

FORM NO. 13
Canceling

P.S.C. MO NO. 17
P.S.C. MO NO. 15

Original

SHEET NO. A

Missouri –American Water Company

FOR

STONE, CHRISTIAN & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

NAME OF ISSUING CORPORATION

**Rules and Regulations Governing
the Rendering of Water Service**

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* Indicates new rate or text

+ Indicates change

DATE OF ISSUE	<u>July 11, 2012</u>	DATE EFFECTIVE	<u>August 10, 2012</u>
	month day year		month day year

ISSUED BY:	<u>Frank Kartmann</u>	<u>727 Craig Road</u>
	President	St. Louis, MO 63141
	Name of Officer, Title	Address

FORM NO. 13 P.S.C. MO. NO. 17
 Canceling P.S.C. MO. NO. 15

Original SHEET NO. B
 SHEET NO. _____

Missouri-American Water Company
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FOR STONE & TANEY COUNTIES, MISSOURI
 COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing The Rendering of Water Service	
Stonebridge Village LEGAL DESCRIPTION	
<p>A tract of land being all of the East Half of the Southeast Quarter of Section 7, all of Section 8, the Northwest Quarter of Section 9, the Southwest Quarter of Section 9, the West Half of the East Half of Section 9, the Northwest Quarter of Section 16, the Southwest Quarter of Section 16, the Northwest Quarter of the Southeast Quarter of Section 16, the South Half of the Southeast Quarter and that part of the Northeast Quarter of said Southeast Quarter lying South of the Missouri Pacific Railroad of Section 16, all of Section 17, except that part lying Southwest of Missouri State Highway 76, the Northeast Quarter of Section 18, the Northwest Quarter of Section 21, the Northeast Quarter of Section 21, Township 23 North, Range 22 West, Stone County, Missouri, and that part of the West Half of the Southwest Quarter of Section 15, lying South of the Missouri Pacific Railroad and all of the Northwest Quarter of Section 22, Township 23 North, Range 22 West, Taney County, Missouri, and being more particularly described as follows: Beginning at an existing stone at the Southeast Corner of said Section 17; thence North 88 degrees 21 minutes 39 seconds West along the South line of the Southeast Quarter of said Section 17, a distance of 2,600.18 feet to an existing stone at the Southwest corner of the Southeast Quarter of said section 17 for corner; thence North 88 degrees 18 minutes 00 seconds West along the South line of the Southwest Quarter of said Section 17 a distance of 1,110.03 feet to a point on a curve, said point being on the East right of way line of said Missouri State Highway 76; thence along said East right of way line to a point on the West line of the Southwest Quarter of said Section 17 for corner; thence North 01 degree 39 minutes 15 seconds East along said West line a distance of 1,797.55 feet to an existing stone at the Southwest corner of the Northwest Quarter of said Section 17 for corner; thence North 89 degrees 06 minutes 04 seconds West along the South line of said Northeast Quarter of Section 18 a distance of 2,630.97 feet to the Southwest corner of said Northeast Quarter of Section 18 for corner; thence North 01 degree 08 minutes 25 seconds East along the West line of said Northeast Quarter of Section 18 a distance of 2,675.84 feet to the Northwest corner of said Northeast Quarter of Section 18 for corner; thence South 88 degrees 27 minutes 04 seconds East along the North line of said Northeast Quarter of Section 18 a distance of 1,330.31 feet to the Southwest corner of the East Half of the Southeast Quarter of said Section 7 for corner; thence North 01 degree 32 minutes 24 seconds East along the West line of said East Half of the Southeast Quarter of Section 7 a distance of 2,631. 12 feet to</p> <p>* Indicates new rate or text + Indicates change</p>	

