

CEDAR HILL ESTATES WATER COMPANY

5108 Dulin Creek Rd.
House Springs, MO 63051
(636) 671-3310

April 1, 2003

FILED³

APR 03 2003

Secretary to the Commission
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102

**Missouri Public
Service Commission**

RE: Cedar Hill Estates Water Company, Inc.
Small Company Rate Increase Request
Mo. PSC Working No. QW 2003 0007 (Water)

Dear Mr. Secretary:

I am enclosing for filing with the Commission the original and a copy of revised tariff sheets that include rate and language changes reflected in an agreement between the Cedar Hill Estates Water Company, Inc. (Company) and Commission Staff (Staff) on the above subject. The Company initiated the subject rate increase request on August 15, 2002, under the Commission's small company rate increase procedure, and the request was assigned the above-referenced work number.

Additionally, consistent with the Commission's small company rate increase procedure, I am enclosing an Agreement Regarding Disposition of Small Company Rate Increase Request (Agreement). This Agreement reflects a "settlement" between the Company and the Staff regarding all matters related to the Company's water service rate increase request.

The Agreement calls for, and the revised tariff sheet contains, customer rates intended to produce an increase of \$26,052 (an approximate 180.12% increase) in the Company's annual operating revenues for its water operations. The Agreement also calls for the Commission approval of revised depreciation rates.

The following are also contained in the Agreement:

The modification of the Late Payment Charge; the implementation of Bad Check Charge of \$20 per bad check; the modification of the Door Collection Charge to \$15 during regular working hours and \$25 during other than regular working hours, to avoid

disconnection; the implementation of an Emergency Call Out Charge of \$25 to shut off service where the emergency exists entirely on the customer owned facilities; the implementation of a Reconnection Charge after Company discontinuance of service of \$50; the implementation of a Temporary Turn-off Charge for the customer's convenience of \$25 during regular working hours and \$35 for other than regular hours; the modification of the New Service Connection Fee from \$115 to \$475; and, the modification of Meter Test Charge from \$10 to \$25. Additionally, there are proposed tariff provisions for a credit to some non-metered customers who have been over-billed, by the refunding of a credit over an 18-month period. Also included in the proposed sheets is language which updates the Company's tariff Rules and Regulations.

The Agreement is between the Company and the Staff; therefore, the enclosed tariff sheets bear an effective date that is greater than the 45 days from the issue date. The Office of the Public Counsel requests that a second customer notice be accomplished because of the magnitude of these increases.

It is my understanding that the Staff will be providing additional information about the Company's rate increase request and the related Staff audit and investigation, for filing in the case papers following the creation of a formal docket.

Please contact me at your convenience if you need anything further.

Sincerely,



Ann Rudy
President

Cedar Hill Estates Water Company, Inc.

AR:vja

Enclosures

Copies (w/enclosures):

Wendell R. Hubbs - PSC Staff

Office of the Public Counsel - Ruth O'Neill

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. Index

Cancelling P. S. C. MO. No. 1 Original Sheet No. Index

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES GOVERNING
RENDERING OF WATER SERVICE

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* Indicates new rate or text
+ Indicates change

Date of Issue 4/1/03

Date Effective 5/21/03

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or CityRULES GOVERNING
RENDERING OF WATER SERVICE +
SCHEDULE OF WATER RATESAvailability: +

The following rates are applicable to all customers in the Company's Cedar Hill Estates certificated service area that are adjacent to the Company's distribution mains using standard water service.

Rate Schedule:

Customer Charge $\frac{3}{4}$ " meter	\$ 7.99 per Month	+
Customer Charge 1" meter	\$13.32 per Month	
Commodity Charge (all Customers)	\$ 1.69 per 1,000 gallons	+

The Customer Charge will be billed to each customer on a monthly basis regardless of actual usage.*

Non-Metered Customers will be billed monthly at a maximum of \$7.99 per month.

Flat Rate Credit:*

The Company will include in its customer billing a \$.64 credit to each bill for each premise whereby the Company has billed such premise as non-metered for any period during the past 18 months (for the period ending February 10, 2003). The Company will apply this credit to each such premise for an 18-month period. The Company shall start this refunding no later than its May 2003 customer billing.

Taxes: *

Any applicable Federal, State or local taxes shall be in addition to above charges. *

Late Charges:*

Billings will be made and distributed at monthly intervals. 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 21 days after rendition of the bill. A charge of \$5.00 or three percent (3%) per month times the unpaid balance, whichever is more, will be added to delinquent amounts.

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510 Dulin Creek Rd., House Springs MO 63501

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 4

Cancelling P. S. C. MO. No. 1 Original Sheet No. 4

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE +
SCHEDULE OF SERVICE CHARGES

Bad Check Charge: *

A bad check charge of \$20 per check will be paid by customers on all checks returned from the bank for insufficient funds.

DOOR COLLECTION CHARGE:*

A door collection charge of \$15.00 will be applicable when a customer pays the serviceman at the time of scheduled disconnection (turn-off) of service to prevent such disconnection.

Emergency Call Out Charge:*

An Emergency Call-Out Charge of \$25.00 per occurrence will be assessed where a customer requests a shut-off of service and the emergency exists entirely on the customer owned facilities.

Reconnection Charge+: after Company Discontinuance of Service: \$50.00

Temporary Turn-off Charge+: at meter for customer's convenience:

- \$25.00 during 8:00 am to 5:00 pm, and
- \$35.00 before 8:00 am to 5:00 pm.

