

Jerry Reed d/b/a Woodland Acres Water System

Name of Issuing Company

For: Woodland Acres Subdivision

Certificated Service Area

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

Woodland Acres Water System

**SCHEDULE OF RATES, RULES, REGULATIONS
AND CONDITIONS OF SERVICE GOVERNING THE
PROVISION AND TAKING OF WATER SERVICE**

- * Indicates new rate or text
+ Indicates change

Date of Issue September 2, 2009
Month Day Year

Date Effective October 2, 2009
Month Day Year

Issued By: Jerry Reed, Owner
Name and Title of Issuing Officer

7210 NE 1031 Private Rd Lowry, MO 64763
Company Address

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

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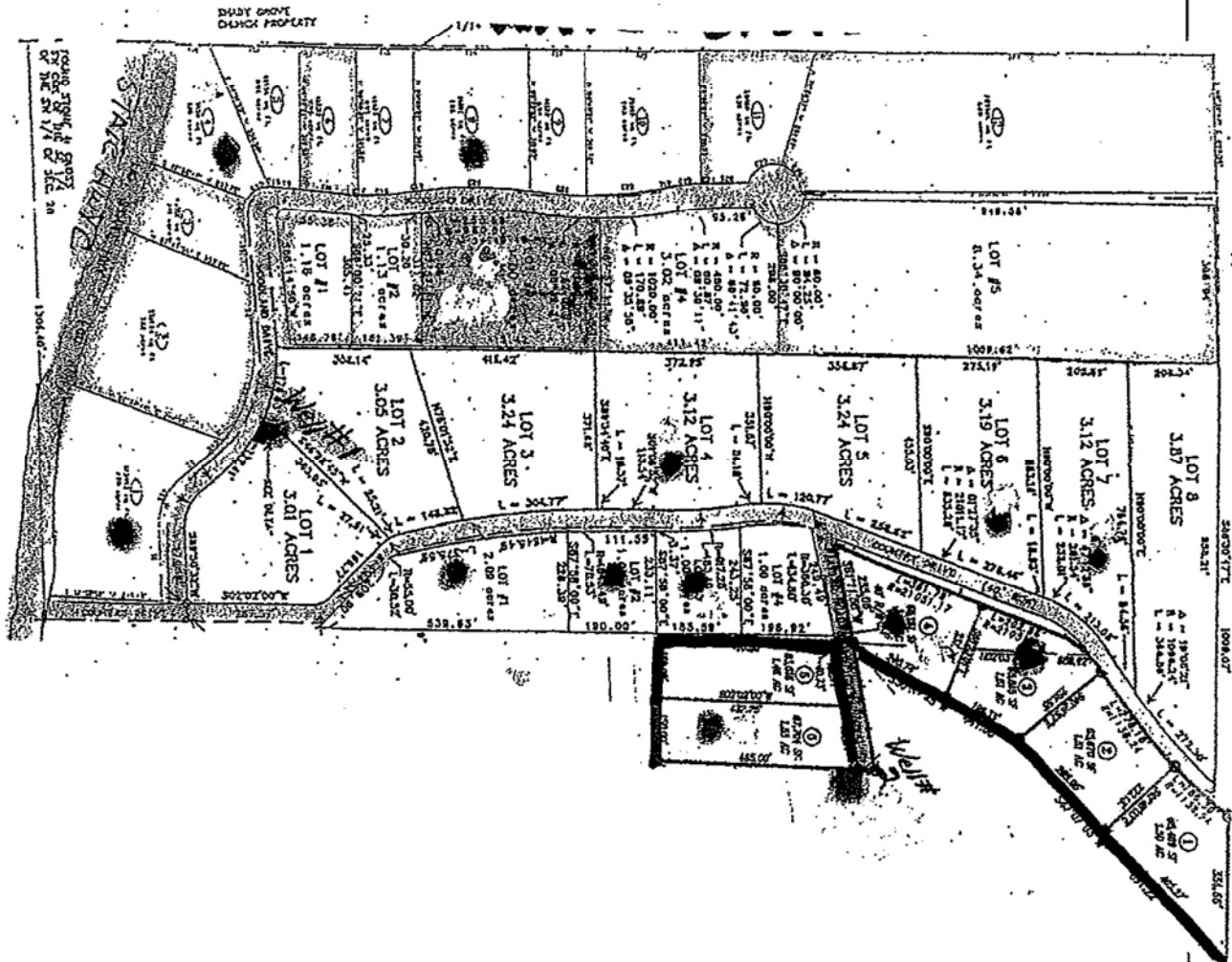
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Map of Service Area