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Rules & Regulations Governing The Rendering of Water Service	
Stonebridge Village LEGAL DESCRIPTION (continued)	
<p>the northwest corner of said East Half of the Southeast Quarter of Section 7 for Corner; thence South 89 degrees 04 minutes 21 seconds East along the North line of said East Half of the Southeast Quarter of Section 7 a distance of 1,326.01 feet to the Southwest corner of the Northwest Quarter of said Section 8 for corner; thence North 0 1 degree 26 minutes 43 seconds East along the West line of said Northwest Quarter of Section 8 a distance of 2,645.51 feet to an existing stone at the Northwest corner of said Section 8 for corner; thence South 88 degrees 40 minutes 53 seconds East along the North line of said Section 8 a distance of 5,164.59 feet to the Northeast corner of said Section 8 for corner; thence South 89 degrees 13 minute 56 seconds East along the North line of said Section 9 a distance of 2,588.90 feet to an existing stone at the Northeast corner of the Northwest Quarter of said Section 9 for corner; thence South 88 degrees 33 minutes 26 seconds East along said North line of Section 9 a distance of 1,304.11 feet to the Northeast corner of the West Half of the Northeast Quarter of said Section 9 for corner; thence South 01 degree 12 minutes 39 seconds West along the East line of the West Half of the East Half of said Section 9 a distance of 5,344.39 feet to the Southeast corner of the West Half of the Southeast Quarter of said Section 9 for corner; thence North 88 degrees 38 minutes 11 seconds West along the South line of said Section 9 a distance of 1,300.91 feet to the Northeast corner of said Northwest Quarter of said Section 16 for corner; thence South 01 degrees 43 minutes 19 seconds West along the East line of said Northwest Quarter a distance of 2,665.47 feet to the Southeast corner of said Northwest Quarter of Section 16 for corner; thence South 88 degrees 30 minutes 52 seconds East along the North line of said Northwest Quarter of the Southeast Quarter of Section 16 a distance of 1,286.84 feet to the Northeast corner of said Northwest Quarter of the Southeast Quarter of Section 16 for corner; thence South 01 degree 35 minutes 30 seconds West along the East line of said Northwest Quarter of the Southeast Quarter of Section 16 a distance of 1,325.97 feet to the Southeast corner of said Northwest Quarter of the Southeast Quarter of Section 16 for corner; thence North 01 degree 35 minutes 30 seconds East along the West line of said Northeast Quarter of the Southeast Quarter a distance of 265.92 feet to a point on a curve, said point being on said Railroad South right of way line; thence along said right of way line to a point on the East line of the West half of said Southwest Quarter of Section 15 for corner; thence South 01 degree 32 minutes 08 seconds West align said East line of the West Half of said Southwest Quarter of Section 15 a distance of 1,867.10 feet to an existing iron pin at the Southeast corner of said West Half of the Southwest Quarter of Section 15 for corner; thence South 89 degrees 21 minutes 06 seconds East along the South line of said Section 15 a distance of 1,315.41 feet to the Northeast corner of the Northwest Quarter of said Section 22 for corner; thence South 01 degree 04</p> <p>* Indicates new rate or text + Indicates change</p>	

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Missouri-American Water Company
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FOR STONE & TANEY COUNTIES, MISSOURI
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Rules & Regulations Governing The Rendering of Water Service	
Stonebridge Village LEGAL DESCRIPTION (continued)	
<p>minutes 54 seconds West along the East line of said Northwest Quarter of Section 22 a distance of 2,668.76 feet to the Southeast corner of said Northwest Quarter of Section 22 for corner; thence North 89 degrees 03 minutes 31 seconds West along the South line of said Northwest Quarter of Section 22 a distance of 2,644.03 feet to the Southwest corner of said Northwest Quarter of section 22 for corner; thence North 88 degrees 25 minutes 38 seconds West along the South line of said Northeast Quarter of Section 21 a distance of 2,608.40 feet to an existing stone at the Southwest corner of said Northeast Quarter of Section 21 for corner; thence North 88 degrees 12 minutes 35 seconds West along the South line of said Northwest Quarter of Section 21 a distance of 2,562.75 feet to an existing stone at the Southwest corner of said Northwest Quarter of Section 21 for corner; thence North 01 degree 22 minutes 23 seconds East along the West line of said Northwest Quarter of Section 21 a distance of 2,627.56 feet to said point of beginning, and containing 2,936.82 acres of land, more or less, subject to all easements and/or rights of way.</p>	
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	President		St. Louis, MO 63141
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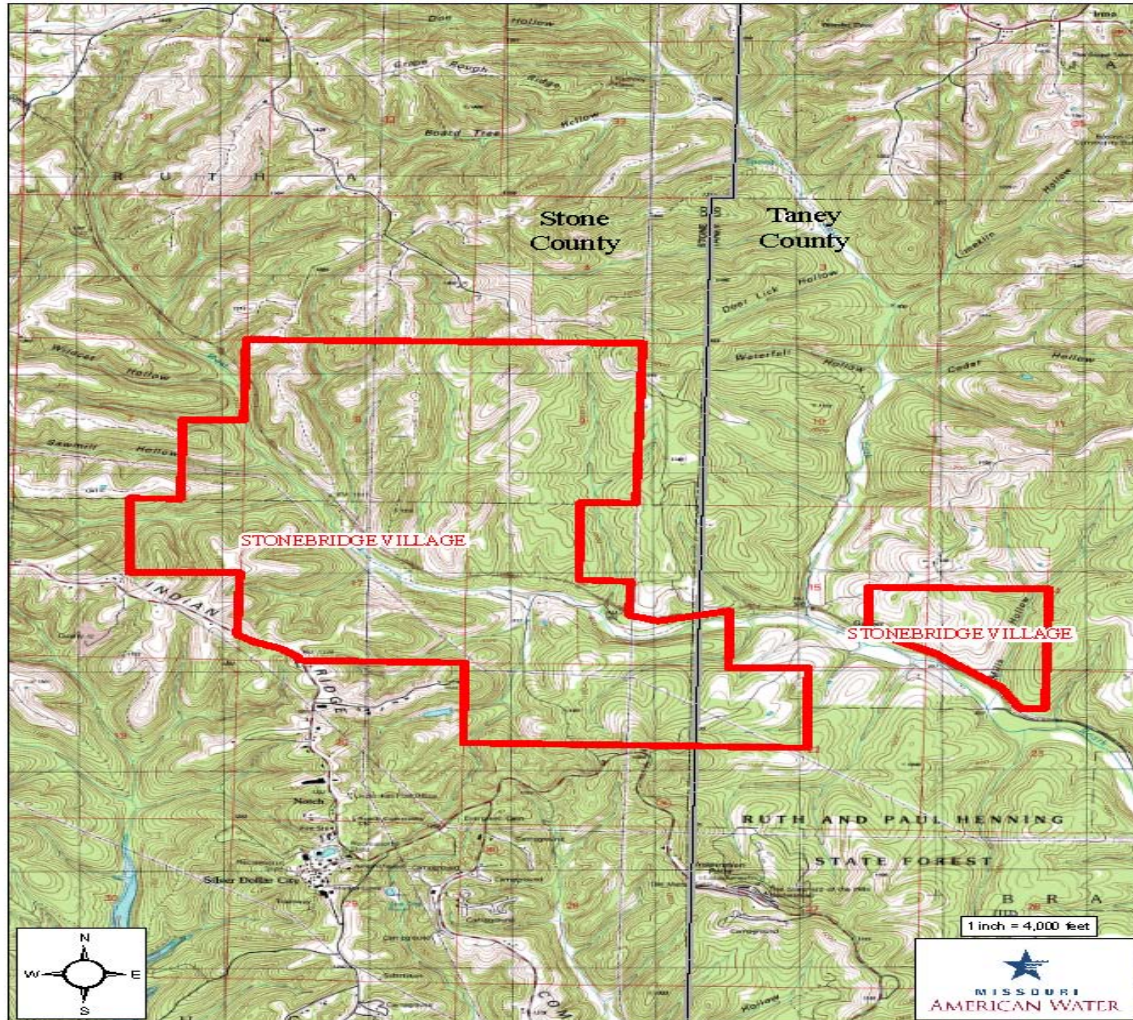
Missouri –American Water Company

