

P.S.C. MO. NO. 19  
Canceling P.S.C. MO. No. 19

Original SHEET NO. Notice  
SHEETS All

Missouri American Water Company  
NAME OF ISSUING CORPORATION

FOR

Stone, Christian and Taney Counties  
COMMUNITY, TOWN, OR CITY

**CANCELLATION OF BOOK NOTICE**

P.S.C. MO. No. 19 is hereby canceled.  
See P.S.C. MO No. 13

DATE OF ISSUE June 20, 2016 DATE EFFECTIVE July 20, 2016  
month day year month day year

ISSUED BY: Cheryl Norton, President 727 Craig Road  
Name of Officer, Title Address  
St. Louis, MO 63141

Missouri-American Water Company  
Name of Issuing Corporation

For

Taney County, Missouri  
Community, Town or City

**WATER TARIFF ADOPTION NOTICE**

Missouri-American Water Company hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever filed with the Public Service Commission, State of Missouri, by Tri States Utility, Inc. currently on file with and approved by the Commission. By this Notice Missouri-American Water Company adopts and ratifies all supplements or amendments to any of the above tariffs, etc., which Tri States Utility, Inc. has heretofore filed with said Commission. Missouri-American Water Company adopts Tri States Utility, Inc.'s P.S.C. Tariff No. 1, in its entirety, as Missouri-American Water Company P.S.C. Tariff No.19.

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE: September 5, 2013

DATE EFFECTIVE: October 5, 2013

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

**FILED**  
**Missouri Public**  
**Service Commission**  
**WO-2013-0517; YW-2014-0113**

Missouri-American Water Company  
Name of Issuing Corporation

For

Taney County, Missouri  
Community, Town or City

**WATER TARIFF TITLE PAGE**

**Missouri-American Water Company**

WATER SERVICE TARIFF

SERVICE AREA DEFINITION  
SCHEDULE OF RATES  
SCHEDULE OF SERVICE CHARGES  
RULES AND REGULATIONS

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE: September 5, 2013

DATE EFFECTIVE: October 5, 2013

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

FORM NO. 13

P.S.C.MO. No. 1

{ Original }  
{ Revised }  
{ Original }  
{ Revised }

SHEET No. 1

Cancelling P.S.C.MO. No. All previous tariffs

SHEET No. \_\_\_\_\_

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Taney County, Missouri  
Community, Town or City

Title Page	
	JUL 15 1992
MO. PUBLIC SERVICE COM. M.	
<p>Tri-States Utility Company, Inc.</p> <p>Rates Rules and Regulations Applying to Water Service In a Certificated Area of Taney County, Missouri.</p> <p>Filed with the Public Service Commission of Missouri</p>	
<p><b>FILED</b></p> <p>SEP 1 1992 <b>92-257</b> Public Service Commission</p>	
<p>*Indicates new rate or text +Indicates change</p>	

CANCELLED  
October 5, 2013  
Missouri Public  
Service Commission  
WO-2013-0517; YW-2014-0113

DATE OF ISSUE 07-27-92 DATE EFFECTIVE 09-01-92  
month day year month day year  
ISSUED BY David L. Smith President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Missouri-American Water Company  
Name of Issuing Corporation

For

Taney County, Missouri  
Community, Town or City

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

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\* Indicates new rate or text

+ Indicates change

DATE OF ISSUE: September 5, 2013

DATE EFFECTIVE: October 5, 2013

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

Tri States Utility, Inc. For Area as shown on service map  
Name of Issuing Corporation Community, Town or City  
Taney County, Missouri

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FILED

SEP 1 1992  
92-257

Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE 07-27-92 DATE EFFECTIVE 09-01-92  
month day year month day year

ISSUED BY [Signature] President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

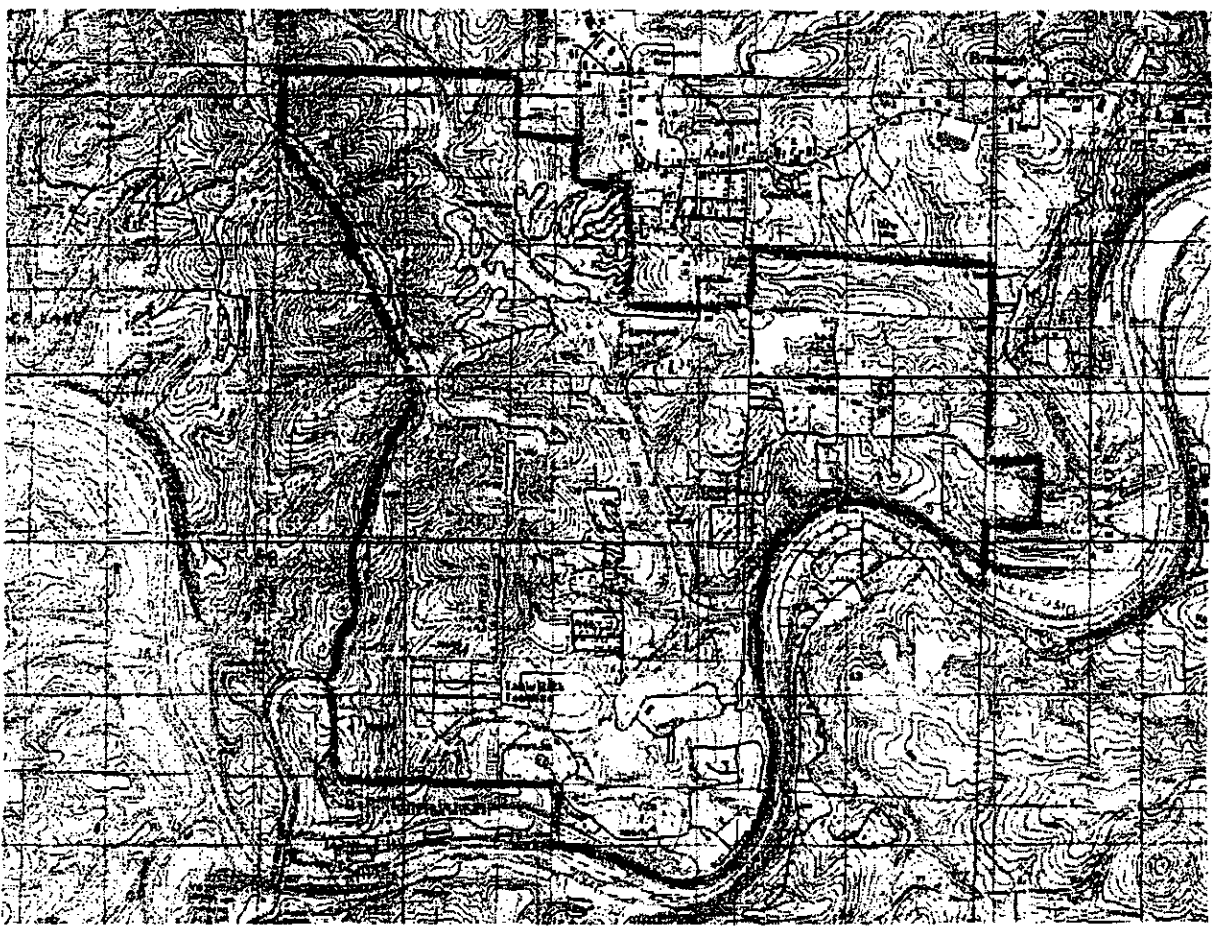
CANCELLED  
October 5, 2013  
Missouri Public  
Service Commission