New Service Connection Fee:

This fee is applicable for installation of a new service line, from the Company's main to the customer's property line. \$475.00

Taxes: *

Any applicable Federal, State or local taxes shall be in addition to above charges. *

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 5

Cancelling P. S. C. MO. No. 1 Original Sheet No. 5

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 1 DEFINITIONS

- (a) An "APPLICANT" is a person, firm, corporation, governmental body, or other entity that has applied for service; two or more APPLICANTS may make one application for a main extension.
- (b) The "COMPANY" is Cedar Hill Estates Water Company, Inc. (KMB Utility Corporation), acting through its officers, managers, or other duly authorized employees or agents.
- (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.
- (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 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 that 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 used to measure and record the quantity of water that flows through the service line, and is installed in the meter setting.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 6

Cancelling P. S. C. MO. No. 1 Original Sheet No. 6

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
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**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 1 DEFINITIONS (Continued)

- (i) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company.
- (j) The "SERVICE CONNECTION" is the pipeline connecting the main to the customer's water service line, or outdoor meter setting including all necessary appurtenances. This service connection will be installed, owned, and maintained by the Company. If the property line is in a street, the said service connection shall be deemed to end at the edge of the street abutting the customer's property.
- (k) 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.
- (l) "TERMINATION OF SERVICE" is cessation of service requested by the customer.
- (m) 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 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.
- (n) 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 or outdoor meter setting, including the connection to the 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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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 7

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Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
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RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 2 GENERAL

- (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 and rules.
- (b) The Company's rules 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.
- (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.
- (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 in accordance with the statutes of the State of Missouri and of the Public Service Commission of Missouri. 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.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 8

Cancelling P. S. C. MO. No. 1 Original Sheet No. 8

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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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.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 9

Cancelling P. S. C. MO. No. 1 Original Sheet No. 9

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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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. Every customer, upon signing an application for any service rendered by the Company, or upon taking of service, shall be considered to have expressed consent to the Company's rates, rules and regulations.
- (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 according to the Company's rule for extension of water mains.
- (c) When, in order to provide the service requested, a main extension or other unusual construction or equipment expense is required, the Company shall 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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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 10

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**RULES AND REGULATIONS GOVERNING
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Rule 5 INSIDE PIPING AND WATER SERVICE LINES

- (a) The Company will provide water service at the outdoor meter, or at the property line. Separate buildings shall be served through separate water service lines.
- (b) The service connection from the water main to the customer's property line, the meter installation and setting shall be constructed, owned and maintained by the Company. Water service line construction and maintenance from the property line or meter setting, including the connection to the meter setting, to the building shall be the responsibility of the customer, and is subject to inspection by the Company. Customers shall be responsible for the cost of repairing any damage to the Company's mains, meters, and meter installations caused by the customer, his agent, or tenant.
- (c) Existing water service lines 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.
- (d) The water service line shall be brought to the unit at a depth of not less than 36 inches and have a minimum inside diameter of 3/4 inch. 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.
- (e) 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 160 psi working pressure.
- (f) The Company will not install a service connection to a vacant lot.
- (g) Any change in the location of an existing service connection requested by the customer shall be made at his expense.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 11

Cancelling P. S. C. MO. No. 1 Original Sheet No. 11

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
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**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES (Continued)

- (h) The Company shall have the right to enter the customer's premises for the purposes of inspection to ensure compliance to these rules. Company personnel shall identify themselves and make these inspections only at reasonable hours.
- (i) 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 will be at the discretion of the Company.
- (j) Any customer having a plumbing arrangement, or a water-using device that could allow back-siphonage 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, 10 CSR 60 - 11, 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 Company shall approve the device, installation, location and maintenance program.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 12

Cancelling P. S. C. MO. No. 1 Original Sheet No. 12

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
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RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 6 IMPROPER OR EXCESSIVE USE

- (a) No customer shall be wasteful of the water supplied to the unit by his 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 customers 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 meter yoke, or allow any such action.
- (d) The customer shall not attempt to take un-metered 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 neither use their hose or attachments, nor leave them exposed to use by others without permission from the water Company.

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510 Dulin Creek Rd., House Springs MO 63501
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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 13

Cancelling P. S. C. MO. No. 1 Original Sheet No. 13

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY

(a) The Company may discontinue service for any of the following reasons:

1. Nonpayment of a delinquent account not in dispute.
2. Failure to post a security deposit or guarantee acceptable to the utility.
3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.
4. Failure to comply with the terms and conditions of a settlement agreement.
5. Refusal 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.
6. Violation of any of these rules on file with and approved by the 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.
7. Non-payment of a sewer bill issued by the Company, or by a sewer utility requesting discontinuance of water service by an approved agreement between the Company and such sewer utility. When water service is discontinued for this reason, any service charges for turn on/off or disconnection/reconnection within these rules 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.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 14

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RULES AND REGULATIONS GOVERNING
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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY (Continued)

- (b) 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. 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, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance. Service of notice by mail is complete upon mailing. Discontinuance shall not occur more than eleven (11) business days after the date given as the discontinuance date.
- (c) The Company shall make reasonable effort to communicate with the customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reasons(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 effort to inform such occupant(s).
- (d) 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 21 days, and the Company may require proof of a medical emergency.
- (e) Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intention to disconnect service, or leave a conspicuous notice of the disconnect.
- (f) The provisions of paragraphs (c) and (e) above may be waived if safety of Company personnel while at the premises is a consideration.