FOR

STONE & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

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**Stonebridge Village
Map – water service area**



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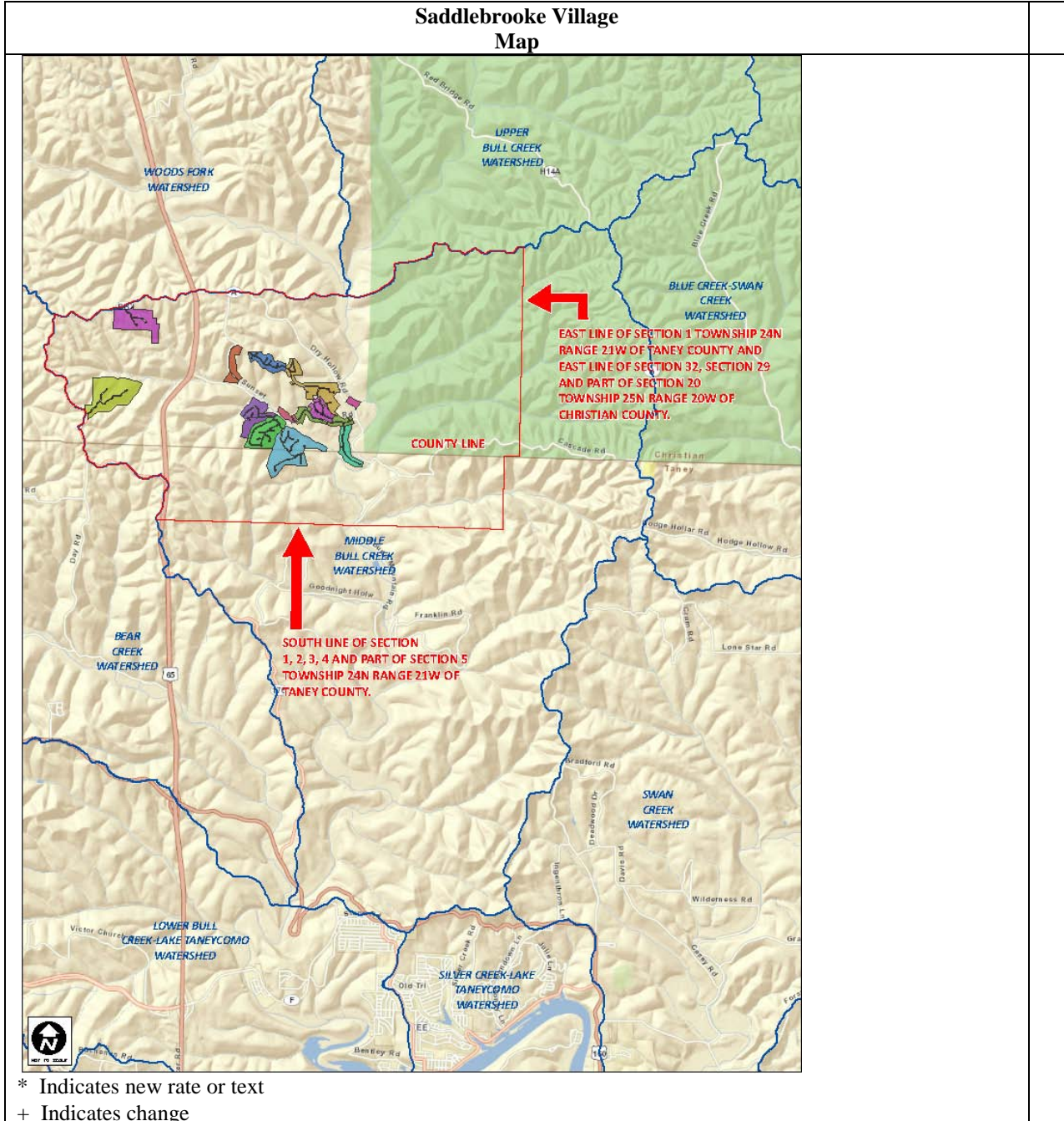
FOR CHRISTIAN & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

