Section 34 a distance of 760.0 feet to a point;</p> <p>Thence South 38° 18' 31" East a distance of 1274 feet m/l to a point that is on the west r/w of US Highways 71 and 59;</p> <p>Thence southerly along the said west r/w of US Highways 71 and 59 a distance of 2,370 feet m/l to a point that is 395.0 feet south of the north line of the South half of the NE quarter of Section 3 Township 58 North Range 35 West;</p> <p>Thence westerly along a line that is parallel to the said north line of the South half of the NE quarter of Section 3 a distance of 2,296 feet m/l to a point that is on the west line of the East half of the East half of the NW quarter of Section 3;</p> <p>Thence northerly along the said East half of the East half of the NW quarter of Section 3 a distance of 840.0 feet to a point;</p> <p>Thence easterly along a line that is parallel to the north line of the South half of the NE quarter of Section 3 a distance of 670 feet m/l to a point that is on the west line of the NE quarter of Section 3;</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rules Governing Rendering of Sewer Service

Thence northerly along the west line of the NE quarter of Section 3 a distance of 914 feet m/l to the NW corner of the NE quarter of Section 3

Thence easterly along the north line of Section 3 also the south line of said Section 34 a distance of 247 feet m/l to the SW corner of the SE quarter of Section 34;

Thence northerly along the west line of the SE quarter of Section 34 a distance of 1,358 feet m/l to the NW corner of the South half of the SE quarter of Section 34 and the Point of Beginning.

Containing 129.72 acres, more or less.

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Rules Governing Rendering of Sewer Service

Schedule of Rates

Tuscany Lake, Vista Ridge, West Ridge, Bristol (St. Joseph)

Monthly Service Charge for Sewer Service for Commercial Customers:

\$42.84

Monthly Service Charge for Sewer Service for Residential Customers:

\$35.44

Taxes: Any applicable Federal, State, or local taxes computed on billing basis shall be added as separate items in rendering each bill.

Sewer bills will be prepared and distributed on a monthly billing cycle and will be rendered net, bearing the last date on which payment is due, all in accordance with Rule 9 hereafter.

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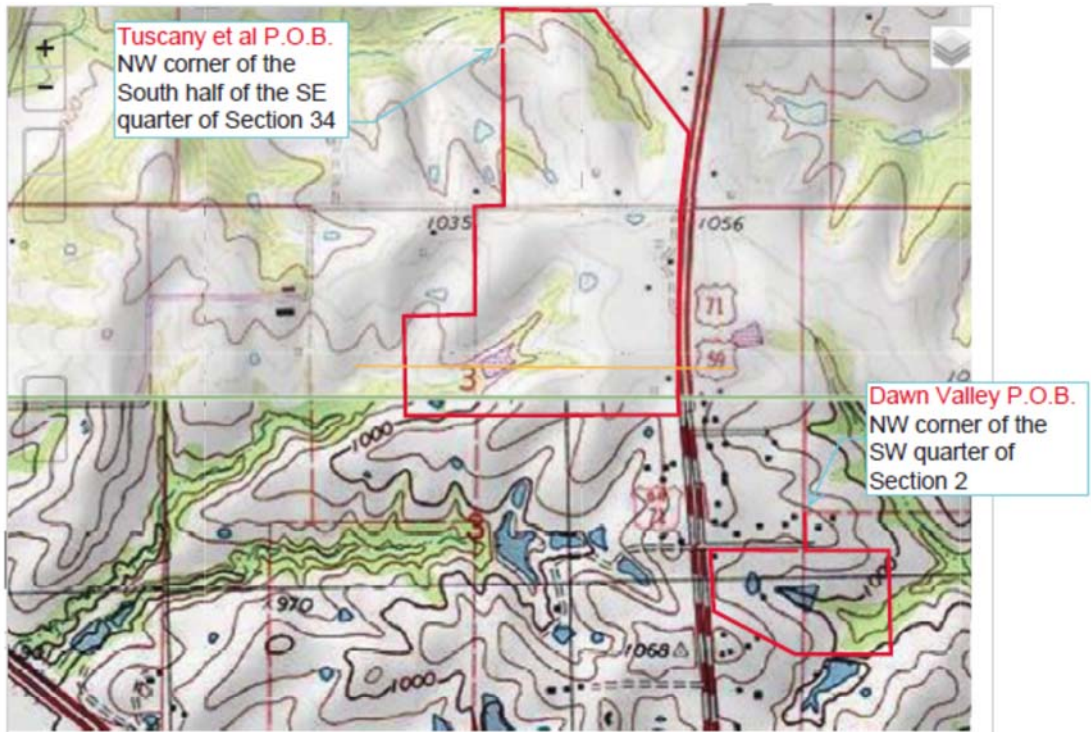
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Rules Governing Rendering of Sewer Service

Map of Service Area Dawn Valley (St. Joseph)