Name of Utility: Tri-State Utility, Inc. Service Area: Taney County, MO

Rules Governing Rendering of  
Water Service

Service Area Map:



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

**Cancelled**

June 30, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

DATE OF ISSUE June 25, 2004 DATE EFFECTIVE July 25, 2004  
Month Day Year Month Day Year  
ISSUED BY Harold Epps President 2580 State Highway 165 Branson, MO 65616  
name of officer title address



FORM NO. 13

P.S.C.MO. No. 1

{ Original } SHEET No. 3  
{ Revised }

Cancelling P.S.C.MO. No. All previous tariffs

{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

Tri States Utility, Inc.  
Name of Issuing Corporation

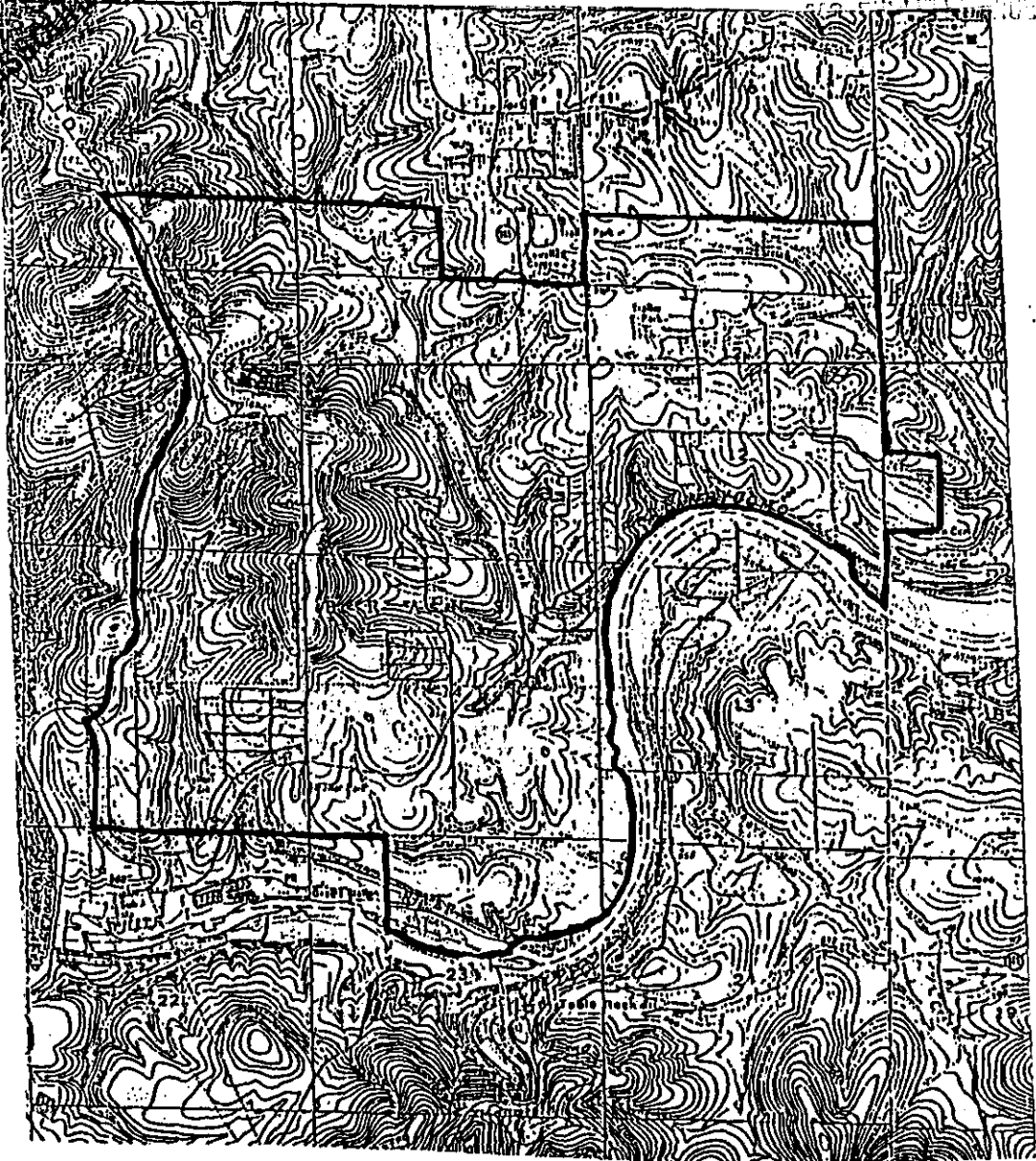
For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