Saddlebrooke	
Legal Description	
SADDLEBROOKE WATER CERTIFICATED AREA PART OF MIDDLE BULL CREEK WATERSHED	
A WATERSHED AREA OF LAND BEING BOUNDED ON THE NORTH BY WOODS FORK & UPPER BULL CREEK WATERSHED, BEING BOUNDED ON THE EAST BY THE EASTERN LINE OF PART OF SECTION 20 AND THE EASTERN LINE OF SECTIONS 29 & 32 IN TOWNSHIP 25 NORTH, RANGE 20 WEST, AND THE EASTERN LINE OF SECTION 1 IN TOWNSHIP 24 NORTH, RANGE 21 WEST, BOUNDED ON THE SOUTH BY THE SOUTHERN LINE OF SECTIONS 1, 2, 3, 4 & PART OF SECTION 5 OF TOWNSHIP 24 NORTH, RANGE 21 WEST, BOUNDED ON THE WEST BY BEAR CREEK WATERSHED AND HIGHWAYS 65, AND ROUTE 176, ENCOMPASSING PART OF SECTIONS 23,24,25,26,27,28,29, 32 AND 33, AND ALL OF SECTIONS 34, 35 AND 36 OF TOWNSHIP 25 NORTH, RANGE 21 WEST IN CHRISTIAN COUNTY, MISSOURI, PART OF SECTIONS 19,20, AND ALL OF SECTIONS 29,30,31 &32 IN TOWNSHIP 25 NORTH, RANGE 20 WEST IN CHRISTIAN COUNTY, MISSOURI, AND ALL OF SECTIONS 1, 2, 3 & 4 AND PART OF SECTION 5 OF TOWNSHIP 24 NORTH, RANGE 21 WEST IN TANEY COUNTY, MISSOURI.	
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	President		St. Louis, MO 63141
	Name of Officer, Title		Address

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FOR CHRISTIAN & TANEY COUNTIES, MISSOURI
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<p>DATE OF ISSUE <u>July 11, 2012</u></p> <p>month day year</p> <p>ISSUED BY: <u>Frank Kartmann</u> President Name of Officer, Title</p>	<p>DATE EFFECTIVE <u>August 10, 2012</u></p> <p>month day year</p> <p><u>727 Craig Road</u> St. Louis, MO 63141 Address</p>
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P.S.C. MO. NO. 17
P.S.C. MO. NO. 15

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SHEET NO. 1
SHEET NO. _____

Missouri –American Water Company
NAME OF ISSUING CORPORATION

FOR STONE, CHRISTIAN & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing The Rendering of Water Service	
SCHEDULE OF WATER RATES	
Stonebridge Village	
<u>Rate Schedule A</u>	
<u>Applicability</u>	
This schedule is applicable to residential, commercial, industrial, municipal and other general service.	
<u>Monthly Minimum Charges</u>	
<u>Meter Size</u>	<u>Monthly Charges</u>
5/8"	\$22.06
3/4"	\$27.15
1.0"	\$38.48
1.5"	\$66.91
2.0"	\$101.01
3.0"	\$136.00
<u>Commodity Charge</u>	
\$2.37 per 1,000 gallons for usage.	
<u>Connection (CIAC) Fees</u>	
The Company is authorized to condition service to the initial applicant for water service at a single-family residence utilizing a 5/8" meter upon the payment of a one-time charge of \$300. The charge for a premise utilizing a meter larger than 5/8" will be increased by the incremental cost of the meter being used, based upon an assumed cost of \$35 for a 5/8" meter.	
* Indicates new rate or text	
+ Indicates change	

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ISSUED BY: Frank Kartmann
President
Name of Officer, Title

727 Craig Road
St. Louis, MO 63141
Address

Canceling P.S.C. MO. NO. 17
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SHEET NO. 1a
SHEET NO. _____