Tuscany Lake/Vista Ridge/West Ridge/Bristol and Dawn Valley



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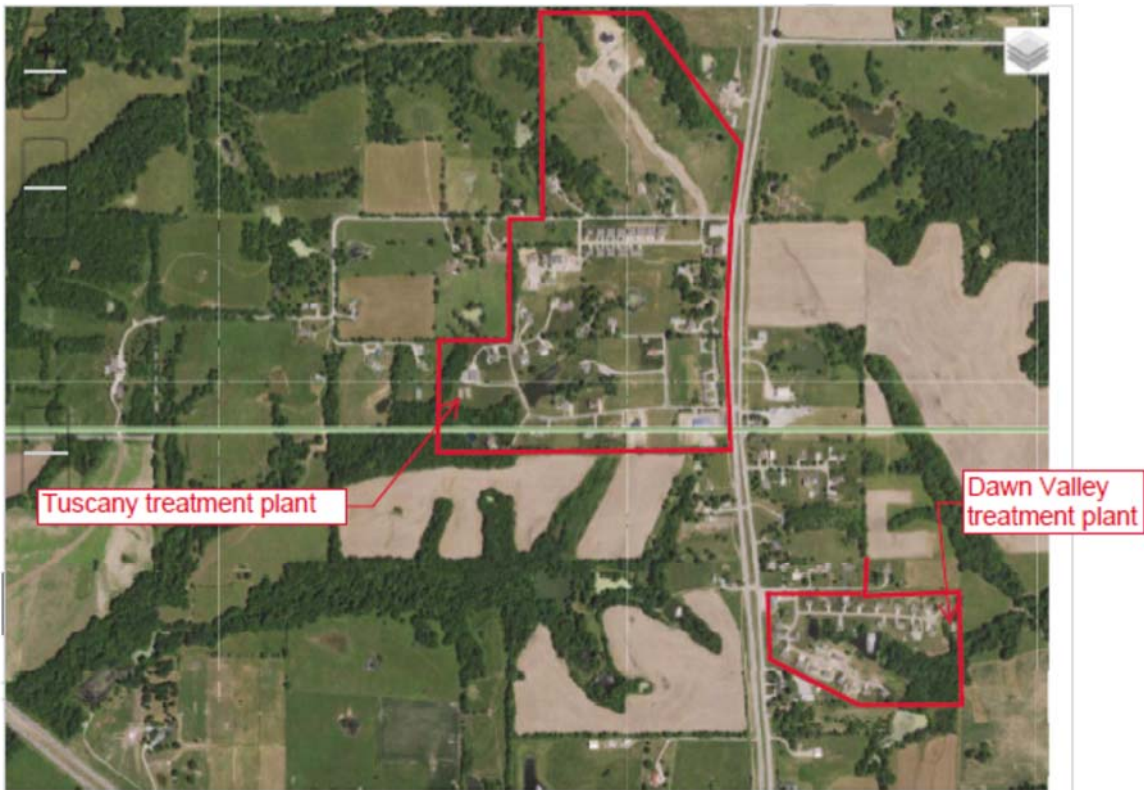
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**Tuscany Lake/Vista Ridge/West Ridge/Bristol and Dawn Valley**

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Rules Governing Rendering of Sewer Service	
<p style="text-align: center;"><u>Legal Description of Service Area</u> Dawn Valley (St. Joseph)</p> <p>Beginning at the NW corner of the SW quarter of Section 2 Township 58 North Range 35 West; thence southerly along the west line of Section 2 a distance of 247.0 feet to the True Point of Beginning;</p> <p>Thence easterly along a line that is parallel to the north line of the SW quarter of Section 2 a distance of 716 feet m/l to a point that is on the east line of the West half of the West half of the SW quarter of Section 2;</p> <p>Thence southerly along the said east line of the West half of the West half of the SW quarter of Section 2 a distance of 740.0 feet to a point;</p> <p>Thence westerly along a line that is parallel to the north line of the SW quarter of Section 2 a distance of 716 feet m/l that is on the west line of Section 2, and continuing westerly along an extension of that line into Section 3 Township 58 North Range 35 West a distance of 100.0 feet to a point;</p> <p>Thence North 61° 11' 9" West a distance of 718 feet m/l to a point that is on the east r/w of US Highways 71 and 59;</p> <p>Thence northerly along the said east r/w of US Highways 71 and 59 a distance of 518 feet m/l to a point that is 247.0 feet south of the westerly extension of the north line of the SW quarter of Section 2;</p> <p>Thence easterly along a line that is parallel to the north line of the SW quarter of Section 2 a distance of 790 feet m/l to the west line of Section 2 and the True Point of Beginning.</p> <p>Containing 24.57 acres, more or less.</p> <p style="margin-top: 20px;">* Indicates new rate or text + Indicates change</p>	

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Rules Governing Rendering of Sewer Service	
<u>Schedule of Rates</u> Dawn Valley (St. Joseph)	
<u>Monthly Service Charge for Sewer Service for Commercial Customers:</u> \$42.84	
<u>Monthly Service Charge for Sewer Service for Residential Customers:</u> \$35.44	
Taxes: Any applicable Federal, State, or local taxes computed on billing basis shall be added as separate items in rendering each bill.	
Sewer bills will be prepared and distributed on a monthly billing cycle and will be rendered net, bearing the last date on which payment is due, all in accordance with Rule 9 hereafter.	
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Rules Governing Rendering of Sewer Service

Rule 1 – Definitions

- A. An "APPLICANT" is a person, firm, corporation, governmental body, or other entity that has applied for sewer service and/or an extension of collecting sewers along with additional plant facilities; two or more such entities may make one application for a sewer extension, and be considered one APPLICANT. An "ORIGINAL APPLICANT" is an APPLICANT who entered into any contract or agreement with the Company for an extension of collecting sewers and/or additional plant facilities, contributed funds or utility plant assets to the Company under the terms of the contract or agreement, and is eligible for refunds under the terms of the contract or agreement as additional Applicants connect to such extensions or plant facilities.
- B. "B.O.D" denotes Biochemical Oxygen Demand. It is the quantity of oxygen utilized in the biochemical oxidation of waste matter under standard laboratory conditions expressed in milligrams per liter.
- C. "C.O.D" denotes Chemical Oxygen Demand. It is the quantity of oxygen utilized in the chemical oxidation of waste matter under standard laboratory conditions, expressed in milligrams per liter.
- D. A "COLLECTING SEWER" is a pipeline, including force pipelines, gravity sewers, interceptors, laterals, trunk sewers, manholes, lampholes, and necessary appurtenances, including service tees, wyes and saddles, which is owned and maintained by the Company, located on public property or on private easements, and used to transport sewage waste from the Customers' service connections to the point of disposal. A "PRESSURE COLLECTING SEWER" is a collecting sewer pipeline, including tees, wyes, and saddles, operated under pressure from pump units owned and operated by the Company or by customers connected to the

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Rules Governing Rendering of Sewer Service

pipeline, and is sometimes referred to generically as a COLLECTING SEWER.