**CANCELLED**

JUL 25 2004  
By ASH  
Public Service Commission  
Missouri

Service Area Map

JUL 15 1992



\*Indicates new rate or text  
+Indicates change

SEP 1 1992  
92-257

Public Service Commission

DATE OF ISSUE 07-27-92  
month day year

DATE EFFECTIVE 09-01-92  
month day year

ISSUED BY Harold [Signature] President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Canceling

P.S.C. MO No. 1 2 nd   Revised  
P.S.C. MO No. 1 1 st   Revised

Sheet No. 4  
Sheet No. 4

Name of Utility: Tri-State Utility, Inc

Service Area: Taney County, MO

### Rules Governing Rendering of Water Service

A PARCEL OF LAND SITUATED IN SECTIONS 1, 2, 3, 4, 10, 11, 12, 13, 14, 15 AND 23 IN TOWNSHIP 22 NORTH, RANGE 22 WEST, TANEY COUNTY, MISSOURI, AND BEING DESCRIBED AS FOLLOWS:

BEGINNING AT THE NORTHEAST CORNER OF THE SE4 OF THE SE4 OF SAID SECTION 1, THENCE WEST ALONG THE NORTH LINE OF THE SOUTH ONE-HALF OF THE SOUTH ONE-HALF OF SAID SECTION 1 TO THE NORTHEAST CORNER OF THE SE4 OF THE SE4 OF SAID SECTION 2, THENCE SOUTH ALONG THE EAST LINE OF SAID SECTION 2 TO THE SOUTHEAST CORNER OF SAID SECTION 2, THENCE WEST ALONG THE SOUTH LINE OF SAID SECTION 2 TO THE SOUTHWEST CORNER OF THE SE4 OF SAID SECTION 2, THENCE NORTH ALONG THE WEST LINE OF THE SE4 OF SAID SECTION 2 TO THE NORTHEAST CORNER OF THE SW4 OF SAID SECTION 2, THENCE WEST ALONG THE NORTH LINE OF SAID SW4 OF SECTION 2, THENCE NORTH ALONG THE EAST LINE OF THE WEST HALF OF LOT 1 OF THE FRACTIONAL NW4 OF SAID SECTION 2, THENCE WEST ALONG THE SOUTH LINE OF THE WEST HALF OF LOT 2 OF THE FRACTIONAL NW4 OF SAID SECTION 2, THENCE NORTH ALONG THE EAST LINE OF SAID SECTION 3, THENCE WEST ALONG THE NORTH LINE OF SAID SECTION 3 AND THE NORTH LINE OF LOT 2 OF THE FRACTIONAL NE4 OF SAID SECTION 4 TO A POINT BEING 100.00 FEET WEST OF THE WEST RIGHT OF WAY LINE OF MISSOURI STATE HIGHWAY #265, THENCE SOUTHERLY ALONG A LINE BEING 100.00 FEET WEST OF AND PARALLEL WITH THE WEST RIGHT OF WAY LINE OF MISSOURI STATE HIGHWAY #265 TO A POINT OF INTERSECTION WITH THE WEST LINE OF SAID SECTION 3, THENCE SOUTHERLY ALONG THE WEST LINE OF SECTION 3, SECTION 10, AND SECTION 15, SAID LINE BEING THE COUNTY LINE OF TANEY AND STONE COUNTIES, TO THE SOUTHWEST CORNER OF SAID SECTION 15, THENCE EASTERLY ALONG THE SOUTH LINE OF SECTION 15 AND SECTION 14, TO THE SOUTHWEST CORNER OF THE SE4 OF THE SW4 OF SAID SECTION 14, THENCE SOUTH TO A POINT ON THE NORTH BANK OF LAKE TANEYCOMO, THENCE IN A GENERALLY EASTERLY AND NORTHERLY DIRECTION ALONG THE NORTH BANK OF SAID LAKE TANEYCOMO TO THE EAST LINE OF SAID SECTION 13, THENCE NORTH APPROXIMATELY 1600 FEET ALONG SAID EAST LINE OF SECTIONS 13 AND 12, THENCE EASTERLY APPROXIMATELY 1000 FEET IN SECTION 7, TOWNSHIP 21 NORTH, RANGE 22 WEST, THENCE NORTH APPROXIMATELY 1500 FEET, THENCE WEST TO THE EAST LINE OF SECTION 12, THENCE NORTH ALONG SAID EAST LINE OF SECTION 12 AND THE EAST LINE OF SAID SECTION 1 TO THE POINT OF BEGINNING.

\*

+ Indicates change

**Filed**

Missouri Public  
Service Commission

DATE OF ISSUE May 31 2006  
Month Day Year

DATE EFFECTIVE June 30 2006  
Month Day Year

ISSUED BY Michael Sp... President 2580 State Highway 165, Branson, MO 65616  
name of officer title address

Name of Utility: Tri-State Utility, Inc. Service Area: Taney County, MO

**Rules Governing Rendering of  
Water Service**

**Service Area Description:**

A PARCEL OF LAND SITUATED IN SECTIONS 1, 2, 3, 10, 11, 12, 13, 14, 15 AND 23 IN TOWNSHIP 22 NORTH, RANGE 22, WEST, AND SECTION 7, TOWNSHIP 21 NORTH, RANGE 22 WEST, ALL IN TANEY COUNTY, MISSOURI AND BEING DESCRIBED AS FOLLOWS:

BEGINNING AT THE NORTHEAST CORNER OF THE SE4 OF THE SE4 OF SAID SECTION 1, THENCE WEST ALONG THE NORTH LINE OF THE SOUTH ONE-HALF OF THE SOUTH ONE-HALF OF SAID SECTION 1 TO THE NORTHEAST CORNER OF THE SE4 OF THE SE4 OF SAID SECTION 2, THENCE SOUTH ALONG THE EAST LINE OF SAID SECTION 2 TO THE SOUTHEAST CORNER OF SAID SECTION 2,

THENCE, WEST ALONG THE SOUTH LINE OF SAID SECTION 2 TO THE SOUTHWEST CORNER OF THE SE4 OF SAID SECTION 2, THENCE NORTH ALONG THE WEST LINE OF THE SE4 OF SAID SECTION 2 TO THE NORTHEAST CORNER OF THE SW4 OF SAID SECTION 2, THENCE WEST ALONG THE NORTH LINE OF SAID SW4 OF SECTION 2, THENCE NORTH ALONG EAST LINE OF THE WEST HALF OF LOT 1 OF THE FRACTIONAL NW4 OF SAID SECTION 2. THENCE WEST ALONG THE SOUTH LINE OF THE WEST HALF OF LOT 2 OF THE FRACTIONAL NW4 OF SAID SECTION 2 TO THE EAST LINE OF SECTION 3, THENCE NORTH ALONG THE EAST LINE OF SAID SECTION 3 TO THE NORTHEAST CORNER OF SAID SECTION 3.

THENCE WEST ALONG THE NORTH LINE OF SAID SECTION 3 TO THE WEST LINE OF SECTION 3, THENCE SOUTH ALONG THE WEST LINE OF SECTION 3 TO A POINT BEING 100.00 FEET WEST OF THE WEST RIGHT OF WAY LINE OF MISSOURI STATE HIGHWAY #285,

THENCE SOUTHERLY ALONG A LINE BEING 100.00 FEET WEST OF AND PARALLEL WITH THE WEST RIGHT OF WAY LINE OF MISSOURI STATE HIGHWAY #285 TO THE POINT OF INTERSECTION WITH THE SOUTH LINE OF THE NORTHEAST QUARTER OF THE SOUTHWEST QUARTER SAID SECTION 3.

THENCE WESTERLY APPROXIMATELY 200 FEET, THENCE CONTINUING IN A GENERALLY SOUTHERLY DIRECTION ON A LINE 300 FEET WEST OF AND PARALLEL TO SAID HIGHWAY #285 TO A POINT ON THE SOUTH LINE OF SAID SECTION 15, THENCE EAST ALONG THE SOUTH LINE OF SAID SECTION 15 TO THE SOUTHWEST CORNER OF THE SE4 OF THE SW4 OF SAID SECTION 14, THENCE SOUTH TO A POINT ON THE NORTH BANK OF LAKE TANEYCOMO, THENCE IN A GENERALLY EASTERLY AND NORTHERLY DIRECTION ALONG THE NORTH BANK OF SAID LAKE TANEYCOMO TO THE EAST LINE OF SAID SECTION 13. THENCE NORTH APPROXIMATELY 1600 FEET ALONG SAID EAST LINE OF SECTIONS 13 AND 12, THENCE EASTERLY APPROXIMATELY 1000 FEET IN SECTION 7, TOWNSHIP 21 NORTH RANGE 22 WEST, THENCE NORTH APPROXIMATELY 1500 FEET, THENCE WEST TO THE EAST LINE OF SAID SECTION 12, THENCE NORTH ALONG SAID EAST LINE OF SECTION 12 AND THE EAST LINE OF SAID SECTION 1 TO THE POINT OF BEGINNING.

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

**Cancelled**

June 30, 2006

**Filed**

Missouri Public Service Commission

Missouri Public Service Commission

DATE OF ISSUE June 25, 2004 DATE EFFECTIVE July 25, 2004  
Month Day Year Month Day Year  
ISSUED BY Harold Epps President 2580 State Highway 165 Branson, MO 65616  
name of officer title address

FORM NO. 13

P.S.C.MO. No. 1

{ Original } SHEET No. 4  
{ Revised }

Cancelling P.S.C.MO. No. All previous tariffs

{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on Service Map  
Community, Town or City  
Taney County, Missouri