Missouri –American Water Company
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FOR STONE, CHRISTIAN & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing The Rendering of Water Service	
SCHEDULE OF WATER RATES	
Stonebridge Village	
<u>Rate Schedule B</u>	
<u>Applicability</u> This schedule is applicable to residential, commercial, industrial, municipal and other general service.	
<u>Monthly Minimum Charges</u>	
<u>Meter Size</u>	<u>Monthly Charges</u>
5/8"	\$22.06
3/4"	\$27.15
1.0"	\$38.48
1.5"	\$66.91
2.0"	\$101.01
3.0"	\$136.00
<u>Commodity Charge</u> \$2.37 per 1,000 gallons for usage.	
<u>Connection (CIAC) Fees</u> Except in the Forest Lake subdivision the Company is authorized to condition service to the initial applicant for water service at a single-family residence utilizing a 5/8" meter upon the payment of a one-time charge of \$300. The charge for a premise utilizing a meter larger than 5/8" will be increased by the incremental cost of the meter being used, based upon an assumed cost of \$35 for a 5/8" meter. For the Forest Lake subdivision the Company is authorized to condition service to the initial applicant for water service at a single family residence upon the payment of a one-time charge of \$300 applicable to the next 300 new customers in Forest Lake subdivision to expire twenty (20) years after the effective date of this tariff. This connection fee is in addition to any other fees authorized under Rate Schedule B.	
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Missouri –American Water Company
NAME OF ISSUING CORPORATION

FOR STONE & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing The Rendering of Water Service	
Schedule of Water Rates	
Stonebridge Village	
Metered Water Service	
Special Golf Course Service	
Golf Course sprinkler system – on an interruptible basis, hours of usage 10:00 P.M. to 6:00 A.M. daily, restricted to the golf course sprinkler system.	
<u>Rate –</u>	
<u>Water Usage Per Month</u>	<u>Rate per 1,000 Gallons</u> <u>Billing</u>
Per 1,000 gallons	\$1.60
These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such applicable taxes shall be added as separate items in rendering each bill.	
<u>Billing</u>	
Bills will be distributed at monthly intervals and due for payment at the net rate for a period of twenty-one (21) days following mailing to the customer. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as is specified in its filed rules and regulations.	
<u>Restrictions</u>	
The entire month’s usage will be billed at the following rate if any water is used outside the 10:00 P.M. to 6:00 A.M. time frame mentioned above.	
<u>Water Usage Per Month</u>	<u>Rate per 1,000 Gallons</u> <u>Billing</u>
Per 1,000 gallons	\$3.14
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Canceling

P.S.C. MO. NO. 17
P.S.C. MO. NO. 15

Original

SHEET NO. 1c
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Missouri –American Water Company
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FOR STONE, CHRISTIAN & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing The Rendering of Water Service	
SCHEDULE OF WATER RATES	
Saddlebrooke Service Area	
<u>Rate Schedule</u>	
<u>Applicability</u> This schedule is applicable to residential, commercial, industrial, municipal and other general service.	
<u>Monthly Minimum Charges</u>	
<u>Meter Size</u>	<u>Monthly Charges</u>
5/8"	\$22.06
3/4"	\$27.15
1.0"	\$38.48
1.5"	\$66.91
2.0"	\$101.01
3.0"	\$136.00
<u>Commodity Charge</u> \$2.37 per 1,000 gallons for usage.	
<u>Connection (CIAC) Fees</u> The Company is authorized to condition service to the initial applicant for water service at a single-family residence utilizing a 5/8" meter upon the payment of a one-time charge of \$300. The charge for a premise utilizing a meter larger than 5/8" will be increased by the incremental cost of the meter being used, based upon an assumed cost of \$35 for a 5/8" meter.	
For the Saddlebrooke subdivision the Company is authorized to condition service to the initial applicant for water service at a single family residence upon the payment of a one-time charge of \$2,800 applicable to the next 200 new customers in the Saddlebrooke subdivision. This CIAC fee will expire ten (10) years after the effective date of this tariff or upon attaining a level of 200 customers, whichever comes first, at which time the connection fee will revert to the amount indicated in the first paragraph of this section. This CIAC fee is in addition to any other fees authorized under this Rate Schedule.	
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Original

SHEET NO. 2
SHEET NO. _____

Missouri –American Water Company
NAME OF ISSUING CORPORATION

FOR STONE, CHRISTIAN & TANEY COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing The Rendering of Water Service	
SCHEDULE OF SERVICE CHARGES & DEPOSITS	
All Service Areas	
Disconnection of Water Services during regular office hours	\$25.00
Connection of Water Services after initial connection during regular office hours	\$25.00
Additional overtime charge for reconnection of Water Service after regular office hours, on weekends or holidays	\$35.00
Collection of a delinquent bill	\$10.00
Meter Test	\$10.00
Return Check	\$10.00
Meter Reseal Fee (unauthorized removal)	\$25.00
Water Usage from Company Hydrant (except political subdivisions for street cleaning)	\$15.00/day of allowed usage
Hydrant Inspection Fee	\$15.00/hydrant
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SHEET NO. 3
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Missouri –American Water Company