- E. The "COMPANY" is United Service, Inc., acting through its officers, managers, or other duly authorized employees or agents.
F. A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for sewer service, or is receiving service from the Company, or whose facilities are connected for utilizing such service, and except for a guarantor is responsible for payment for service.
G. The "DATE OF CONNECTION" shall be the date the permit for a service connection is issued by the Company. In the event no permit is taken and a service connection is made, the date of connection shall be determined based on available information, such as construction/occupancy permits, or water or electric service turn-on dates, or may be the date of commencement of construction of the building upon the property.
H. 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.
I. "DISCONTINUANCE OF SERVICE" is intentional cessation of the use of sewer service by action of the Company not at the request of the Customer. Such DISCONTINUANCE OF SERVICE may be accomplished by methods including physical disconnection of the Service Sewer, or turn-off of water service by the water utility at the request of the Company.
J. "DOMESTIC SEWAGE" is sewage, excluding storm and surface water, resulting from normal household activities; and, "NON-DOMESTIC SEWAGE" is all sewage other than DOMESTIC SEWAGE including, but not limited to,

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commercial or industrial wastes. See Rule 6 - Improper or Excessive Use.

K. A "FOUNDATION DRAIN" is a pipe installed inside or outside the foundation of a structure for the purpose of draining ground or subsurface water away from the foundation.

L. "pH" is the relative degree of acidity or alkalinity of water as indicated by the hydrogen ion concentration. pH is indicated on a scale reading from 1-14, with 7.0 being neutral, below 7.0 acid, and above 7.0 alkaline; more technically defined as the logarithm of the reciprocal of the hydrogen ion concentration.

M. A "PUMP UNIT" is a self-contained facility located within the Customer's property, consisting generally of a tank and an electric pump and may include liquid level controls, an alarm, and check valves; the Pump Unit may either separate solid from liquid waste retaining the solid waste in the tank and pumping the liquid waste under pressure to collecting sewer pipelines (septic tank effluent pump or STEP), or may pump waste water including solids to a collecting sewer or a pressure collecting sewer (grinder pump). The PUMP UNIT is installed by the Company by the terms of these rules, and will be owned and maintained by the Company.

N. A "RETURNED CHECK" is a check that is returned to the Company from any bank unpaid for any reason.

O. A "SADDLE" is a fitting that connects the Customer's Service Sewer to the collecting sewer whether it be a gravity collecting sewer or a pressure collecting sewer; the saddle clamps around the collecting sewer pipeline into which pipeline a hole is cut, and the Service Sewer is connected to the Saddle thereby connecting it to the collecting sewer.

P. A "SEASONAL CUSTOMER" is a Customer who is absent from the premises and

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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.

Q. A "SERVICE CONNECTION" is the connection of a service sewer to the Company's collecting sewer either at the bell of a tee branch or wye branch, or the bell of a saddle placed on the barrel of the collecting sewer. The Company is responsible for installation and maintenance of the service connection.

R. A "SERVICE SEWER" is a gravity-flow pipe with appurtenances installed, owned and maintained by the Customer, used to conduct sewage from the Customer's premises to a gravity collecting sewer, excluding service tees, wyes or saddles. For Customers connected to a pressure collecting sewer system and utilizing a pump unit, the "CUSTOMER'S SERVICE SEWER" is a gravity-flow pipeline between the house or building where the unit or living unit is located, and the pump unit. The Customer shall be the owner of the Customer's service sewer, and the Customer is responsible for the installation and maintenance as outlined within these rules. The "COMPANY'S SERVICE SEWER" is the pressurized pipeline between the pump unit and the pressure collecting sewer, will be installed by the Company for the Customer by the terms of these rules, and will be owned and maintained by the Company. In addition to other parts and fittings, the Company's service sewer shall include a stop cock accessible to the Company for turn-off of sewage flow, and a check valve to prevent backflow of wastewater under pressure from the pressure collecting sewer.

S. 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 includes re-subdivision thereof.

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Rules Governing Rendering of Sewer Service

- T. A "TEE" is a three-way one-piece pipe fitting in the shape of the letter "T" that is a part of the Collecting Sewer pipeline and to which the Customer's Service Sewer is connected.
- U. "TERMINATION OF SERVICE" is the cessation of the use of sewer service requested by the Customer. Such TERMINATION OF SERVICE shall be accomplished by a method verified and recognized by the Company, and may include physical disconnection of the service sewer, turnoff of a pressure service sewer by closing a valve, termination or disconnection of water service by the water utility, or the Company's observation of non-occupancy of the unit served.
- V. The word "UNIT" or "LIVING UNIT" shall be used herein to define the premises or property of a single sewer user, whether or not that sewer user is the Customer. It shall pertain to any building whether multi-tenant or single occupancy, residential or commercial, owned or leased. 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.
- W. A "WYE" or "WYE BRANCH" or "Y" or "Y BRANCH" is a three-way one-piece pipe fitting in the shape of the letter "y" that is a part of the collecting sewer pipeline, and to which the Customer's service sewer is connected.

