

Rules Governing
Rendering of **Water Service – Stone County***

Rule 10 Bills for Service (continued)

- (m) After a Customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one (1) year, credit shall be established or re-established, and the deposit and any interest due shall be refunded. The Company may withhold full refund of the deposit pending resolution of a disputed matter.
- (n) The Company shall give a receipt for deposits received, but shall also keep accurate records of deposits, including customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- (o) All billing matters shall be handled in accordance with the Missouri Public Service Commission’s Utility Billing Practices, 4 CSR 240-13.
- (p) The owner of a rented or leased premises served with water service by the Company will be ultimately responsible for payment of all charges incurred by their tenant(s) related to water service provided. The owner will be responsible provided the Company has made reasonable and timely efforts to collect monies due from the renter or lessee⁺. All notices of delinquent bills or disconnection shall also be sent to the owner of the property (or his agent if requested by the owner).

* indicates new rate or text
+ indicates change