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RULES AND REGULATIONS GOVERNING
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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY (Continued)

- (g) 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.
- (h) In case the Company discontinues its service for any violation of these rules, then any monies due the Company shall become immediately due and payable
- (i) The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- (j) The Company shall deal with customers and handle customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240 - 13.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 16

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RULES AND REGULATIONS GOVERNING
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Rule 8 TERMINATION OF 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 termination of service for any length of time for his own convenience; however, the customer shall still be charged for service at the appropriate rate during the time the service is turned off. Turn-off and turn-on charges are specified in the schedule of service charges.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 17

Cancelling P. S. C. MO. No. 1 Original Sheet No. 17

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RULES AND REGULATIONS GOVERNING
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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.
- (b) Whenever service is interrupted for repairs, all 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.
- (c) No refunds of charges for water service will be made for interruptions 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 in a reasonable and non-discriminatory manner, and where practical, the maximum amounts of water drawn from the Company mains.

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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 18

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**RULES AND REGULATIONS GOVERNING
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Rule 10 BILLS FOR SERVICE

- (a) The charges for water service shall be at the rates specified in the rate schedules on file with the Missouri Public Service Commission. Other service charges, such as for turn-off or turn-on, are set forth in the Schedule of Service Charges in these rules.
- (b) A customer who has made application for water service to a unit shall be responsible for payment for all water service provided to him at said unit from the date of connection until the date requested by the customer by proper notification to the Company to terminate service.
- (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.
- (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 or by ordinary mail. However, payment must be received by the close of business on the date due.
- (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) 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 have the right to render bills monthly.

* Indicates new rate or text

+ Indicates change

Date of Issue 4/1/03

Date Effective 5/21/03

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 19

Cancelling P. S. C. MO. No. 1 Original Sheet No. 19

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 10 BILLS FOR SERVICE (Continued)

- (g) 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. 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 the monthly 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.
- (i) The Company may require a security deposit or other guarantee as a condition of new service if the customer: still has an unpaid account with a utility providing the same type of service accrued within the last five years; or has diverted or interfered with the same type of service in an unauthorized manner within the last five (5) years; or is unable to establish a credit rating with the Company. Adequate credit rating for a residential customer shall be established if the customer: owns or is purchasing a home; or is and has been regularly employed full time for at least one year; or has an adequate and regular source of income; or can provide credit references from a commercial credit source.
- (j) The owner of a rented or leased premises served with water service by the Company will be ultimately responsible for payment of all charges incurred by their tenant(s) related to water service provided. The owner of the premises will be responsible provided the Company has made reasonable and timely efforts to collect monies due from the renter or lessor. All notices of delinquent bills or disconnection shall also be sent to the owner of the property.

* Indicates new rate or text

+ Indicates change

Date of Issue

4/1/03

Date Effective

5/21/03

Issued By: Ann Rudy President

510 Dulin Creek Rd., House Springs MO 63501

Name of Officer Title

Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 20

Cancelling P. S. C. MO. No. 1 Original Sheet No. 20

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 10 BILLS FOR SERVICE (Continued)

- (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.
- (l) Interest at the rate of 6% per annum compounded annually shall be payable on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest may be credited to the customer's account.
- (m) After a customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one 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.
- (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 Public Service Commission's Utility Billing Practices, 4 CSR 240-13.

* Indicates new rate or text
+ Indicates change

Date of Issue 4/1/03

Date Effective 5/21/03

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 21

Cancelling P. S. C. MO. No. 1 Original Sheet No. 21

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 11 METERS AND METER INSTALLATIONS

- (a) All permanent service connections shall be metered. The Company's installed meter shall be the standard for measuring water used to determine the bill.
- (b) All meters and meter installations shall be furnished, installed, maintained and removed by the Company and shall remain its property.
- (c) 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 it. If flow requirements increase or decrease subsequent to installation and a larger or smaller meter is requested by the customer, the customer shall pay the cost of installing such meter.
- (d) Service to any one customer shall be furnished through a single metering installation. Where more than one tenant occupies a building, the building shall be served by one meter. 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.
- (e) The meters and meter installations furnished by the Company shall remain its property, and the owners of premises wherein they are located shall be held responsible for their safekeeping. For failure to protect same against damage, the Company may refuse to supply water until the Company is paid for 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.
- (f) The meter will be installed at or near the customer's property line; it shall be placed in a meter box vault constructed by the Company in accordance with its specifications. The Company shall furnish and install suitable metering equipment for each customer except where installation in a special setting is necessary, in which case the excess cost of installation shall be paid by the customer.

* Indicates new rate or text

+ Indicates change

Date of Issue 4/1/03

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Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 22

Cancelling P. S. C. MO. No. 1 Original Sheet No. 22

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 11 METERS AND METER INSTALLATIONS (Continued)

- (g) The customer shall promptly notify the Company of any defect in, or damage to, the meter setting.
- (h) 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.
- (i) If an existing basement meter location is determined inadequate or inaccessible by the Company, the customer must provide for the installation of a meter to be located at or near the customer's property line. The customer shall obtain from the Company, or furnish the necessary meter installation appurtenances conforming to the Company's specifications, and the customer shall pay for said appurtenances and labor.
- (j) 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 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 Executive Secretary of the Public Service Commission before ultimately refusing service or proceeding to discontinue service.