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Legal Description of Service Area

DESCRIPTION: PLAT ONE (1) WOODLAND ACRES

A tract of land in Section 20, Township 39, Range 24, St. Clair County, Missouri described as beginning at the South quarter corner of said Section 20; Thence N 88°37'07" W along the South line of the Southwest quarter of said section a distance of 390.85 feet to a tangent curve to the right along the North Right-of-Way line of Missouri State Route "C" having a radius of 914.93 feet and a chord bearing of N 72°30'17" W; Thence along said curve a distance of 92.45 feet; Thence N 69°27'12" W along said North Right-of-Way line a distance of 683.20 feet to a tangent curve to the left having a radius of 517.46 feet; Thence along said curve a distance of 176.85 feet with a delta angle of 19°34'55" to a point on the West line of the Southeast quarter of the Southwest quarter of said Section 20; Thence N 01°59'39" E along said 1/16th section line a distance of 2362.76 feet to the Northwest corner of the Northeast quarter of the Southwest quarter of said Section 20; Thence S 88°30'47" E along the North line of the Northeast quarter of the Southwest quarter of said Section 20 a distance of 297.59 feet; Thence S 01°29'13" W a distance of 949.58 feet to a tangent curve to the right having a radius of 60.00 feet and a chord bearing of S 08°39'55" E and a delta angle of 159°41'43"; Thence along said curve a distance of 167.23 feet; Thence S 00°39'13" W a distance of 95.26 feet to a tangent curve to the left having a radius of 500.00 feet and a delta angle of 9°39'11"; Thence along said curve a distance of 84.24 feet; Thence S 08°59'58" E a distance of 6.78 feet to a tangent curve to the right having a radius of 1020.00 feet and a delta angle of 18°08'18"; Thence along said curve a distance of 322.91 feet to a tangent curve to the left having a radius of 980.00 feet and a delta angle of 14°49'49"; Thence along said curve a distance of 253.66 feet; Thence S 05°41'29" E a distance of 41.15 feet to a tangent curve to the right having a radius of 520.00 feet and a delta angle of 11°45'03"; Thence along said curve a distance of 106.65 feet; Thence S 06°03'35" W a distance of 180.70 feet to a tangent curve to the left having a radius of 20.00 feet and a delta angle of 99°48'44"; Thence along said curve a distance of 34.84; Thence N 86°14'50" E a distance of 288.03 feet to a tangent curve to the right having a radius of 360.00 feet and a delta angle of 53°58'53"; Thence along said curve 339.17 feet; Thence S 39°46'17" E a distance of 73.00 feet to a tangent curve to the left having a radius of 105.00 feet and a delta angle of 50°23'11"; Thence along said curve a distance of 92.34 feet; Thence N 89°50'32" E a distance of 214.62 feet to the East line of the Southwest quarter of said Section 20; Thence S 02°02'00" W along said East line a distance of 289.59 feet to the Point of Beginning

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Legal Description: PLAT TWO (2) WOODLAND ACRES :