FOR

STONE, TANEY & CHRISTIAN COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

NAME OF ISSUING CORPORATION

**Rules & Regulations Governing
The Rendering of Water Service**

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

RULE 1 DEFINITIONS

- (a) The “COMPANY” is the Missouri-American Water Company, acting through its officers, managers, or other duly authorized employees or agents.
- (b) The “CUSTOMER” is any person, firm, corporation or governmental body which has contracted with the Company for water service or is receiving service from the Company, or whose facilities are connected for utilizing such service.
- (c) The word “UNIT” shall be used herein to define the standard user or property served and shall pertain to any building whether residential or commercial owned or leased. Mobile homes or rental units are considered as separate units for each single family or firm occupying same as a residence or place of business.
- (d) A “MAIN” is a pipeline which is owned and maintained by the Company, located on public property or private easements, and used to transport water throughout the Company’s service area.
- (e) A “CUSTOMER’S 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 Customer’s water service line shall be deemed to begin at the edge of the street abutting the Customer’s property.
- (f) A “SERVICE CONNECTION” is the pipeline connecting the main to the Customer’s water service line at the property line, or outdoor meter setting including all necessary appurtenances for setting the meter at an outdoor location.

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SHEET NO. 4
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Missouri –American Water Company

FOR

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**Rules & Regulations Governing
The Rendering of Water Service**

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

Rule 1 DEFINITIONS (continued)

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.

- (g) 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.
- (h) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company.
- (i) The "METER" is a device used to measure and record the quantity of water that flows through, and is installed in the meter setting.
- (j) "DEVELOPER" means any person, firm, corporation, partnership or other 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.
- (k) "SUBDIVISION" means any land in this state which is divided or proposed to be divided into 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 resubdivision thereof.

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Missouri –American Water Company

FOR

STONE, TANEY & CHRISTIAN COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

NAME OF ISSUING CORPORATION

**Rules & Regulations Governing
The Rendering of Water Service**

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

Rule 2 GENERAL

- (a) Every Customer, upon signing an application for service or accepting service rendered by the Company, shall be considered to have expressed consent to be bound by these rates, rules and regulations.
- (b) The Company's rules and regulations governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate class of service are set forth in rate schedules and constitute a part of these rules and regulations.
- (c) The Company reserves the right, subject to the 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 deem necessary or proper.
- (d) At 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 authority of the Missouri Public Service Commission.
- (e) The Company shall have the right to enter upon the Customer's premises for the purpose of inspecting for compliance with these rules and regulations. Company personnel shall identify themselves and such inspections shall be conducted during reasonable hours.

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Missouri –American Water Company

FOR

STONE, TANEY & CHRISTIAN COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

NAME OF ISSUING CORPORATION

**Rules & Regulations Governing
The Rendering of Water Service**

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

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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ISSUED BY:	Frank Kartmann		727 Craig Road
	President		St. Louis, MO 63141
	_____ Name of Officer, Title		_____ Address

Canceling P.S.C. MO. NO. 17
P.S.C. MO. NO. 15

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SHEET NO. 7
SHEET NO. _____

Missouri –American Water Company

FOR

STONE, TANEY & CHRISTIAN COUNTIES, MISSOURI
COMMUNITY, TOWN, OR CITY

NAME OF ISSUING CORPORATION

**Rules & Regulations Governing
The Rendering of Water Service**

**RULES AND REGULATIONS GOVERNING RENDERING OF
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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 for service 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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**Rules & Regulations Governing
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Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE LINES

- (a) The Company will provide the Customer water service at the outdoor meter, or at the property line. Separate units shall be served through separate 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. 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 lines, 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 Customer's water service lines shall be brought to the unit at a depth of not less than thirty-six inches (36") and have a minimum inside diameter of three-quarters of an inch (3/4") upon entering the building. The service line shall be valved. This valve must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary.

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**Rules & Regulations Governing
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Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE LINES (continued)

- (e) The Customer's 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 the Customer's expense.
- (h) The Company shall have the right to enter the Customer's premises for purposes of inspection to ensure compliance to these rules and regulations. The Company shall identify themselves and make these inspections only at reasonable hours.
- (i) Neither the Customer's water service line nor the Service Connection may be extended along public streets or roadways or through property of others in connecting with the Company's mains, except where the service connection is in the water main easement in order to be connected to the main. 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.

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Missouri –American Water Company

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**Rules & Regulations Governing
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Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE LINES (continued)

- (j) Any Customer having a plumbing arrangement, or a water-using device that could allow backsiphonage of any chemical, petroleum, process water, water from a questionable supply, or other substance that could create a health hazard or damage to the water system, shall be required to install and maintain a backflow prevention device. This rule may also apply to customers on whose premises it is impossible or impractical for the company to perform a cross connection survey. The device, installation, location and maintenance program shall be approved by the Company.

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Rule 6 IMPROPER OR EXCESSIVE USE

- (a) No Customer shall be wasteful of the water supplied to his premises by his willful action or inaction. It shall be the responsibility and duty of each Customer to maintain all piping and fixtures at his 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. 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) No Customer shall 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) No Customer shall 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.
- (e) No Customer shall attempt to take unmetered water from the Company mains either by an unauthorized tap or direct connection to a service connection nor by connection to a fire hydrant.
- (f) Customers will not be permitted to supply water in any way to premises other than the service address, nor to permit others to use their hose or attachments, nor leave them exposed to use by others without permission from the Company.