Description of Service Area	
<p style="text-align: right;">JUL 15 1992</p> <p style="text-align: right;">(N.D. PUBLIC SERVICE COMMISSION)</p> <p>A PARCEL OF LAND SITUATED IN SECTIONS 1, 2, 3, 10, 11, 12, 13, 14, 15 AND 23 IN TOWNSHIP 22 NORTH, RANGE 22, WEST, AND SECTION 7, TOWNSHIP 21 NORTH, RANGE 22 WEST, ALL IN TANEY COUNTY, MISSOURI AND BEING DESCRIBED AS FOLLOWS:</p> <p>BEGINNING AT THE NORTHEAST CORNER OF THE SE4 OF THE SE4 OF SAID SECTION 1, THENCE WEST ALONG THE NORTH LINE OF THE SOUTH ONE-HALF OF THE SOUTH ONE-HALF OF SAID SECTION 1 TO THE NORTHEAST CORNER OF THE SE4 OF THE SE4 OF SAID SECTION 2, THENCE SOUTH ALONG THE EAST LINE OF SAID SECTION 2 TO THE SOUTHEAST CORNER OF SAID SECTION 2, THENCE, WEST ALONG THE SOUTH LINE OF SAID SECTION 2 TO THE SOUTHWEST CORNER OF THE SE4 OF SAID SECTION 2, THENCE NORTH ALONG THE WEST LINE OF THE SE4 OF SAID SECTION 2 TO THE NORTHEAST CORNER OF THE SE4 OF THE SW4 OF SAID SECTION 2, THENCE WEST ALONG THE NORTH LINE OF THE SOUTH ONE-HALF OF THE SOUTH ONE-HALF OF SAID SECTION 2 AND 3 TO A POINT ALONG SAID LINE 300 FEET WEST OF MISSOURI STATE HIGHWAY # 165, THENCE IN A GENERALLY SOUTHERLY DIRECTION ON A LINE 300 FEET WEST OF AND PARALLEL TO SAID HIGHWAY # 165 TO A POINT ON THE SOUTH LINE OF SAID SECTION 15, THENCE EAST ALONG THE SOUTH LINE OF SAID SECTION 15 TO THE SOUTHWEST CORNER OF THE SE4 OF THE SW4 OF SAID SECTION 14, THENCE SOUTH TO A POINT ON THE NORTH BANK OF LAKE TANEYCOMO, THENCE IN A GENERALLY EASTERLY AND NORTHERLY DIRECTION ALONG THE NORTH BANK OF SAID LAKE TANEYCOMO TO THE EAST LINE OF SAID SECTION 13. THENCE NORTH APPROXIMATELY 1600 FEET ALONG SAID EAST LINE OF SECTIONS 13 AND 12, THENCE EASTERLY APPROXIMATELY 1000 FEET, THENCE NORTH APPROXIMATELY 1500 FEET, THENCE WEST TO THE EAST LINE OF SAID SECTION 12, THENCE NORTH ALONG SAID EAST LINE OF SECTION 12 AND THE EAST LINE OF SAID SECTION 1 TO THE POINT OF BEGINNING.</p> <p style="text-align: center;"><b>CANCELLED</b></p> <p style="text-align: center;">JUL 25 2004 By <i>DRS</i> Public Service Commission MISSOURI</p> <p style="text-align: right;">FILED SEP 1 1992 92-257 Public Service Commission</p> <p>*Indicates new rate or text +Indicates change</p>	

DATE OF ISSUE 07-27-92 DATE EFFECTIVE 09-01-92  
month day year month day year

ISSUED BY *Harold Sp...* HCO 5 Box 1485 Branson Mo. 65616  
name of officer title address

FORM NO. 13	P.S.C. MO No. <u>1</u>	2nd Revised Sheet No. <u>5</u>
Cancelling P.S.C. Mo. No.	<u>1</u>	1 <sup>st</sup> Revised Sheet No. <u>5</u>
<u>Tri-State Utility, Inc.</u> Name of Issuing Company	For:	<u>Area as shown on Service Map</u> Certificated Service Area <u>Taney County Missouri</u>

**WATER RATE SCHEDULE**

AVAILABILITY: This schedule is available for service to any customer served by the Company within its area certified.

<u>Meter Size</u>	<u>Per Month</u>	
5/8"	\$ 7.45	+
3/4"	8.20	+
1"	10.44	+
2"	21.62	+
3"	82.00	+
4"	104.36	+
6"	156.55	+
8"	216.18	+
<u>Residential Rates</u>		+
Water Usage Rate: \$3.11 per thousand gallons.		
<u>Commercial Rates</u>		+
Water Usage Rate: \$3.11 per thousand gallons.		

\* Indicates New Rate or Text  
+ Indicates Changed Rate or Text

Issue Date: April 1, 2011  
Month/Day/Year

Effective Date: May 1, 2011  
Month/Day/Year

Issued By: Tom Kelly, CEO  
Name & Title of Issuing Officer

302 Terrace Road, Branson, MO 65616  
Company Mailing Address

Filed  
Missouri Public  
Service Commission  
WR-2011-0037; YW-2011-0502

Tri States Utility, Inc. For Area as shown on Service Map  
 Name of Issuing Corporation Community, Town or City  
 Taney County, Missouri

RECEIVED

WATER RATE SCHEDULE

MAY 23 1997

AVAILABILITY: This schedule is available for service to any customer served by the Company within its area certified.

MO. PUBLIC SERVICE COMMISSION

Minimum rates to include first 2,000 gallons.

Meter Size	Per Month
5/8"	\$ 6.60
3/4"	11.43
1 "	15.89
2 "	42.62
3 "	76.64
4 "	125.24
6 "	246.74
8 "	441.14

Residential Rates

Water Usage Rate: \$1.87 per thousand gallons in excess of 2,000 gallons.

Commercial Rates

Off Peak Water Usage Rate: \$1.87 per thousand gallons in excess of 2,000 gallons.

This rate applies during the following months: November - April.

Peak Water Usage Rate: \$3.58 per thousand gallons in excess of 2,000 gallons.

This rate applies during the following months: May - October

FILED

JUN 23 1997

\* Indicates new rate or text  
 + Indicates change

MISSOURI Public Service Commission

DATE OF ISSUE May 23, 1997 DATE EFFECTIVE June 23, 1997  
month day year month day year  
 ISSUED BY Harold Egan President, HCO 5, Box 1485, Branson, MO 65616  
name of officer title address

CANCELLED  
 May 01, 2011  
 Missouri Public  
 Service Commission  
 WR-2011-0037; YW-2011-0502

FORM NO. 13

P.S.C.MO. No. 1

{ Original }  
{ Revised }

SHEET No. 5

Cancelling P.S.C.MO. No. All previous tariffs

{ Original }  
{ Revised }

SHEET No. \_\_\_\_\_

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on Service Map  
Taney County, Missouri  
Community, Town or City

WATER RATE SCHEDULE

JUN 15 1992

MO. PUBLIC SERVICE COM. 881

AVAILABILITY: This schedule is available for service to any customer served by the Company within its area certified.

Minimum rates to include first 2,000 gallons.

<u>Meter Size</u>	<u>Per Month</u>
5/8"	\$ 6.60
3/4"	11.43
1"	15.89
2"	42.62
3"	76.64
4"	125.24
6"	246.74

CANCELLED

Residential Rates

Water Usage Rate: \$1.87 per thousand gallons in excess of 2,000 gallons.