A tract of land located in the South half of Section 20, Township 39 North, Range 24 West, St. Clair County, Missouri described as follows: Commencing at the Northwest corner of the Northeast quarter of the Southwest quarter of Section 20, Township 39 North, Range 24 West; Thence S 88°30'47" E along the North line of the Southwest quarter of said section a distance of 297.59 feet to the Point of Beginning; Thence S 88°30'47" E continuing along said North line a distance of 366.94 feet; Thence S 01°59'39" W a distance of 2144.60 feet to a point in a curve having a radius of 360.00 feet; Thence left along said curve having a chord bearing of S 86°52'40" W a distance of 7.92 feet; Thence S 86°14'50" W a distance of 288.03 feet to a beginning of a tangent curve to the right having a radius of 20.00 feet; Thence along said curve, having a chord bearing of N 43°50'48" W a distance of 34.84 feet; Thence N 06°03'35" E a distance of 180.71 feet to the beginning of a tangent curve to the left having a radius of 520.00 feet; Thence along said curve, having a chord bearing of N 0°11'04" E, a distance of 106.65 feet; Thence N 05°41'29" W a distance of 41.16 feet to the beginning of a tangent curve to the right having a radius of 980.00 feet; Thence along said curve having a chord bearing of N 01°43'26" E, a distance of 253.66 feet to the beginning of a tangent curve to the left having a radius of 1020.00 feet; Thence along said curve, having a chord bearing of N 0°4'11" E a distance of 322.91 feet; Thence N 08°59'58" W a distance of 6.78 feet to the beginning of a tangent curve to the right having a radius of 480.00 feet; Thence along said curve, having a chord bearing of N 4°10'22" W a distance of 80.87 feet; Thence N 0°39'13" E a distance of 95.26 feet to the beginning of a curve to the left having a radius of 60.00 feet; Thence along said curve, having a chord bearing of N 8°39'56" W a distance of 167.23 feet; Thence N 1°29'13" E a distance of 949.58 feet to the Point of Beginning. And containing 16.65 acres of land all in St. Clair County, Missouri, except roads and subject to any and all restrictions, reservations and easements of record.

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Legal Description: PLAT THREE (3) WOODLAND ACRES

A tract of land in Section 20, Township 39, Range 24, St. Clair County, Missouri described as commencing at the South quarter corner of said Section 20; Thence N 02°02'00" E along the East Right-of-Way line of Country Drive of Block 1, Plat 1 of Woodland Acres a distance of 289.59 feet; Thence S 89°50'32" W a distance of 40.03 feet to the Point of Beginning; Thence S 89°50'32" W a distance of 174.59 feet to a tangent curve to the right having a radius of 105.00 feet; Thence along said curve a distance of 92.34 feet; Thence N 39°46'17" W a distance of 73.00 feet to a tangent curve to the left having a radius of 360.00 feet; Thence along said curve a distance of 331.25 feet; Thence N 01°59'39" E a distance of 2144.60 feet; Thence S 88°30'47" E a distance of 1009.07 feet to a curve to the right having a chord bearing of S 50°00'55" W and a radius of 1138.24 feet; Thence along said curve a distance of 444.49 feet to a tangent curve to the left having a radius of 241.54 feet; Thence along said curve a distance of 119.37 feet to a tangent curve to the left having a radius of 21051.17 feet; Thence along said curve a distance of 564.65 feet; Thence S 81°11'58" W a distance of 48.13 feet to a curve to the left having a chord bearing of S 04°28'57" W and a radius of 406.30 feet; Thence along said curve a distance of 176.95 feet to a tangent curve to the right having a radius of 877.28 feet; Thence along said curve a distance of 194.05 feet; Thence S 01°06'52" W a distance of 115.54 feet to a tangent curve to the left having a radius of 1885.49 feet; Thence along said curve a distance of 463.96 feet to a tangent curve to the left having a radius of 95.00 feet; Thence along said curve a distance of 52.72 feet; Thence S 44°46'52" E a distance of 168.77 feet to a tangent curve to the right having a radius of 55.00 feet; Thence along said curve a distance of 44.94 feet; Thence S 02°02'00" W a distance of 287.37 feet to the Point of Beginning. Containing 27.12 acres, more or less.

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Legal Description: PLAT FOUR (4) WOODLAND ACRES

A tract of land located in the South half of Section 20, Township 39 North, Range 24 West, St. Clair County, Missouri described as follows: Commencing at the South quarter corner of Section 20; Thence N 02°02'00" E a distance of 289.59 feet to the Point of Beginning; Thence S 89°50'32" W a distance of 40.03 feet; Thence N 02°02'00" E a distance of 287.37 feet to the beginning of a tangent curve to the left having a radius of 55.00 feet; Thence along said curve a distance of 44.94 feet; Thence N 44°46'52" W a distance of 168.77 feet to the beginning of a tangent curve to the right having a radius of 95.00 feet; Thence along said curve a distance of 52.72 feet to the beginning of a tangent curve to the right having a radius of 1885.49 feet; Thence along said curve a distance of 463.96 feet; Thence N 01°06'52" E a distance of 114.92 feet to the beginning of a tangent curve to the left having a radius of 877.28 feet; Thence along said curve a distance of 193.44 feet to the beginning of a tangent curve to the right having a radius of 406.30 feet; Thence along said curve a distance of 176.95 feet; Thence N 81°11'58" E a distance of 283.18 feet; Thence S 02°02'00" W a distance of 1481.83 feet to the Point of Beginning. And containing 6.72 acres of land all in St. Clair County, Missouri except roads and subject to any and all restrictions, reservations and easement of record.