* Indicates new rate or text

+ Indicates change

Date of Issue

4/1/03

Date Effective

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Issued By: Ann Rudy President
Name of Officer Title

510 Dulin Creek Rd., House Springs MO 63501
Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 23

Cancelling P. S. C. MO. No. 1 Original Sheet No. 23

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF **WATER SERVICE** +

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 him. This test will be made in accordance with water industry test procedures, and to check for accuracy as required by regulations of the 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 his duly authorized representative, except for tests of meters larger than two (2) inch 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 shall show an average error of more than five percent (5%), billings shall be adjusted as provided by these Rules.
- (e) The Company will provide one meter test per 12-month period at no charge to the Customer. Where the Customer requests a second meter test during a 12-month period, the Customer will be responsible for the following charge for each additional test performed:
\$25.00 per test

* Indicates new rate or text
+ Indicates change

Date of Issue 4/1/03

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Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 24

Cancelling P. S. C. MO. No. 1 Original Sheet No. 24

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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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 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.
 - (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 concerned 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 faster than allowable, the Company shall refund to the customer concerned any overcharge caused thereby during the period of inaccuracy as above defined. Said refund may, at the Company's option, be in the form of a credit to the customer's bill.

* Indicates new rate or text

+ Indicates change

Date of Issue 4/1/03

Date Effective 5/21/03

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 25

Cancelling P. S. C. MO. No. 1 Original Sheet No. 25

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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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.
- (c) Applicant(s) 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 (b) above, plus any applicable customer connection fee. The contract may allow the customer to contract with an independent contractor for the installation and supply of material, except that the Company must install mains of 12" or greater diameter, and the Company must do the reconstruction of existing facilities.
- (d) The cost to an applicant or applicants connecting to a main extension contributed by other applicant(s) shall be as follows:
 - (1) For single-family residential applicants that are applying for service in a platted subdivision, the Company shall divide the actual cost of the extension (including income taxes) by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots that abut existing mains shall be excluded.
 - (2) For single-family residential applicants that are applying for service in areas that are un-platted in subdivision lots, the applicants' cost shall be equal to the total cost of the main extension divided by the total length of the main extension in feet times 100 feet.

* Indicates new rate or text
+ Indicates change

Date of Issue

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Issued By: Ann Rudy President
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510 Dulin Creek Rd., House Springs MO 63501
Address

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 26

Cancelling P. S. C. MO. No. 1 Original Sheet No. 26

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

+

Rule 14 EXTENSION OF WATER MAINS (Continued)

- (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 times 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
1	2.5
1 1/2	5
2	8
3	15
4	25

- (e) Refunds of contributions shall be made to applicant(s) as follows:
- (1) Should the actual cost of the extension 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 main extension is completed, the Company will refund to the applicant(s) who paid for the extension moneys collected from applicant(s) in accordance with paragraph (d) above. The refund shall be paid within a reasonable time after the money is collected.
- (3) The sum of all refunds to any applicant shall not exceed the total contribution that the applicant(s) has paid.
- (f) Extensions made under this rule shall be and remain the property of the Company.

* Indicates new rate or text
+ Indicates change

Date of Issue

4/1/03

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Issued By: Ann Rudy President
Name of Officer Title

510 Dulin Creek Rd., House Springs MO 63501
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FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 27

Cancelling P. S. C. MO. No. 1 Original Sheet No. 27

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 14 EXTENSION OF WATER MAINS (Continued)

- (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 large 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.

* Indicates new rate or text

+ Indicates change

Date of Issue 4/1/03

Date Effective 5/21/03

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

**Agreement Regarding Disposition of
Small Company Rate Increase Request**

Cedar Hill Estates Water Company, Inc. – Water Service

MO PSC Work ID No. QW-2003-0007

Background

Cedar Hill Estates Water Company, Inc. ("Company") initiated the small company rate increase request ("Request") for water service that is the subject of the above-referenced Missouri Public Service Commission ("Commission") "file" by submitting a letter to the Secretary of the Commission. The Company submitted its Request under the provisions of Commission Rule 4 CSR 240-2.200, Small Company Rate Increase Procedure ("Small Company Procedure"). The date that the Company's Request was received at the Commission's offices was August 15, 2002.

In its Request, the Company represented that it was asking for Commission approval of customer rates intended to generate an increase in its total annual water service operating revenues of \$27,615. The Company serves approximately 180 customers in its Cedar Hill Estates water area.

Upon review and acceptance of the Company's Request, personnel in the Commission's Data Center scanned the Request into the Commission's electronic filing and information system and Work ID No. QW-2003-0007 was assigned to the Request. The Request was then forwarded to the Commission's Water & Sewer Department for processing under the Small Company Procedure.

Pursuant to the provisions of the Small Company Procedure and related internal operating procedures, the Staff of the Commission ("Staff") initiated an audit of the

Company's books and records, a review of certain of the Company's general business practices, an inspection of the Company's facilities and a review of the Company's operation of its facilities. (Hereafter, these activities will be collectively referred to as the Staff's "investigation" of the Company's Request.)

Upon completion of its investigation of the Company's Request, the Staff provided the Company and the Office of the Public Counsel ("OPC") various information regarding the results of the investigation, as well as its initial recommendations for resolution of the Company's Request.

Resolution of the Company's Rate Increase Request

Pursuant to negotiations held subsequent to the Company's and the OPC's receipt of the above-referenced information regarding the Staff's investigation of the Company's Request, the Staff and the Company hereby state the following agreements.

- (1) That for the purpose of implementing the agreements set out herein, the Company will file tariff revisions with the Commission containing the rates, charges and language set out in the example tariff sheets its water service territory as attached hereto as Attachment A. Additionally, the Company will submit the original signed version of this document with its tariff filing.
- (2) That the ratemaking income statement attached hereto as Attachment B reflects the Company's annualized water revenues generated by its current customer rates, the Staff determined level of increase needed by the Company for its annualized cost of providing service to be \$26,052.
- (3) That the rates set out in the attached example tariff sheets are designed to generate revenues sufficient to recover the abovementioned increase. Additionally, the provisions of the attached example tariff sheets also properly reflect all other agreements set out herein, where necessary.