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Rules Governing Rendering of Sewer Service

**Rule 2 - General Matters**

- A. Every applicant, upon signing an application for sewer service or any Customer accepting service rendered by the Company, shall be considered to have expressed consent to be bound by these Rates, Rules and Regulations.
- B. The Company's Rules and Regulations governing rendering of service are set forth in the numbered sheets of this tariff. The rates applicable to appropriate class of service in particular service areas are set forth in rate schedules and constitute a part of this tariff.
- C. The Company reserves the right, subject to approval from 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 or proper.
- D. After the effective date of these rules, all new facilities, construction contracts and written agreements shall conform to these Rules and Regulations, 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 conform with these Rules and Regulations may remain, if such facilities do not cause any service problems or improper use, and reconstruction is impractical.
- E. For Customers connected to a gravity sewer system, the point of sewer service provided by the Company shall be at the service connection. For Customers connected to a sewer system, any portion of which is pressurized and where a pump unit is required, the point of service shall be at the connection of the Customer's Service Sewer to the Company-owned pump unit.

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F. The Company shall have the right to enter upon the Customer's premises for the purpose of inspecting for compliance with these rules. Company personnel shall identify themselves and such inspections shall be conducted during reasonable hours.

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Rules Governing Rendering of Sewer Service

**Rule 3 – Limited Authority Of Company Employees**

- A. Employees or agents of the Company are expressly forbidden to demand or accept any compensation for any service 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 letter or intent of these Rules and Regulations.
- C. The Company shall not be responsible for damages due to any failure to remove waste water from the premises, or for interruption if such failure or interruption is without willful default or negligence on its part.
- D. Neither the Company nor their Agent shall be liable for damages because of any interruption of sewer service, or for damages caused by defective piping, fittings, fixtures or appliances on the Customer's premises and not owned by the Company.
- E. Neither the Company nor their Agent shall be liable for damages due to damages from Acts of God, civil disturbances, war, government actions, and other uncontrollable occurrences.

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Rules Governing Rendering of Sewer Service

**Rule 4 – Applications For Sewer Service**

- A. A written application for service, signed by the Customer, and accompanied by the appropriate fees as provided in the applicable Schedule of Rates, the Schedule of Service Charges, Rule 11 - Extension of Collecting Sewers, and other information required by these Rules, must be received from each Customer. Said application must be filed in writing three (3) business days in advance with the Company, or the Company’s agent if directed by the Company, stating the street, house number, name of the applicant, name of the property owner, and the time, at which connection is to be made.
- B. The Company shall have the right to refuse service for failure to comply with the rules herein, or if the Customer owes a past due bill not in dispute for sewer service at any location within the Company's service area.
- C. In any case where a collecting sewer extension or unusual construction or equipment expense is necessary to furnish the service, the Company may require a contract for service specifying a reasonable period of time for the Company to provide the service.
- D. If the Customer is a tenant, the Company shall notify the owner of the property or owner’s property manager or other agent, if known to the Company, that such owner or property manager may be responsible for payment of the sewer service bill associated with the application.
- E. A prospective Commercial or Industrial Customer shall, upon request of the Company, present in writing to the Company a list of devices that will discharge to the collecting sewers, the amount and specifications of any discharge, and the location of any buildings. The Company will then advise the Customer of the form

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and the character of the wastewater collection facilities available. If a sewer extension as provided for in Rule 11 - Extension of Collecting Sewers will be necessary, or if the Customer will be required to own, operate, and maintain a pretreatment facility, the Customer will also be so advised.

- F. When sewer charges are based on water usage, the Company reserves the right to refuse sewer service to any applicant unless said applicant agrees to install a water meter accessible by the Company, so that there will be a basis for sewer charges. The Company and Customer may agree to an estimated water use amount, on an interim basis for a period not to exceed six (6) months, to allow time to install suitable metering equipment.
G. The Company will determine or approve the location of the service connection. Service sewers will not be extended along public streets or roadways or through property of others in connecting with collecting sewers. If a service connection is requested at a point not already served by a collecting sewer of adequate capacity, the collecting sewer shall be extended in accordance with Rule 11 - Extension of Collecting Sewers, unless in the Company's judgment such a collecting sewer would serve no other future purpose and a service sewer may be constructed to serve the Customer's premises in a reasonable manner.
H. A new service connection shall be authorized when all conditions in the above paragraphs, provisions for the payment of any applicable charges as specified in the Schedule of Service Charges, and Rule 5 - Inside Piping and Customer Service Sewer, regarding application, construction and inspection provisions, are met.
I. No substantial addition to the water using equipment or appliances connected to the sewer system shall be made by Commercial or Industrial Customers except upon written notice to and with the written consent of the Company.