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DESCRIPTION: PLAT ONE REED & SCHUMAKER 6 LOTS
A TRACT OF LAND LOCATED IN THE SOUTHEAST QUARTER AND THE SOUTHWEST
QUARTER OF SECTION 20, TOWNSHIP 39 NORTH, RANGE 24 WEST OF THE 5TH
PRINCIPAL MERIDIAN, ST. CLAIR COUNTY, MISSOURI, DESCRIBED AS: COMMENCING AT
A 1/2" IRON BAR AND CAP AT THE NORTHEAST CORNER OF THE NORTHWEST
QUARTER OF THE SOUTHEAST QUARTER OF SAID SECTION 20; THENCE N88°30'47"W
ALONG THE NORTH LINE OF THE NORTHWEST QUARTER OF THE SOUTHEAST QUARTER
OF SAID SECTION 20, A DISTANCE OF 609.32 FEET TO 1/2" IRON BAR AND CAP
AND THE POINT OF BEGINNING; THENCE S47°07'03"W, A DISTANCE OF 691.22 FEET
TO A 1/2" IRON BAR AND CAP; THENCE S30°32'45"W, A DISTANCE OF 441.08 FEET
TO A 1/2" IRON BAR AND CAP AT THE NORTHEAST CORNER OF WOODLAND ACRES,
BLOCK 4, PLAT 4, A SUBDIVISION OF ST. CLAIR COUNTY, MISSOURI, AS FILED IN
PLAT BOOK A, AT PAGE 143; THENCE N81°11'58"E ALONG A PROLONGATION OF THE
NORTH LINE OF SAID SUBDIVISION, A DISTANCE OF 305.43 FEET TO A 1/2" IRON
BAR AND CAP; THENCE S02°02'00"W, A DISTANCE OF 505.73 FEET TO A 1/2" IRON
BAR AND CAP ON THE SOUTH LINE OF SAID NORTHWEST QUARTER OF THE
SOUTHEAST QUARTER OF SAID SECTION 20; THENCE N88°31'18"W ALONG THE SOUTH
LINE OF SAID QUARTER, QUARTER SECTION, A DISTANCE OF 300.00 FEET TO THE
SOUTHWEST CORNER OF SAID QUARTER, QUARTER SECTION; THENCE N02°02'00"E
ALONG THE WEST LINE OF SAID SOUTHEAST QUARTER AND THE EAST LINE OF SAID
WOODLAND ACRES, BLOCK 4, PLAT 4, A DISTANCE OF 451.23 FEET TO A 1/2" IRON
BAR AND CAP AT THE NORTHEAST CORNER OF SAID WOODLAND ACRES, BLOCK 4,
PLAT 4; THENCE S81°11'58"W ALONG THE NORTH LINE OF SAID SUBDIVISION, A
DISTANCE OF 235.06 FEET TO A 1/2" IRON BAR AND CAP AT A POINT ON A CURVE
TO THE LEFT ON THE EAST LINE OF WOODLAND ACRES, BLOCK 3, PLAT 3, A
SUBDIVISION OF ST. CLAIR COUNTY, MISSOURI, AS FILED IN PLAT BOOK A AT PAGE
144; THENCE ALONG SAID CURVE AND EAST LINE OF SAID SUBDIVISION HAVING A
RADIUS OF 21051.17 FEET AND A CHORD BEARING OF N21°49'58"E (CHORD: 564.63
FEET), AN ARC DISTANCE OF 564.65 FEET TO A TANGENT CURVE TO THE RIGHT
ALONG THE EAST LINE OF SAID SUBDIVISION; THENCE ALONG SAID CURVE AND EAST
LINE OF SAID SUBDIVISION HAVING A RADIUS OF 241.54 FEET AND A CHORD
BEARING OF N42°37'08"E (CHORD: 118.16 FEET), AN ARC DISTANCE OF 119.37 FEET
TO A TANGENT CURVE TO THE LEFT ALONG THE EAST LINE OF SAID SUBDIVISION;
THENCE ALONG SAID CURVE AND EAST LINE OF SAID SUBDIVISION HAVING A RADIUS
OF 1138.24 FEET AND A CHORD BEARING OF N50°00'55"E (CHORD: 441.67 FEET), AN
ARC DISTANCE OF 444.49 FEET TO A 1/2" IRON BAR AND CAP AT THE NORTHEAST
CORNER OF SAID WOODLAND ACRES, BLOCK 3, PLAT 3, ON THE NORTH LINE OF THE
SOUTHEAST QUARTER OF SAID SECTION 20; THENCE S88°30'47"E ALONG THE NORTH
LINE OF SAID SOUTHEAST QUARTER, A DISTANCE OF 334.66 FEET TO THE POINT OF
BEGINNING. CONTAINING 9.31 ACRES OF LAND, MORE OR LESS. SUBJECT TO ANY
AND ALL EASEMENTS, RESERVATIONS AND RESTRICTIONS OF RECORD.