- (4) That the rates included in the attached example tariff sheets are just and reasonable.
- (5) That the depreciation rates set out on Attachment C hereto should be the prescribed water plant depreciation rates for the Company, as these were the depreciation rates used by the Staff in its revenue requirement analysis.
- (6) That the Company will read all meters on a monthly basis, and will bill all customer on a monthly basis using such readings.
- (7) That the Company will apply a credit \$.64 to each premise which it has billed a non-metered rate over the past 18 months, for 18 monthly billings.
- (8) That the proposed modification of the Late Payment Charge is reasonable.
- (9) That the implementation of a Bad Check Charge of \$20 per bad check is reasonable.
- (10) That the modification of the Door Collection Charge from \$2 during regular working hours and \$10 after regular working hours, to \$15 is reasonable.
- (11) That the implementation of an Emergency Call Out Charge, where the emergency exists entirely on the customer owned facilities, of \$25 is reasonable.
- (12) That the implementation of a Reconnection Charge, after Company discontinuance of service, of \$50 is reasonable.
- (13) That the implementation of a Temporary Turn-off Charge totally for the customer's convenience of \$25 during regular working hours (8:00am to 5:00 pm) and of \$35 during all other hours of the day, is reasonable.
- (14) That the modification of a New Service Connection Fee for the installation of a new service line from the Company's main to the customer's property line, from \$115 to \$475 is reasonable.
- (15) That an increase in the Meter Test Charge from \$10 to \$25 is reasonable.

- (16) That updating the Company's tariffed Rules and Regulations is reasonable.
- (17) That the above agreements satisfactorily resolve all issues identified by the Staff and the Company regarding the Company's Request, except as otherwise specifically stated herein.

Additional Matters

This Disposition Agreement is only between the Staff and the Company. The OPC has requested, and Staff concurs, that the Company send a second customer notice to its customers. In compliance with the Small Company Procedure, the Company's second notice will reflect the terms of this Disposition Agreement, and will provide the Company's customers an opportunity to send comments to the OPC and the Staff within twenty (20) days after the date of that notice. In addition to this second customer notice, the Company acknowledges that the OPC also has the right to request that the Commission hold a local public hearing regarding the Company's Request and/or the provisions of this Disposition Agreement.

Other than the specific conditions agreed upon and expressly set out herein, the terms of this Disposition Agreement reflect compromises between the Staff and the Company, and neither party has agreed to any particular ratemaking principle in arriving at the amount of the annual operating revenue increase specified herein.

The Company acknowledges that it has consented to an extension of the "150-day" tariff filing date set forth in the Small Company Procedure.

The Company acknowledges that the Staff will be making an additional filing with the Commission regarding this matter. That filing will include the Staff's recommendation

for approval of the subject tariff revisions, background information regarding the Company's Request and the Staff's investigation thereof, and certain Staff workpapers regarding the following items: (a) the ratemaking income statement referenced in item (2) above; (b) the agreed-upon design of the Company's customer rates; (c) a residential customer billing comparison reflecting the agreed-upon changes in the Company's rates; (d) a general overview of the Company; and (e) an overview of the Company's customer service procedures and practices. Additionally, that filing will include information regarding the status of the Company's payment of its Commission assessments and the Company's filing of its Commission annual reports, as well as information regarding any other pending matters that the Company may have before the Commission.

Effective Date and Signatures

This Disposition Agreement shall be considered effective as of the date that it and the requisite tariff revisions are filed with the Commission.

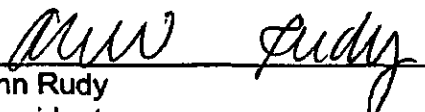
Agreement Signed and Dated:



Dale W. Johansen
Manager - Water & Sewer Department
Missouri Public Service Commission Staff

3/18/03

Date



Ann Rudy
President
KMB Utility Corporation

3/26/03

Date

List of Attachments

Attachment A	Example Tariff Sheets
Attachment B	Ratemaking Income Statement
Attachment C	Depreciation Rates

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. Index

Cancelling P. S. C. MO. No. 1 Original Sheet No. Index

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES GOVERNING
RENDERING OF WATER SERVICE

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* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 1

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES GOVERNING
RENDERING OF WATER SERVICE +
SCHEDULE OF WATER RATES

Availability: +

The following rates are applicable to all customers in the Company's Cedar Hill Estates certificated service area that are adjacent to the Company's distribution mains using standard water service.

Rate Schedule:

Customer Charge $\frac{3}{4}$ " meter	\$ 7.99 per Month	+
Customer Charge 1" meter	\$13.32 per Month	
Commodity Charge (all Customers)	\$ 1.69 per 1,000 gallons	+

The Customer Charge will be billed to each customer on a monthly basis regardless of actual usage.*

Non-Metered Customers will be billed monthly at a maximum of \$7.99 per month.

Flat Rate Credit:*

The Company will include in its customer billing a \$.64 credit to each bill for each premise whereby the Company has billed such premise as non-metered for any period during the past 18 months (for the period ending February 10, 2003). The Company will apply this credit to each such premise for an 18-month period. The Company shall start this refunding no later than its May 2003 customer billing.

Taxes: *

Any applicable Federal, State or local taxes shall be in addition to above charges.*

Late Charges:*

Billings will be made and distributed at monthly intervals. 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 21 days after rendition of the bill. A charge of \$5.00 or three percent (3%) per month times the unpaid balance, whichever is more, will be added to delinquent amounts.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 2

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 4

Cancelling P. S. C. MO. No. 1 Original Sheet No. 4

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE +
SCHEDULE OF SERVICE CHARGES

Bad Check Charge: *

A bad check charge of \$20 per check will be paid by customers on all checks returned from the bank for insufficient funds.

