

Missouri-American Water Company
Name of Issuing Corporation

For

Missouri Service Area
Community, Town or City

**Rules and Regulations Governing Rendering
Of Water Service**

Rule 9 TERMINATION/DISCONTINUANCE OF WATER SERVICE (continued)

- C. None of the following shall constitute sufficient cause for the Company to discontinue service:
- I. The failure of a Customer to pay for merchandise, appliances or services not subject to commission jurisdiction as an integral part of the Company service provided by the Company, except for a sewer bill pursuant to Rule 9 B VIII.
 - II. The failure of the Customer to pay for service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, the Company may transfer and bill any unpaid balance to any other service account of the Customer and may discontinue service twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule.
 - III. The failure to pay the bill of another Customer, unless the Customer whose service is sought to be discontinued received substantial benefit and use of the service.
 - IV. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
 - V. The failure to pay a bill correcting a previous under billing, whenever the customer claims an inability to pay the corrected amount unless a utility has offered the Customer a payment arrangement equal to the period of under billing.
- D. Except for Rule 9 B VIII, notwithstanding any other provision of this rule, the Company may postpone the discontinuance of water service to a residential Customer for a time of at least twenty-one days if the Company is advised the discontinuance will aggravate an existent medical emergency of the Customer, a member of his family or other permanent resident of the premises where service is rendered. The Company may require a Customer to provide satisfactory evidence that a medical emergency exists.
- E. Notwithstanding any other provision of this rule, the Company may discontinue service temporarily without advance notice for reasons of maintenance, health, safety, property damage or a state of emergency.

* Indicates new rate or text

+ Indicates change

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ISSUED BY: Frank Kartmann, President
727 Craig Road, St. Louis, MO 63141