JUN 23 1992  
By 1st R.S. #5  
Public Service Commission  
MISSOURI

Commercial Rates

Off Peak Water Usage Rate: \$1.87 per thousand gallons in excess of 2,000 gallons.

This rate applies during the following months: November - April.

Peak Water Usage Rate: \$3.58 per thousand gallons in excess of 2,000 gallons.

This rate applies during the following months: May - October

FILED

SEP 1 1992  
92-257  
Public Service Commission

DATE OF ISSUE 07-27-92  
month day year

DATE EFFECTIVE 09-01-92  
month day year

ISSUED BY Harold [Signature] President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri-States Utility, Inc.  
Name of Issuing Company

For: Area as shown on Service Map  
Community, Town or City

<u>Schedule of Service Charges</u>	
<p>These charges are applicable to the Company's Services provided for in the corresponding rules:</p> <p><u>Late Charges:</u> *</p> <p>Billings will be made and distributed at monthly intervals. Bills will be rendered net, bearing the last date on which payment will be considered delinquent. The period after which payment will then be considered delinquent is 21 days after rendition of the bill. A charge of \$6.50 or three percent (3%) per month times the unpaid balance, whichever is more, will be added to delinquent amounts.</p> <p><u>Returned Check Charge:</u> *</p> <p>A returned check charge of \$25 per check will be charged on all checks returned from the bank unpaid.</p> <p><u>Meter Test Fee:</u> *</p> <p>The cost to each Customer for a meter test requested by said Customer not in accordance with Rule 12 shall be \$55.</p> <p><u>Connection Inspection Fee:</u> *</p> <p>The cost to each Customer for inspection of the connection of Customer water service lines to Company service connections in accordance with Rule No. 5 shall be \$40.00</p> <p>* Indicates new rate or text + Indicates Change</p>	

Date of Issue August 27, 2008 Date Effective: September 29, 2008  
Month/Day/Year Month/Day/Year

Issued By: Terry L. McCullough, Managing Member, HCO 5, Box 1485, Branson, MO 65616  
Name of Officer title address



FORM NO. 13

P.S.C.MO. No. 1

{ Original }  
{ Revised }

SHEET No. 6

Cancelling P.S.C.MO. No. All previous tariffs

{ Original }  
{ Revised }

SHEET No. \_\_\_\_\_

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

Schedule of Service Charges

JUL 15 1992

MO. PUBLIC SERVICE COMMISSION

These charges are applicable to the Company's Services provided for in the corresponding rules:

New 3/4" service connection fee \$225.00  
(See Rule 4)

Meter replacement charge for discontinued service \$ 15.00  
(See Rules 7 & 8)

The connection fee for a service larger than 3/4" shall be the actual cost of installation.

FILED

SEP 1 1992

92-257

Public Service Commission

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE 07-27-92  
month day year

DATE EFFECTIVE 09-01-92  
month day year

ISSUED BY [Signature] President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri-States Utility, Inc.  
Name of Issuing Company

For: Area as shown on Service Map  
Community, Town or City

Schedule of Charges (continued)

New Service Connection Fee:

New 3/4" service connection fee \$850.00 +  
(If unusual construction or equipment expense is required  
(See Rule 4(c)) actual costs)

The connection fee for a service larger than 3/4" shall be the actual cost of installation.

Service Fees: \*

Service fee shall be charged to any customer for which service was requested or discontinued when there is a Company owned meter setting or lockable valve located outside the customers dwelling.

Turn-On Charge after service disconnection by Company for violation of the Company's Rules and Regulations (see Rule 7).  
\$25.00

Turn-On Charge for initiating new service to an existing meter setting when a physical turn-on is required \$25.00

Turn-Off or Turn-On Charges applicable to customers requesting temporary disconnection of service (see Rule 8) \$25.00

Call-Out Charge during regular business hours for service that is not the fault of the Company \$25.00 per hour

Call-Out Charge after regular business hours for service that is not the fault of the Company \$40.00 per hour

\* Indicates new rate or text  
+ Indicates Change

Date of Issue August 27, 2008 Date Effective: September 29, 2008  
Month/Day/Year Month/Day/Year

Issued By: Terry L. McCullough, Managing Member, HCO 5, Box 1485, Branson, MO 65616  
Name of Officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

JUL 13 1992

MO. PUBLIC SERVICE COMMISSION

Rule 1 DEFINITIONS

- (a) The "COMPANY" is the Tri states Utility, Inc. 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 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 said 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.

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SEP 1 1992  
92-257

DATE OF ISSUE 07-27-92  
month day year

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ISSUED BY Harold [Signature]

name of officer

President, HCO 5 Box 1485 Branson, Mo. 65616

title

address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

<p>Rule 1 <u>DEFINITIONS</u> (Continued)</p> <p>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.</p> <p>(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.</p> <p>(h) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company.</p> <p>(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.</p> <p>(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.</p> <p>(k) "SUBDIVISION" means any land in this state 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 resubdivision thereof.</p>	<p>MO. PUBLIC SERVICE COM. 11</p> <p style="text-align: center;"><b>FILED</b></p> <p style="text-align: center;">SEP 1 1992 92-257 Public Service Commission</p>
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ISSUED BY Harold Egan President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

RECEIVED	
JUL 15 1992	
<p>Rule 2 <u>GENERAL</u></p> <p>(a) Every water customer, upon signing an application for any water service rendered by the Company, or upon taking of water service, shall be considered to have expressed consent to be bound by these rates, rules and regulations.</p> <p>(b) The Company's rules and regulations governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate water service or rate determination areas are set forth in rate schedules and constitute a part of these rules and regulations.</p> <p>(c) The Company reserves the right, subject to authority of the Public Service Commission of Missouri, to prescribe additional rates, rules or regulations or to alter existing rates, rules or regulations as it may from time to time deem necessary and proper.</p> <p>(d) After the effective date of these rules and regulations, all new facilities, construction contracts, and written agreements shall conform to these rules and regulations 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.</p>	<p>MO. PUBLIC SERVICE COMMISSION</p>
<p><b>FILED</b></p> <p>SEP 1 1992 92-257 Public Service Commission</p>	
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ISSUED BY Zhuoqun President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

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Rule 3 COMPANY EMPLOYEES AND CUSTOMER RELATIONS

MO. PUBLIC SERVICE COMM.