DOOR COLLECTION CHARGE:*

A door collection charge of \$15.00 will be applicable when a customer pays the serviceman at the time of scheduled disconnection (turn-off) of service to prevent such disconnection.

Emergency Call Out Charge:*

An Emergency Call-Out Charge of \$25.00 per occurrence will be assessed where a customer requests a shut-off of service and the emergency exists entirely on the customer owned facilities.

Reconnection Charge+: after Company Discontinuance of Service: \$50.00

Temporary Turn-off Charge+: at meter for customer's convenience:

- \$25.00 during 8:00 am to 5:00 pm, and
- \$35.00 before 8:00 am to 5:00 pm.

New Service Connection Fee:

This fee is applicable for installation of a new service line, from the Company's main to the customer's property line. \$475.00

Taxes: *

Any applicable Federal, State or local taxes shall be in addition to above charges. *

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 3

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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Rule 1 DEFINITIONS

- (a) An "APPLICANT" is a person, firm, corporation, governmental body, or other entity that has applied for service; two or more APPLICANTS may make one application for a main extension.
- (b) The "COMPANY" is Cedar Hill Estates Water Company, Inc. (KMB Utility Corporation), acting through its officers, managers, or other duly authorized employees or agents.
- (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.
- (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 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 that 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 used to measure and record the quantity of water that flows through the service line, and is installed in the meter setting.

* Indicates new rate or text
 + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 4

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 6

Cancelling P. S. C. MO. No. 1 Original Sheet No. 6

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 1 DEFINITIONS (Continued)

- (i) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company.
- (j) The "SERVICE CONNECTION" is the pipeline connecting the main to the customer's water service line, or outdoor meter setting including all necessary appurtenances. This service connection will be installed, owned, and maintained by the Company. If the property line is in a street, the said service connection shall be deemed to end at the edge of the street abutting the customer's property.
- (k) 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.
- (l) "TERMINATION OF SERVICE" is cessation of service requested by the customer.
- (m) 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 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.
- (n) 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 or outdoor meter setting, including the connection to the 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.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501

Name of Officer Title

Address

Attachment A - 5

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 7

Cancelling P. S. C. MO. No. 1 Original Sheet No. 7

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 2 GENERAL

- (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 and rules.
- (b) The Company's rules 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.
- (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.
- (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 in accordance with the statutes of the State of Missouri and of the Public Service Commission of Missouri. 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.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 6

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 8

Cancelling P. S. C. MO. No. 1 Original Sheet No. 8

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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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.

* Indicates new rate or text
+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 7

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 9

Cancelling P. S. C. MO. No. 1 Original Sheet No. 9

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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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. Every customer, upon signing an application for any service rendered by the Company, or upon taking of service, shall be considered to have expressed consent to the Company's rates, rules and regulations.
- (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 according to the Company's rule for extension of water mains.
- (c) When, in order to provide the service requested, a main extension or other unusual construction or equipment expense is required, the Company shall 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.

* Indicates new rate or text

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Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 8

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES

- (a) The Company will provide water service at the outdoor meter, or at the property line. Separate buildings shall be served through separate water service lines.
- (b) The service connection from the water main to the customer's property line, the meter installation and setting shall be constructed, owned and maintained by the Company. Water service line construction and maintenance from the property line or meter setting, including the connection to the meter setting, to the building shall be the responsibility of the customer, and is subject to inspection by the Company. Customers shall be responsible for the cost of repairing any damage to the Company's mains, meters, and meter installations caused by the customer, his agent, or tenant.
- (c) Existing water service lines 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.
- (d) The water service line shall be brought to the unit at a depth of not less than 36 inches and have a minimum inside diameter of 3/4 inch. 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.
- (e) 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 160 psi working pressure.
- (f) The Company will not install a service connection to a vacant lot.
- (g) Any change in the location of an existing service connection requested by the customer shall be made at his expense.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 9

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES (Continued)

- (h) The Company shall have the right to enter the customer's premises for the purposes of inspection to ensure compliance to these rules. Company personnel shall identify themselves and make these inspections only at reasonable hours.
- (i) 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 will be at the discretion of the Company.
- (j) Any customer having a plumbing arrangement, or a water-using device that could allow back-siphonage 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, 10 CSR 60 - 11, 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 Company shall approve the device, installation, location and maintenance program.

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 + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 10

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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Rule 6 IMPROPER OR EXCESSIVE USE

- (a) No customer shall be wasteful of the water supplied to the unit by his 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 customers 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 meter yoke, or allow any such action.
- (d) The customer shall not attempt to take un-metered 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 neither use their hose or attachments, nor leave them exposed to use by others without permission from the water Company.

* Indicates new rate or text
 + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 11

FORM NO. 13 P. S. C. MO. No. 1 1st. Revised Sheet No. 13

Cancelling P. S. C. MO. No. 1 Original Sheet No. 13

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY

- (a) The Company may discontinue service for any of the following reasons:
1. Nonpayment of a delinquent account not in dispute.
 2. Failure to post a security deposit or guarantee acceptable to the utility.
 3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.
 4. Failure to comply with the terms and conditions of a settlement agreement.
 5. Refusal 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.
 6. Violation of any of these rules on file with and approved by the 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.
 7. Non-payment of a sewer bill issued by the Company, or by a sewer utility requesting discontinuance of water service by an approved agreement between the Company and such sewer utility. When water service is discontinued for this reason, any service charges for turn on/off or disconnection/reconnection within these rules 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.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 12

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY (Continued)

- (b) 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. 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, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance. Service of notice by mail is complete upon mailing. Discontinuance shall not occur more than eleven (11) business days after the date given as the discontinuance date.
- (c) The Company shall make reasonable effort to communicate with the customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reasons(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 effort to inform such occupant(s).
- (d) 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 21 days, and the Company may require proof of a medical emergency.
- (e) Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intention to disconnect service, or leave a conspicuous notice of the disconnect.
- (f) The provisions of paragraphs (c) and (e) above may be waived if safety of Company personnel while at the premises is a consideration.