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Certificated Service Area

**Rules and Regulations Governing
the Rendering of Water Service**Schedule of Rates**Non-metered, Flat Rate-****Full-time Residence: \$140.34 per quarter****Part-time Residence: \$106.27 per quarter**

(Any applicable Federal, State, or local taxes computed on the billing basis shall be added as separate items in rendering each bill.)

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**Rules and Regulations Governing
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Schedule of Service Charges

Connection Inspection Fee \$30

Each new customer shall arrange for the connection of the water service line to the Company main line at their own cost, and said connection shall be in accordance with Rule 5. The Company reserves the right to inspect all new connections prior to back-filling.

Delayed Payment Fees

Bills shall be considered delinquent 21 days from the date the bill is rendered. If not paid prior to the delinquent date, a 10% late fee will be added to the account.

Reconnection after disconnection for non-payment Fee \$30

Returned Check/Insufficient Fund Charge \$25

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Rules and Regulations Governing
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Rule 1 DEFINITIONS

- (a) An "APPLICANT" is a person, firm, corporation, governmental body, or other entity that has applied for service; two or more APPLICANTS may make one application for a main extension.
- (b) The "COMPANY" is Woodland Acres Water System, acting through its officers, managers, or other duly authorized employees or agents.
- (c) A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the company for water service or is receiving service from company, or whose facilities are connected for utilizing such service.
- (d) The "DATE OF CONNECTION" shall be the date of the permit for installation and connection issued by the company. In the event no permit is taken and a connection is made, the date of connection may be the date of commencement of construction of the building upon the property.
- (e) A "DEVELOPER" is any person, firm, corporation, partnership or any entity that, directly or indirectly, holds title to, or sells or leases, or offers to sell or lease, or advertises for sale or lease, any lots in a subdivision.
- (f) "DISCONTINUANCE OF SERVICE" is the intentional cessation of service by the company not requested by the customer.
- (g) The "MAIN" is a pipeline that is owned and maintained by the company, located on public property or private easements, and used to transport water throughout the company's service area.
- (h) The "METER" is a device used to measure and record the quantity of water that flows through the service line, and is installed in the meter setting.
- (i) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the company.

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- (j) The "SERVICE CONNECTION" is the pipeline connecting the main to the customer's water service line, or outdoor meter setting including all necessary appurtenances. This service connection will be installed, owned, and maintained by the company. If the property line is in a street, the said service connection shall be deemed to end at the edge of the street abutting the customer's property.
- (k) A "SUBDIVISION" is any land in the state of Missouri which is divided or proposed to be divided into two or more lots or other divisions of land, whether contiguous or not, or uniform in size or not, for the purpose of sale or lease, and includes resubdivision thereof.
- (l) "TERMINATION OF SERVICE" is cessation of service requested by the customer.
- (m) The word "UNIT", or LIVING UNIT shall be used herein to define the premises or property of a single water consumer, whether or not that consumer is the customer. It shall pertain to any building whether multi-tenant or single occupancy, residential or commercial, or owned or leased. Each mobile home in a mobile home park, and each rental unit of a multi-tenant rental property are considered as separate units for each single family or firm occupying same as a residence or place of business.
- (n) The "WATER SERVICE LINE" is a pipe with appurtenances installed, owned and maintained by the customer, used to conduct water to the customer's unit from the property line or outdoor meter setting, including the connection to the meter setting. If the property line is in a street, then the water service line shall be deemed to begin at the edge of the street abutting the customer's property.