- (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 Shirley S. Smith President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Cancelling P.S.C.MO. No. All previous tariffs

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
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Taney County, Missouri

JUL 15 1992

Rule 4 APPLICATIONS FOR SERVICE

MO. PUBLIC SERVICE COM. M.

- (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.
- (d) Rental units that typically rent for thirty (30) days or less, the property owner or management firm shall be responsible for the water bills.

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ISSUED BY Harold Spivey President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.

For Area as shown on service map  
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Name of Issuing Corporation

Community, Town or City

Taney County, Missouri

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Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE LINES MISSOURI PUBLIC SERVICE COMMISSION

- (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 36 inches and have a minimum inside diameter of 3/4 of an inch 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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ISSUED BY Harold Egan President, HCO 5 Box 1485 Branson, Mo. 65616  
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Name of Issuing Corporation

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JUL 15 1992

MO. PUBLIC SERVICE COM. M.

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 his 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 Customer's water service lines 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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MO. PUBLIC SERVICE COMMISSION

Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE LINES (continued)

(j) Any customer having a plumbing arrangement, or a water-using appliance that could allow backsiphonage of any chemical, petroleum, process water, water from a questionable supply or other substance that could create a health hazard or damage to the water system; or any customer classified as an actual or potential backflow hazard in 10 CSR Chapter 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 device, installation, location and maintenance program shall be approved by the company.

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ISSUED BY David L. Spivey President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
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RECEIVED JUN 15 1992	
<p><b>Rule 6 <u>IMPROPER OR EXCESSIVE USE</u></b></p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(e) No Customer shall attempt to take unmetered water from the Company mains either by an unauthorized tap or direct connection to service connection nor by connection to a fire hydrant.</p>	<p>MO. PUBLIC SERVICE COM. 1.</p> <p><b>FILED</b></p> <p>SEP 1 1992</p> <p>92-257</p> <p>Public Service Commission</p>
<p>*Indicates new rate or text +Indicates change</p>	

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ISSUED BY Arnold J. [Signature] President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
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Taney County, Missouri

SEP 15 1992

Rule 6 IMPROPER OR EXCESSIVE USE (continued) MO. PUBLIC SERVICE COMMISSION

(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 water company.

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Public Service Commission

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ISSUED BY Harold Epps President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri-States Utility, Inc. For Area as shown on service map  
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RULES AND REGULATIONS  
WATER SERVICE

AUG 20 1996

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY MISSOURI  
 Public Service Commission

- (a) The Company may discontinue service for any of the following reasons:
1. Non-payment of a delinquent account not in dispute.
  2. Failure to post a security deposit of guarantee acceptable to the utility company.
  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.
  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 and regulations on file with and approved by the Commission, or for any condition which adversely effects the safety of the customer or other persons, or the integrity of the Company's delivery system.
- (b) The Company may discontinue service after notice by first class mail is sent at least ten (10) days prior to 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. At least twenty-four (24) hours preceding a discontinuance, the Company shall make reasonable efforts to contact the customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section (4), a doorhanger, or at least two (2) telephone call attempts reasonably calculated to reach the customer.

**FILED**

SEP 23 1996

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 + Indicates change

**MO. PUBLIC SERVICE COMM**

DATE OF ISSUE August 23, 1996 DATE EFFECTIVE September 23, 1996

ISSUED BY Harold Epps President, 2580 State Hwy. 165, Branson, MO 65616  
 name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

JUL 15 1992 MO. PUBLIC SERVICE COM.	
<p>Rule 7 <u>DISCONTINUANCE OF WATER SERVICE BY COMPANY</u></p> <p>(a) The Company may discontinue service for any of the following reasons:</p> <ol style="list-style-type: none"> <li>1. Nonpayment of a delinquent account not in dispute.</li> <li>2. Failure to post a security deposit or guarantee acceptable to the utility.</li> <li>3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.</li> <li>4. Failure to comply with the terms and conditions of a settlement agreement.</li> <li>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.</li> <li>6. Violation of any of these rules and regulations or 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.</li> </ol> <p>(b) The Company may discontinue service after notice by first class mail is sent to the customer at least six (6) days prior to the date of the proposed discontinuance. If written notice is hand delivered to the customer, it shall be done at least forty-eight (48) hours prior to discontinuance. Service of notice by mail is complete upon mailing.</p>	
<b>CANCELLED</b> SEP 23 1996 BY <u>1st R.S. #17</u> Public Service Commission MISSOURI	
<b>FILED</b> SEP 1 1992 92-257 Public Service Commission	
<p>*Indicates new rate or text          †Indicates change</p>	

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ISSUED BY David Egan President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
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Taney County, Missouri

JUL 15 1992

MO. PUBLIC SERVICE COMMISSION

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY (continued)

- (c) The Company shall make reasonable effort 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 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 intentions 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.
- (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.

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name of officer title address

Tri States Utility, Inc. For Area as shown on service map  
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RECEIVED	
JUL 15 1992	
Rule 7 <u>DISCONTINUANCE OF WATER SERVICE BY COMPANY (continued)</u> PUBLIC SERVICE COMM.	
<p>(i) The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.</p> <p>(j) The Company shall deal with customers and handle customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4CSR 240-13.</p>	
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MO. PUBLIC SERVICE COM. 1.