* Indicates new rate or text

+ Indicates change

Date of Issue

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Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 13

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 15

Cancelling P. S. C. MO. No. 1 Original Sheet No. 15

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY (Continued)

- (g) 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.
- (h) In case the Company discontinues its service for any violation of these rules, then any monies due the Company shall become immediately due and payable
- (i) The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- (j) The Company shall deal with customers and handle customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240 - 13.

* Indicates new rate or text
+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 14

FORM NO. 13 P. S. C. MO. No. 1 **1st Revised** Sheet No. 16

Cancelling P. S. C. MO. No. 1 **Original** Sheet No. 16

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 8 TERMINATION OF 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 termination of service for any length of time for his own convenience; however, the customer shall still be charged for service at the appropriate rate during the time the service is turned off. Turn-off and turn-on charges are specified in the schedule of service charges.

* Indicates new rate or text
+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 15

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 17

Cancelling P. S. C. MO. No. 1 Original Sheet No. 17

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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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.
- (b) Whenever service is interrupted for repairs, all 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.
- (c) No refunds of charges for water service will be made for interruptions 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 in a reasonable and non-discriminatory manner, and where practical, the maximum amounts of water drawn from the Company mains.

* Indicates new rate or text
+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 16

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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Rule 10 BILLS FOR SERVICE

- (a) The charges for water service shall be at the rates specified in the rate schedules on file with the Missouri Public Service Commission. Other service charges, such as for turn-off or turn-on, are set forth in the Schedule of Service Charges in these rules.
- (b) A customer who has made application for water service to a unit shall be responsible for payment for all water service provided to him at said unit from the date of connection until the date requested by the customer by proper notification to the Company to terminate service.
- (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.
- (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 or by ordinary mail. However, payment must be received by the close of business on the date due.
- (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) 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 have the right to render bills monthly.

- * Indicates new rate or text
- + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 17

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 10 BILLS FOR SERVICE (Continued)

- (g) 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. 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 the monthly 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.
- (i) The Company may require a security deposit or other guarantee as a condition of new service if the customer: still has an unpaid account with a utility providing the same type of service accrued within the last five years; or has diverted or interfered with the same type of service in an unauthorized manner within the last five (5) years; or is unable to establish a credit rating with the Company. Adequate credit rating for a residential customer shall be established if the customer: owns or is purchasing a home; or is and has been regularly employed full time for at least one year; or has an adequate and regular source of income; or can provide credit references from a commercial credit source.
- (j) The owner of a rented or leased premises served with water service by the Company will be ultimately responsible for payment of all charges incurred by their tenant(s) related to water service provided. The owner of the premises will be responsible provided the Company has made reasonable and timely efforts to collect monies due from the renter or lessor. All notices of delinquent bills or disconnection shall also be sent to the owner of the property.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 18

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Rule 10 BILLS FOR SERVICE (Continued)

- (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.

- (l) Interest at the rate of 6% per annum compounded annually shall be payable on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest may be credited to the customer's account.

- (m) After a customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one 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.

- (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 Public Service Commission's Utility Billing Practices, 4 CSR 240-13.

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+ Indicates change

Date of Issue

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Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 19

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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Rule 11 METERS AND METER INSTALLATIONS

- (a) All permanent service connections shall be metered. The Company's installed meter shall be the standard for measuring water used to determine the bill.
- (b) All meters and meter installations shall be furnished, installed, maintained and removed by the Company and shall remain its property.
- (c) 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 it. If flow requirements increase or decrease subsequent to installation and a larger or smaller meter is requested by the customer, the customer shall pay the cost of installing such meter.
- (d) Service to any one customer shall be furnished through a single metering installation. Where more than one tenant occupies a building, the building shall be served by one meter. 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.
- (e) The meters and meter installations furnished by the Company shall remain its property, and the owners of premises wherein they are located shall be held responsible for their safekeeping. For failure to protect same against damage, the Company may refuse to supply water until the Company is paid for 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.
- (f) The meter will be installed at or near the customer's property line; it shall be placed in a meter box vault constructed by the Company in accordance with its specifications. The Company shall furnish and install suitable metering equipment for each customer except where installation in a special setting is necessary, in which case the excess cost of installation shall be paid by the customer.

* Indicates new rate or text
 + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 20

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE

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Rule 11 METERS AND METER INSTALLATIONS (Continued)

- (g) The customer shall promptly notify the Company of any defect in, or damage to, the meter setting.
- (h) 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.
- (i) If an existing basement meter location is determined inadequate or inaccessible by the Company, the customer must provide for the installation of a meter to be located at or near the customer's property line. The customer shall obtain from the Company, or furnish the necessary meter installation appurtenances conforming to the Company's specifications, and the customer shall pay for said appurtenances and labor.
- (j) 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 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 Executive Secretary of the Public Service Commission before ultimately refusing service or proceeding to discontinue service.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 21