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Rules Governing Rendering of Sewer Service

**Rule 5 – Inside Piping And Customer Service Sewer**

- A. The Customer is financially obligated to construct, repair, and maintain the Customer’s service sewer from the gravity collecting sewer to the building, or from the pump unit and the building if applicable, and make the connection to the collecting sewer or to the pump unit. All construction, repairs and maintenance must be performed or approved by the Company or its Agent. The Customer shall notify the Company prior to cleaning or repairing the service sewer.
- B. When a Customer’s service sewer is to be connected to the gravity collecting sewer or a pump unit, the plumber shall advise the Company or its agent twenty-four (24) hours in advance of when the connection is expected to be made so a representative of the Company can inspect the installation and connection. No backfill shall be placed until the work has been inspected by the Company. In the event the Customer or the Customer's agent shall damage a tee branch, wye branch or saddle, or cause damage to the collecting sewer or a pump unit, then the Customer shall be responsible for the cost to repair any such damage, including replacement of pipe or appurtenances as necessary.
- C. Plumbing specifications of all governmental agencies having jurisdiction, and these Rules and Regulations, in effect at the time of connection, must be met. The Company may deny service or may discontinue service where foundation drains, downspouts, or other sources of surface or storm water are permitted to enter the sewer system through either the inside piping or through the building sewer.
- D. A separate and independent service sewer shall generally be required for every building. Exceptions are:
  - 1. When one building stands at the rear of another building on an interior lot

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where a proper service sewer cannot be constructed through an adjoining easement. In that situation, the service sewer from the front building may be extended to the rear building and it will be considered as one service sewer.

2. When two or more buildings are a part of a complex that cannot be subdivided.

E. The gravity service sewer shall be constructed using ductile iron pipe, polyvinyl chloride pipe (PVC), ASTM specification or equal; or other suitable material approved by the Company. Only those jointing materials and methods that are approved by the Company may be used. Joints shall be tight and waterproof. Any part of the service sewer that is located within ten (10) feet of a water main or water service pipe shall be constructed of ductile iron or PVC pressure pipe. The pipe shall be bedded according to the manufacturer's specifications and on undisturbed earth or fill compacted to at least ninety-five percent (95%) proctor density. Fill may be non-organic soil or aggregate.

F. The size and slope of the gravity service sewer shall be subject to the approval of the Company, but in no event shall the diameter be less than four (4) inches. The slope of such four (4) inch gravity sewer pipe shall not be less than one-eighth (1/8) inch per foot.

G. Whenever possible, the service sewer shall be brought to the building at an elevation below the basement floor. No building sewer shall be laid parallel to or within three (3) feet of any bearing wall except where the service sewer enters the building area. The depth shall be sufficient to afford protection from frost. The service sewer shall be laid at a uniform grade and in straight alignment insofar as possible. Changes in direction shall be made only with properly curved pipes and

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<p> fittings.</p> <p>H. Existing service sewers may be used in connection with new buildings only when they are found on examination and test to meet all requirements of the Company.</p> <p>I. In any building in which a building drain is too low to permit the required slope of the service sewer, sanitary sewage carried by such drain shall be lifted by approved artificial means and discharged to the service sewer. No water operated sewage ejector shall be used.</p> <p>J. All excavations required for the installation of a service sewer and connection to the collecting sewer shall be open trench work unless otherwise approved by the Company. Pipe laying and backfill shall be performed in accordance with the latest published engineering specifications of the manufacturer of the materials used, and all applicable local plumbing codes.</p> <p>K. The connection of the service sewer to the gravity collecting sewer shall be made at the tee branch or wye branch, if such branch is available at a suitable location. If the collecting sewer is vitrified clay pipe of twelve-inch (12") diameter or less and there is no properly located tee branch or wye branch at a suitable location, such a branch shall be furnished and installed by the Customer at a location specified by the Company and by an installation method approved by the Company. If the collecting sewer is greater than twelve inches (12") in diameter, or is PVC of any size, a neat hole may be cut at a location specified by the Company, and a saddle shall be furnished installed by the Customer to which the service sewer will be connected. The invert of the service sewer at the point of connection shall be at the centerline or higher elevation of the collecting sewer. The connection shall be secure and watertight. The wye branch, tee branch, or saddle shall become a part of the Company's collecting sewer and owned by the Company after installation. The</p> <p>* Indicates new rate or text  + Indicates change</p>	

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connection of a Customer's service sewer to a pump unit shall be made with proper fittings, as specified by the Company or its Agent.

- L. Any change in the location of an existing service connection and/or service sewer requested by the Customer shall be made at the Customer's expense.
- M. Company personnel may not work on piping or facilities not owned by the Company, unless authorized by the Customer, or as provide within these Rules.
- N. 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.
- O. Service Sewers may not be extended along public streets or roadways or through property of others in connecting with the Company's collecting sewers or pump units. The service sewer may, however, extend through the collecting sewer easement and roadway easement as necessary in order to be connected to a collecting sewer located across and adjacent to a street in front of the Customer's living unit. The service sewer must be laid in a straight line and at right angles to the collecting sewer and the face of the structure or as nearly so as possible. Any deviation from this because of physical obstruction will be at the discretion of the Company.

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**Rule 5A – Pressure Collecting Sewers**

- A. This rule applies to customers on pressure collecting sewers, and is not applicable to customers on a gravity collecting sewer. Other rules elsewhere herein not applicable specifically to gravity collecting sewers or gravity service sewers also apply, in addition to this rule.
- B. Any customer proposing to discharge domestic sewage, and to be connected to a pressure collecting sewer, shall authorize the Company to install within the customer’s lot a pump unit of suitable capacity. All pump units, components utilized in a pump unit, and gravity service sewer connections to the pump unit must be approved by the Company prior to installation. Installation costs of the pump unit, electrical wiring and components, and the service sewer between the pump unit and the Company’s collecting sewers shall be the responsibility of the Company in consideration of any applicable fee as authorized in the Schedule of Service Charges. Construction of the gravity Customer’s service sewer from the home or building to the pump unit shall be the responsibility of the Customer, with the approval of the Company or its agent. Electricity costs for pump operation shall be the responsibility of the Customer.
- C. The Company will locate the point to which the service connection to the pressure collecting sewer will be made, furnish materials for the connection, and make the connection to the pressure collecting sewer in consideration of any connection fee as authorized in the Schedule of Service Charges. One connection shall not service more than one property unless specifically authorized by the Company.
- D. The pressurized portion of the service sewer shall be constructed of copper, ductile iron or PVC pressure pipe.