Rule 8 DISCONTINUANCE OF WATER SERVICE AT CUSTOMER'S REQUEST

- (a) Service will be discontinued 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 are specified in the schedule of service charges.

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ISSUED BY David E. [Signature] President, HCO 5 Box 1485 Branson, Mo. 65616  
 name of officer title address

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Name of Issuing Corporation Community, Town or City

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MO. PUBLIC SERVICE COM. 1

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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name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

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JUL 15 1992

MO. PUBLIC SERVICE COMM.

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 him at said unit until the Customer notified the Company to discontinue service.
- (c) Each customer is responsible for furnishing the Company with his 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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ISSUED BY *David E. ...* President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc. For Area as shown on service map  
Name of Issuing Corporation Community, Town or City  
Taney County, Missouri

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

RECEIVED  
JUL 15 1992

Rule 10 Bills for Service (continued)

MO. PUBLIC SERVICE COMM.

- (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.
- (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) Held for future use.

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Rule 10 BILLS FOR SERVICE (continued)

MO. PUBLIC SERVICE COMM.

- (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: 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.
- (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% 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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ISSUED BY Marshall G. ... President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc. For Area as shown on service map  
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Taney County, Missouri

<p style="text-align: right;"><del>RECEIVED</del></p> <p style="text-align: right;">JUL 15 1992</p>	
<p>Rule 10 <u>BILLS FOR SERVICE</u> (continued)</p> <p>(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.</p> <p>(o) 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.</p> <p>(p) All billing matters shall be handled in accordance with the Commission's Utility Billing Practices, 4 CSR 240-13.</p>	<p style="text-align: right;">MO. PUBLIC SERVICE COMM.</p> <p style="text-align: center;"><b>FILED</b></p> <p style="text-align: right;">SEP 1 1992 92-257</p> <p style="text-align: right;">Public Service Commission</p>

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ISSUED BY Harold L. Smith President, HCO 5 Box 1485 Branson, Mo. 65616  
name of officer title address

Tri States Utility, Inc.  
Name of Issuing Corporation

For Area as shown on service map  
Community, Town or City  
Taney County, Missouri

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Rule 11 METERS AND METER INSTALLATIONS

MO. PUBLIC SERVICE COMM.

- (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. Where a building is occupied by more than one tenant, the building shall be served by one meter. The Customer may rearrange piping at his own expense so as to separate the units and meter his tenants as he 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 damage. The amount of the charge shall be the cost of the necessary replacement parts and the labor cost necessary to make the repair.

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Rule 11 METERS AND METER INSTALLATIONS (continued)

MO. PUBLIC SERVICE COMMISSION

- (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. 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.
- (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

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name of officer title address



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Rule 11 METERS AND METER INSTALLATIONS (continued)

MO. PUBLIC SERVICE COMMISSION

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 Water 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 not 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 Public Service Commission before ultimately refusing service or proceeding to discontinue service.

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**Rule 12 METER TESTS AND TEST FEES**

MO. PUBLIC SERVICE COMM.

- (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 standard regulations of the 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%) or less.
- (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.
- (d) If a test shall show an average error of more than five percent (5%), billings shall be adjusted as provided in the Rule for bill adjustments based on meter tests.

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MO. PUBLIC SERVICE COMM.

Rule 14 EXTENSION OF WATER MAINS

(A) This rule shall govern the extension of mains by the Company in areas where there are no water mains in the streets and/or roadways. The Company will extend its mains along streets or roads within its certified area to serve new customers under the following terms and conditions:

(1) 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. Applicable income tax cost will be added to this estimate calculated at the maximum rate.

(2) Applicants 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 A-1, plus the appropriate customer connection fee. The contract may allow the customer to contract with an independent contractor for the installation and supply of material, except that mains of 12" or greater diameter must be installed by the Company and the reconstruction of existing facilities must be done by the Company.

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Rule 14 EXTENSION OF WATER MAINS (continued) MO. PUBLIC SERVICE COMM.

(3) The cost to an Applicant or Applicants connecting to a main extension contributed by other Applicants shall be as follows:

(a) 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 which abut existing mains shall be excluded.

(b) 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 main extension divided by the total length of the main extension in feet times 100 feet.

(c) For industrial, commercial, or multifamily residential Applicants, the cost will be equal to the amount calculated for a single-family residence in Paragraphs 3a or 3b above multiplied times the flow factors of the Applicants' meter. The flow factors of the various sizes of meters are as follows:

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Rule 14 EXTENSION OF WATER MAINS (continued)

MO. PUBLIC SERVICE COMM.

<u>Meter Size</u>	<u>Flow Factor</u>
5/8	1
1	2.5
1 1/2	5
2	8
3	15
4	25

(4) Refunds of contributions shall be made to Applicant(s) as follows:

(a) 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.

(b) After the Company has closed its books for the year in which a contribution was made, it will determine its actual income tax cost associated with each extension and refund any excess income tax costs collected from each Applicant.

(c) During the first ten years after the main extension is completed, the Company will refund to the Applicants who paid for the extension moneys collected from Applicants in accordance with paragraph 3 above. The refund shall be paid within a reasonable time after the money is collected.

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Rule 14 EXTENSION OF WATER MAINS (continued) MO. PUBLIC SERVICE COMM.

- (d) The sum of all refunds to any Applicant shall not exceed the total contribution, adjusted for taxes associated with the extension, which the Applicant has paid.
- (5) Extensions made under this rule shall be and remain the property of the Company.
- (6) The Company reserves the right to further extend the main and to connect mains on intersecting streets and easements and customers connected to such further extensions shall not entitle the applicant(s) paying for the original extension to a refund for the connection of such customers.
- (7) 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.
- (8) No interest will be paid by the Company of payments for the extension made by the Applicant(s).
- (9) If extensions are required on private roads, streets, through private property, or on private property adjacent to public right-of-way, a proper deed of easement must be furnished to the Company without cost to the Company, before the extension will be made.

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