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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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 him. This test will be made in accordance with water industry test procedures, and to check for accuracy as required by regulations of the 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 his duly authorized representative, except for tests of meters larger than two (2) inch 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 shall show an average error of more than five percent (5%), billings shall be adjusted as provided by these Rules.
- (e) The Company will provide one meter test per 12-month period at no charge to the Customer. Where the Customer requests a second meter test during a 12-month period, the Customer will be responsible for the following charge for each additional test performed:
 \$25.00 per test

* Indicates new rate or text
 + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 22

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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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 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.
- (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 concerned 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 faster than allowable, the Company shall refund to the customer concerned any overcharge caused thereby during the period of inaccuracy as above defined. Said refund may, at the Company's option, be in the form of a credit to the customer's bill.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 23

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
 Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE**

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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.
- (c) Applicant(s) 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 (b) above, plus any applicable customer connection fee. The contract may allow the customer to contract with an independent contractor for the installation and supply of material, except that the Company must install mains of 12" or greater diameter, and the Company must do the reconstruction of existing facilities.
- (d) The cost to an applicant or applicants connecting to a main extension contributed by other applicant(s) shall be as follows:
 - (1) For single-family residential applicants that are applying for service in a platted subdivision, the Company shall divide the actual cost of the extension (including income taxes) by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots that abut existing mains shall be excluded.
 - (2) For single-family residential applicants that are applying for service in areas that are un-plated in subdivision lots, the applicants' cost shall be equal to the total cost of the main extension divided by the total length of the main extension in feet times 100 feet.

* Indicates new rate or text
 + Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
 Name of Officer Title Address

Attachment A - 24

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 14 EXTENSION OF WATER MAINS (Continued)

- (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 times 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
1	2.5
1 1/2	5
2	8
3	15
4	25

- (e) Refunds of contributions shall be made to applicant(s) as follows:
- (1) Should the actual cost of the extension 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 main extension is completed, the Company will refund to the applicant(s) who paid for the extension moneys collected from applicant(s) in accordance with paragraph (d) above. The refund shall be paid within a reasonable time after the money is collected.
 - (3) The sum of all refunds to any applicant shall not exceed the total contribution that the applicant(s) has paid.
- (f) Extensions made under this rule shall be and remain the property of the Company.

* Indicates new rate or text

+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 25

FORM NO. 13 P. S. C. MO. No. 1 1st Revised Sheet No. 27

Cancelling P. S. C. MO. No. 1 Original Sheet No. 27

Cedar Hill Estates Water Co., Inc. For: Cedar Hill Estates (Jefferson County)
Name of Issuing Company Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

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Rule 14 EXTENSION OF WATER MAINS (Continued)

- (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 large 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.

* Indicates new rate or text
+ Indicates change

Date of Issue

Date Effective

Issued By: Ann Rudy President 510 Dulin Creek Rd., House Springs MO 63501
Name of Officer Title Address

Attachment A - 26

KMB - Cedar Hill Estates Water Co.

Small Company Rate Filing - Water Service

Work ID # QW-2003-0007

W-1

Rate Making Income Statement - Water

	As Adjusted		Customer Charge	Commodity
Annual Revenues	\$14,464			
Annual Expenses				
Accounting Fees	\$900		\$900	
Legal Fees	\$126		\$126	
Annual Registration	\$45		\$45	
Business Insurance	\$1,019		\$1,019	
Certification	\$123		\$62	\$62
Depreciation Expense	\$5,850			\$5,850
Misc. assessments	\$250			\$250
DNR - Water Testing	\$200			\$200
Electricity Expense	\$1,896			\$1,896
Employee Health Insurance	\$213		\$213	
Freight/Postage/PitneyBowes	\$850		\$850	
Miscellaneous	\$400		\$200	\$200
Loan Payment - Ann Rudy	\$0			\$0
Office Supplies	\$192		\$192	
Officer Salaries	\$3,264		\$3,264	
Operating Supplies	\$0			
Outside Services	\$0			
Soutside Services - Mowing	\$0			
Pager	\$99		\$99	
Payroll Taxes	\$1,425		\$1,425	
Payroll Billing Expense	\$6,031		\$6,031	
Payroll - Operator Expense	\$5,621			\$5,621
PSC Assessment	\$48		\$48	
Misc. assessments	\$58		\$58	
Real Estate Taxes	\$912			\$912
Registration	\$91		\$91	
Rent	\$1,150		\$1,150	
Repairs & Maintenance & R.M. Payroll	\$989			\$989
Sales Tax	\$906		\$906	
Telephone Expense	\$712		\$712	
Vehicle Expense	\$633			\$633
Return on Investment	\$6,513			\$6,513
Total Cost of Service	\$40,516		\$17,391	\$23,126
Less: Other Revenues	\$0		\$0	
Cost to Recover in Rates	\$40,516		\$17,391	\$23,126
Increase =	\$26,052	180.12%		
Requested Increase	\$27,615			

January 23, 2003
Missouri Public Service Commission Staff

Page 1 of 1
W. R. Hubbs

Attachment B

Attachment D 61-62

CEDAR HILL ESTATES WATER CO., INC.
DEPRECIATION RATES

(WATER)

FILE NO. QW-2003-0007

<u>ACCOUNT NUMBER</u>	<u>ACCOUNT</u>	<u>DEPRECIATION RATE %</u>	<u>AVERAGE SERVICE LIFE (YEARS)</u>
314	Wells & Springs	0.0%	50
325.2	High Service or Booster Pumping Equipment	6.7%	15
342	Distribution Reservoirs & Standpipes	2.5%	40
343	Transmission & Distribution Mains	2.0%	50
346.2	Meters - Plastic Chamber	10.0%	10
391.1	Office Computer Equipment	14.3%	7
394	Tools, Shop, Garage Equipment	5.0%	20

Attachment C