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- E. A valve shall be installed on the pressurized portion of the service sewer near the service connection. Said stop cock shall be in a location accessible to the Company so that it may be operated by either the Company or the Customer, and shall include a provision for locking by the Company. A check valve near the stop cock may be required by the Company, depending upon the type of pump utilized. The valve and check valve will be owned and maintained by the Company.
- F. In addition to other methods outlined elsewhere within these Rules, specifically Rule 7, for discontinuance of sewer service, sewer service may be disconnected by the Company by locking the valve in the closed position. Service shall not be resumed again except upon payment of all delinquent charges, plus any applicable approved service charge to cover the costs of resuming service, in accordance with these Rules.
- G. The gravity service sewer from the building to the pump unit shall be owned and maintained by the Customer. The pressurized portion of the service sewer from the pump unit to the collecting sewer shall be owned and maintained by the Company.
- H. The pump unit shall be owned by the Company, which will be responsible for repair, or replacement if necessary, of the tank portion of a pump unit. The Company shall be responsible for the cost of mechanical and electrical parts, miscellaneous material, and labor, necessary for the repair of a pump unit including emergency repairs. For pre-existing sewer systems where customers own and/or maintain pump units, the Company will assume responsibility for maintenance and replacement of pump units after acquiring ownership of the sewer system.
- I. If a Customer does not permit the Company access to a pump unit for undertaking necessary repairs, and a failure of a pump unit is causing, or is reasonably expected to cause, a discharge of untreated sewage, then the Company may, at its option,

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discontinue sewer service as per Rule 7 – Discontinuance of Service, including exercising the provision of Rule 7 G. where thirty (30) day notice may be waived.

- J. The Company shall not be liable for parts or labor necessary due to misuse of the pump unit by the Customer causing damage. The Customer and/or the owner of the premises wherein pump units are in operation shall be responsible for the care and safekeeping of the pump unit, including electrical service to the pump unit, to prevent freezing and overflow, and to prevent damage due to flooding caused by the pump unit.

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**Rule 6 – Improper Waste or Excessive Use**

- A. In the event that the Customer to be served proposes to discharge, or actually consistently discharges, an abnormally high volume or strength of waste, the Company may require:
  - 1. The Customer to install a pretreatment facility, grease trap or other device on the premises, to prevent the exceeding of discharge limits, or other adverse impacts upon the Company's system. The installation of any such device as well as its operation and maintenance shall be the responsibility of the Customer, and subject to approval and inspection by the Company.
  - 2. The Customer to enter into a special contract with the Company for treatment of the Customer's discharge, that could require an enlargement of the Company's existing sewage treatment plant or the construction of a temporary sewage treatment plant, and/or the construction or reconstruction of sewer lines or pump facilities, in a form approved by the Missouri Public Service Commission with a rate applicable to the Customer to be included within this Schedule of Rates, Rules, and Regulations, that is fair and reasonable to both parties and so as not to constitute a burden upon the Company or the existing Customers of the Company.
- B. No Customer shall discharge or cause to be discharged any storm water, surface water, ground water, swimming pool water, roof runoff, sub-surface drainage, or cooling water into the collecting sewers.
- C. The Customer shall not tamper with, by-pass, remove, or willfully damage a water meter that is used for calculation of sewer bills, or allow any such action.
- D. The Customer shall not attempt to discharge sewage either by an unauthorized service connection or direct unauthorized connection to a service sewer.

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- E. Customers will not be permitted to allow discharge in any way from premises other than the service address, nor to permit the use of their drains or connections to the service sewer for waste discharge by others, without permission from the Company.
- F. Except as may be provided in paragraph A.2., above, the Customer shall be required to take any action necessary to meet the following described wastewater limits before the wastewater is discharged into the collection sewer:
  1. Maximum temperature of 150 degrees Fahrenheit.
  2. Maximum strength of four-hundred (400) parts per million Biological Oxygen Demand (B.O.D.).
  3. A maximum of one-hundred (100) parts per million, by weight, any fat, oil or grease.
  4. A maximum of twenty-five (25) parts per million, by weight, any soluble oils.
  5. No gasoline, benzene, naphtha, fuel oil, or other flammable or explosive liquid, solid or gas.
  6. No garbage that has not been properly shredded.
  7. No ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood or any other solid or viscous substance capable of causing obstruction to the flow in sewers or other interference with the proper operation of the sewer system.
  8. No waste-water having a pH less than 5.0 or greater than 9.0, or having any

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other corrosive property, capable of causing damage or hazard to structures, equipment or personnel of the Company.

- 9. No waste-water containing heavy metals, toxic material, or Chemical Oxygen Demand (C.O.D.), in sufficient quantity to disrupt the operation of treatment facilities, or exceeding any limits which may be specified in a service contract for any such substance.

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**Rule 7 – Discontinuance of Service**

A. The Company may discontinue service for any of the following reasons:

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.
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, for unauthorized resale of sewer service, or for any condition which adversely affects the safety of the Customer or other persons, or the integrity of the utility's sewer 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

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disconnection/reconnection within these Rules and Regulations shall not 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.