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Missouri –American Water Company

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Rule 7 DISCONTINUANCE OF WATER 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 agreement;
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; or,
6. Violation of any of these rules and regulations on file with and approved by the 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.

(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. Service of notice by mail is complete upon mailing.

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Rule 7 DISCONTUANCE OF WATER SERVICE BY COMPANY (continued)

- (c) The Company shall make a reasonable effort twenty-four (24) hours prior to discontinuance to communicate with the Customer regarding the reason(s) for discontinuance of service, and the resolution. If discontinuance of service would affect an occupant who is not the Company's Customer, or is not responsible for payment of the bill, then the Company shall make reasonable effort to inform such occupant(s) of the matter.
- (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 twenty-one (21) days, and the Company may require proof of a medical emergency.
- (e) Discontinuance of service will be made during reasonable hours and within eleven (11) business days of the date specified on the discontinuance notice. 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.
- (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.

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Rule 7 DISCONTUANCE OF WATER SERVICE BY COMPANY (continued)

- (h) In case the Company discontinues its service for any violation of these Rules and Regulations, then any monies due the Company shall become immediately due and payable.
- (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 Practice 4 CSR 240 Chapter 13.

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**Rules & Regulations Governing
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Rule 8 TERMINATION OF WATER SERVICE AT CUSTOMER'S REQUEST

- (a) Service will be terminated at the Customer's request, by giving not less than twenty-four (24) hours notice to the Company during its regular office hours. The Company shall, on the requested day, read the Customer's meter and charges for water service rendered up to and including the time of discontinuance shall be computed and will become due and payable immediately.
- (b) A Customer may request temporary discontinuance 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 specified in the Schedule of Service Charges may apply to Temporary discontinuance.

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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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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. Service charges for turn-off of service are set forth in the Schedule of Service Charges.
- (b) A Customer who has made application for water service to a unit shall be responsible for payment for all water service provided to the Customer at said unit until the Customer notifies the Company to discontinue service.
- (c) Each customer is responsible for furnishing the Company with the Customer's 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) The Company will not be bound by bills rendered under mistake of fact as to the quantity of service rendered or as a result of clerical error.

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Rule 10 BILLS FOR SERVICE (continued)

- (f) A separate bill shall be rendered for each Customer with itemization of all water service charges.
- (g) The Company shall have the right to render bills monthly. Bills shall be due and payable to it no later than 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. All bills for service shall state the due date. 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.

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Rule 10 BILLS FOR SERVICE (continued)

- (j) 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:
1. Owns or is purchasing a home; or
 2. Is and has been regularly employed full time for at least one year; or
 3. Has an adequate and regular source of income; or
 4. Can provide credit references from a commercial credit source.
- (k) The Company may require a security deposit or other guarantee of payment as a condition of continued service if: the water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or the utility service to the unit has been diverted or interfered with in an unauthorized manner; or the Customer has failed to pay undisputed bills before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods, or two (2) out of four (4) consecutive quarters.
- (l) 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.
- (m) Interest at the rate of 6% (six percent) 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.

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Rule 10 BILLS FOR SERVICE (continued)

- (n) 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.
- (o) The utility shall give a receipt for deposits received, but shall also keep accurate records.
- (p) of deposits, including customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- (q) (p) All billing matters shall be handled in accordance with the Commission's Utility Billing Practices, 4 CSR 240 Chapter 13.

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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 same. If flow requirements increase or decrease subsequent to installation and a larger or smaller meter is requested by the Customer, the cost of installing such meter shall be paid by the Customer.
- (d) Service to any one Customer shall be furnished through a single metering installation. Except in the case of a residential duplex structure, where a building is occupied by more than one tenant, the building shall be served by one meter. The Customer may rearrange piping at the Customer's own expense so as to separate the units and meter the tenants as the Customer chooses, 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 damages. The amount of the charge shall be the cost of the necessary replacement parts and the labor cost necessary to make the repair.

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Rule 11 METERS AND METER INSTALLATIONS (continued)

- (f) The meter will be installed at or near the Customer's property line and 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.
- (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 said appurtenances and labor shall be paid for by the Customer.

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WATER SERVICE**

Rule 11 METERS AND METER INSTALLATIONS (continued)

- (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 effected 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 Secretary of the Missouri Public Service Commission before ultimately refusing service or proceeding to discontinue service.

* Indicates new rate or text

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Missouri –American Water Company

FOR

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<p>Rule 12 METER TESTS AND TEST FEES</p> <p>(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 the regulations of the Commission.</p> <p>(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%) or less.</p> <p>(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 meter manufacturer. A certified copy of the test will be provided to the Customer.</p> <p>(d) If a test shall show an average error of more than five percent (5%) billings shall be adjusted as provided in Rule 13, Bill Adjustments Based on Meter Tests.</p>	
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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 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.