B. Discontinuance of service may be accomplished by, but not limited to, physical disconnection or turn-off of the Customer's service sewer from the Company's collecting sewer. Discontinuance of sewer service for non-payment of a sewer bill may be accomplished by physical disconnection or turn-off, or discontinuance by turn-off of water service by the Customer's water utility at the request of the Company. In such cases where discontinuance is accomplished by turn-off of water service:

- 1. If sewer billing is combined with water billing, Customers will be notified by the water utility by the terms of its rules normally practiced for discontinuance of water service; or
2. If sewer billing is not combined with water billing, Customers will be notified by the terms of paragraphs F. and H., below, and not by those of any water utility.

C. Reconnection of any Customer after discontinuance of service by authority of this rule will be made subject to payment of the cost of reconnection.

D. Where the owner of rental property is the Customer and has been notified of the intent of disconnection, the tenants shall be given the opportunity in a reasonable and timely manner to pay delinquent bills in lieu of disconnection of service.

E. None of the following shall constitute sufficient cause for the Company to discontinue service:

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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 point of service, residence, or location. In the event of discontinuance or termination of service at a separate residential point of service, residence, or location in accordance with these rules, 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) service connection 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 unpaid or delinquent bill except where the previous occupant remains an occupant of the living unit; or
6. The failure to pay a bill correcting a previous underbilling, whenever the

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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.

F. Unless discontinuance is accomplished by turn-off of water service and discontinuance notice is provided by the water utility, then at least thirty (30) days prior to discontinuance of service, the Company will mail a written notice to the Customer by certified mail, return receipt requested, with a copy of the notice sent to the Public Service Commission and a copy to the property owner if different than the Customer and if known by the Company. 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. The thirty (30) day notice may be waived if there is any waste discharge that might be detrimental to the health and safety of the public, or cause damage to the sewer system. In the event of discontinuance of service without the thirty (30) day notice as above provided, the Customer and the Missouri Public Service Commission shall be notified immediately with a statement of the reasons for such discontinuance of service.

G. A discontinuance notice provided to a customer shall include:

- 1. The name and address of the Customer, the service address if different than the Customer's address; and

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<p>2. A statement of the reason for the proposed discontinuance of service and the cost for reconnection; and</p> <p>3. How the customer may avoid the discontinuance; and</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>H. 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>I. 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>J. 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.</p> <p>* Indicates new rate or text + Indicates change</p>	

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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.

- K. The provisions of paragraphs H. and J., above, may be waived if safety of Company personnel while at the premises is a consideration.
- L. 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.
- M. 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.
- N. The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- O. The Company shall deal with Customers and handle Customer accounts in accordance with the Missouri Public Service Commission's Utility Billing Practices.
- P. Applicable Turn-off and turn-on charges are specified in the Schedule of Service Charges.

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**Rule 8 – TERMINATION OF SERVICE**

- A. Termination of service at the Customer's request may be accomplished at the expense of the Customer. If termination of service must be accomplished by physical disconnection, the Customer shall notify the Company of the date and time of the disconnection in writing at least five (5) days prior to the disconnection. If termination is accomplished by turn-off of water service, such notice shall be on or before the date of the water turn-off. Service may not be terminated for one unit of a multi-unit building if the building is served by one service sewer, unless accomplished by turnoff of water service to that unit. The method used for termination of service shall be determined by the Company.
- B. A Customer may request temporary turn-off of sewer service 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. A Customer who requests termination of sewer service but returns to the premises and requests sewer 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 limit sewer service in its collecting sewers at any time, in a reasonable and non-discriminatory manner, for the purpose of making repairs to the sewer system.
- B. Whenever service is limited for repairs, all Customers affected by such limitation will be notified in advance whenever it is practicable to do so. Every effort will be made to minimize limitation of service.
- C. No refunds of charges for sewer service will be made for limitations of service unless due to willful misconduct of the Company.
- D. 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 sewage discharge in a reasonable and non-discriminatory manner.

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**Rule 10 – Bills for Service**

- A. The charges for sewer service shall be at the rates specified in the Schedule of Rates in these Rules and Regulations. Service charges for connection or disconnection are set forth in the Schedule of Service Charges.
- B. A Customer who has made application for, or who is or has been taking sewer service at one or more units connected to the collecting sewer, shall be held liable for payment of any applicable charges for service furnished to such units from the date of connection until the date requested by the Customer in writing for service to be terminated, or until service is discontinued by the Company.
- C. Bills for sewer service will be mailed or delivered to the Customer's last address as shown by the records of the Company, but failure to receive the bill will not relieve the Customer from the obligation to pay the same.
- D. Payments shall be made at the office of the Company or at a convenient location 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.
- 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.
- F. Separate bills shall be rendered for each location at which sewer service is provided, even though one entity may be the Customer at such separate

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locations.

- G. The Company may render bills monthly in advance, or on a monthly basis in arrears when the sewer charges are based on water usage. Bills shall have the due date indicated on the bill. Bills will be rendered net, bearing the last date on which payment will then be considered delinquent. The period after which the payment is considered delinquent is a minimum of twenty-one (21) days after rendition of the bill. Bills unpaid after the stated due date will be delinquent and the Company shall have the right to discontinue service in accordance with Rule 8. 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.
- 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 for the proportionate part of the monthly charge, or where water usage is the basis for the charge, at the appropriate rate for water used.
- I. Customers terminating after taking service for less than one month shall pay not less than the monthly minimum. The owner of the property served will be held responsible for ultimate payment of a bill. If the customer is a tenant of rental property, copies of all notices of violations of the rules, or of disconnection of service shall also be sent to the owner of the property if the owner is known to the Company.
- A. Unless sewer charges are billed in advance, the Company may require a security deposit or other guarantee as a condition of new service if the Customer:

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<p>1. Has a past-due bill which accrued within the last five (5) years and, at the time of the request for service, remains unpaid and not in dispute with a utility for the provision of the same type of service; or,</p> <p>2. Has, in an unauthorized manner, within the last five (5) years prior to applying for service, interfered with or diverted the service of a utility in the provision of the same type of service; or,</p> <p>3. Is unable to establish a credit rating with the Company. Adequate credit rating for a residential Customer shall be established if the Customer:</p> <ul style="list-style-type: none"> <li>a. Owns or is purchasing a home; or,</li> <li>b. Is and has been regularly employed full time for at least one (1) year; or,</li> <li>c. Has an adequate and regular source of income; or</li> <li>d. Can provide credit references from a commercial credit source.</li> </ul> <p>B. Unless sewer charges are billed in advance, the Company may require a security deposit or other acceptable written guarantee of payment as a condition of continued or re-establishing service if service if:</p> <ul style="list-style-type: none"> <li>1. The water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or,</li> <li>2. The Customer has interfered with, diverted or, in an unauthorized manner, used utility service delivered to the customer's premises; or,</li> </ul> <p>* Indicates new rate or text + Indicates change</p>	

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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. Prior to requiring a customer to post a deposit under this subsection, the utility shall send the customer a written notice explaining the utility's right to require a deposit or include such explanation with each written discontinuance notice.

C. 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.

D. 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 Wall Street Journal for the last business day of the preceding calendar year, plus one (1) percentage point. Interest may be credited to the Customer's account.

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

F. 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.

G. 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.

\* Indicates new rate or text

+ Indicates change

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ISSUED BY: Darren Farnan, Chief Development Officer 401 North HWY 71, Savannah, MO 64485
name of officer title address

Name of Utility: United Services, Inc.

Service Area: Missouri Service Areas

Rules Governing Rendering of Sewer Service

**Rule 11 – Extension Of Collecting Sewers**

- A. Collecting sewers will be extended within the Company's certificated service area, at the applicant's cost, if service is requested by the applicant at a location where facilities do not exist (the "applicant" is sometimes referred to in this rule as the "original applicant"). The applicant shall enter into a contract with the Company. The Company or its Agent will perform all work under the terms and conditions of Paragraph C, following. For purposes of this rule, an extension could include, in addition to collecting sewers, one or more pump station or treatment plant facilities, as necessary to provide the service.
  
- B. The pipe used in making extensions shall be of a type and size which will be reasonably adequate for the area to be served. Such determination as to size and type of pipe shall be left solely to the judgment of the Company. If the Company desires a pipe size, lift station, treatment plant, or any other facility larger than reasonably required to provide service to the applicant, the additional cost due to larger size shall be borne by the Company.
  
- C. The Company will extend collecting sewers for the applicant under the following terms and conditions:
  - 1. Upon receipt of written application for service as provided in Rule 4, Applications for Service, the Company will provide the applicant an itemized estimate of the cost of the proposed extension. Said estimate shall include the cost of all labor and materials required, including reconstruction of existing facilities if necessary, and the direct costs associated with supervision, engineering, permits, and bookkeeping.

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- 2. The applicant shall enter into a contract with the Company for the installation of said extension and shall tender to the Company a contribution-in-aid-of-construction equal to the amount determined in Paragraph C (1) above, plus any appropriate fees as provided in the Schedule of Rates or the Schedule of Service Charges.
  - 3. If, as a result of reasonably unforeseen circumstances, the actual cost of the extension exceeds the estimated cost of the extension, the applicant shall pay the additional cost.
- D. The cost to additional applicants connecting to the sewer contributed by the original applicant, and whose property was not included in any subdivision development project by the original applicant, shall be as follows:
- 1. For a single-family residential applicant applying for service in a platted subdivision, the Company shall divide the actual cost of the extension, including income tax impact if any, by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing sewers shall be excluded.
  - 2. For a single-family residential applicant requesting service to areas that are not platted in subdivision lots, the applicant's cost shall be equal to the total cost of the extension times 100 feet divided by the total length of the extension in feet.
  - 3. For an industrial, commercial, or multi-family residential applicant, the cost will be equal to the amount calculated for a single-family residence in D (1) above or D (2) above, as appropriate, multiplied by a water usage factor.

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The water usage factor shall be determined by dividing the average monthly usage in gallons by 7,000 gallons, but shall not be less than 1.

- E. Refunds of contributions shall be made to the original applicant as follows:
  1. Should the actual cost of an extension constructed by the Company under Paragraph C, above, be less than the estimated cost, the Company shall refund the difference as soon as the actual cost has been ascertained.
  2. During the first ten years after the extension is completed, the Company will refund to the original applicant who paid for the extension monies collected from additional applicants in accordance with Paragraph D above.
  3. The sum of all refunds to the applicant shall not exceed the total contribution, including income tax and inspection costs associated with the extension, which the applicant has paid.
  4. If two or more entities are considered an original applicant, the refund shall be distributed to each entity based upon the percentage of the actual extension cost contributed by each entity.
- F. Any extension made under this rule shall be and remain the property of the Company in consideration of its perpetual upkeep and maintenance.
- G. The Company reserves the right to connect additional extensions to a collecting sewer contributed by the applicant. The connection of new customers to such additional extensions shall not entitle the applicant to any refund.

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H. The Company will negotiate the acquisition of new or existing sewer systems with the owner of any such system on a case-by-case basis. Such negotiation could include purchase price, area to be served, customers to be served, rates to be charged customers and improvements or repairs to be undertaken by the Company after acquisition of the system.

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