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Rule 14 Extension of Water Mains

- (a) This rule shall govern the extension of water mains by the Company in areas where water mains do not exist at the date of issue of this rule. The Company will extend its water mains within dedicated or recorded easement within its certificated area to serve new customers in accordance with the following terms and conditions.
- (b) Upon receipt of a written application for service in compliance with Rule 4, 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, pressure regulating stations and other appurtenances, reconstruction of existing mains (if necessary), production, treatment and storage system expansion or new construction, engineering, supervision and construction inspection, 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 3(A). At the Company's sole option, Applicant(s) may be permitted to install all or part of said extension with an equivalent reduction being made in the required contribution in aid of construction.
- (d) If as a result of reasonably unforeseen circumstances the actual cost of the extension exceeds the estimated cost of the extension, the Applicant(s) shall pay the added cost within thirty (30) days of being billed for same by Company.
- (e) The cost to an applicant connecting to a water main that was constructed and funded in accordance with this rule 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 by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing mains shall be excluded;

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Rule 14 Extension of Water Mains (continued)

2. For single family residential Applicants that are applying for service in areas that are unplatted in subdivision lots, the Applicants' cost shall be equal to the total cost of the extension divided by the total length of the extension in feet times 100 feet.
3. For multi-family residential, commercial or industrial Applicant(s) the cost will be equal to the amount calculated for a single family residence in paragraphs (D)(1) or (D)(2) above multiplied times a water usage factor. The water usage factor shall be determined by dividing the average monthly usage in gallons by 7000 gallons, but shall not be less than 1; and,
4. The cost for connecting to a water main constructed and funded in accordance with this rule shall be collected by the Company for a period of ten years following the completion of construction of said extension.

(f) 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. Said refund will be made within thirty (30) days of final cost determined by the Company;
2. During the first ten (10) years after an extension is completed, the Company will refund to the Applicant(s) who paid for the extension any monies collected from Customer(s) in accordance with Rule 11 (3) (D) above;

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Rule 14 Extension of Water Mains (continued)

3. Any Applicant that paid a contribution in aid of construction to expand the water treatment, production and storage systems will be refunded the per service connection cost of that expansion at the end of the calendar quarter in which any lot that was included in the contribution in aid of construction estimate which was ultimately paid to the Company first activates water service, said refund not to exceed \$450 per service connection. This refund is to be calculated by dividing the cost of the treatment plant expansion by the number of service connections designed to be served by said expansion;
 4. The sum of all refunds to any Applicant shall not exceed the total contribution paid by the Applicant; and,
 5. Each refund shall be distributed to the initial Applicant(s) based upon the percentage of the actual extension cost contributed by each Applicant.
- (g) Extensions made under this Rule shall be and remain the property of the Company in consideration of its perpetual upkeep and maintenance.
- (h) The Company reserves the right to connect future extensions to any water mains funded and constructed in accordance with this Rule and the attaching of Customers to such further extensions shall not entitle Applicant(s) contracting for the original extension to additional refund.
- (i) The pipe, valves, booster stations, pressure regulating stations and appurtenances used in making extensions under this Rule shall be of a size and type, which will be reasonably adequate to supply safe and adequate service. Such determination as to size and type of pipe, valves, booster stations, pressure regulating stations and appurtenances shall be left solely to the judgment of the Company. If the Company desires pipe or equipment sizing larger than reasonably required to provide service to the lots abutting said extension, the additional cost due to larger sizing shall be borne by the Company.

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Rule 14 Extension of Water Mains (continued)

- (j) In the event Applicant(s) desire to construct all or part of the extension, and the Company agrees, the following terms and conditions shall apply.
1. Applicant shall enter into a contract with the Company which provides that the Applicant construct said water mains and/or other facilities to meet the requirements of all governmental agencies with proper authority, that all facilities constructed comply with the Company's rules and construction standards, that no construction shall commence until all necessary permits have been granted by all regulatory authorities, and that all construction will be completed in accordance with a schedule agreed to between Company and Applicant;
 2. In the event of Applicant's default, Company shall have the right to complete or correct incomplete or faulty construction, such costs to be borne by Applicant;
 3. Applicant's choice of design engineer and construction contractor is subject to approval by the Company;
 4. Plans and specifications for said extension shall be provided to the Company for approval prior to construction;
 5. Applicant shall provide a detailed cost accounting of the actual cost of design and construction within thirty (30) days of the completion of said extension;
 6. Applicant shall contribute said extension to the Company, free and clear of any and all encumbrances, mechanics liens etc.;
 7. Applicant shall contribute to the Company the Company's cost of construction inspection;

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Rule 14 Extension of Water Mains (continued)

8. The Company or its representative shall have the right to inspect, test and approve the extension prior to connecting it to the Company's existing water mains;
9. Connection of the extension to existing Company water mains shall be made by the Company or its authorized representative; and,
10. The Company shall have the right to refuse ownership and responsibility for said extension until the Applicant(s) have complied fully with this Rule.

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