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Rule 2 GENERAL

- (a) Every applicant, upon signing an application for any water service rendered by the company, or any customer upon taking of water service, shall be considered to have expressed consent to be bound by these rates and rules.
- (b) The company's rules governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate water service or service in particular service areas are set forth in rate schedules and constitute a part of these rules.
- (c) The company reserves the right, subject to authority of the Missouri Public Service Commission, to prescribe additional rates, rules or regulations or to alter existing rates, rules or regulations as it may from time to time deem necessary and proper.
- (d) After the effective date of these rules and regulations, all new facilities, construction contracts, and written agreements shall conform to these rules and regulations in accordance with the statutes of the State of Missouri and of the Public Service Commission of Missouri. Pre-existing facilities that do not comply with applicable rules and regulations may remain, provided that their existence does not constitute a service problem or improper use, and reconstruction is not practical.

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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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Rule 4 APPLICATIONS FOR SERVICE

- (a) A written application for service, signed by the customer, stating the type of service required and accompanied by any other pertinent information, will be required from each customer before service is provided to any unit. Every customer, upon signing an application for any service rendered by the company, or upon taking of service, shall be considered to have expressed consent to the company's rates, rules and regulations.
- (b) If service is requested at a point not already served by a main of adequate capacity, a main of adequate size shall be extended as may be necessary according to the company's rule for extension of water mains.
- (c) When, in order to provide the service requested, a main extension or other unusual construction or equipment expense is required, the company shall require a written contract. Said contract may include, but not be limited to the obligations upon the company and the applicant, and shall specify a reasonable period of time necessary to provide such service.

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES

- (a) The company will provide water service at the outdoor meter, or at the property line. Separate buildings shall be served through separate water service lines.
- (b) The service connection from the water main to the customer's property line, the meter installation and setting shall be constructed, owned and maintained by the company. Water service line construction and maintenance from the property line or meter setting, including the connection to the meter setting, to the building shall be the responsibility of the customer, and is subject to inspection by the company. Customers shall be responsible for the cost of repairing any damage to the company's mains, meters, and meter installations caused by the customer, his agent, or tenant.
- (c) Existing water service lines may be used in connecting with new buildings only when they are found by examination and testing not to constitute a hazard to the health and safety of any customer or the company's facilities.
- (d) The water service line shall be brought to the unit at a depth of not less than 36 inches and have a maximum inside diameter of one inch. A valve must be installed in the service line where it enters the unit. This valve must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary.
- (e) Water service lines and inside piping shall be of material conforming to recognized standards for potable water service and shall have a pressure rating of at least 160 psi working pressure.
- (f) The company will not install a service connection to a vacant lot.
- (g) Any change in the location of an existing service connection requested by the customer shall be made at his expense.
- (h) The company shall have the right to enter the customer's premises for the purposes of inspection to ensure compliance to these rules. Company personnel shall identify themselves and make these inspections only at reasonable hours.

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- (i) Neither water service lines nor service connections may be extended along public streets or roadways or through property of others in connecting with the company's mains. The service connection may, however, extend through the water main easement and roadway easement as necessary in order to be connected to a main located across and adjacent to a street in front of the customer's living unit. The service connection and service line must be laid in a straight line and at right angles to the main and the face of the structure or as nearly so as possible. Any deviation from this because of physical obstruction will be at the discretion of the company.
- (j) Any customer having a plumbing arrangement, or a water-using device that could allow 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's plumbing classified as an actual or potential backflow hazard in the regulations of the Missouri Department of Natural Resources, 10 CSR 60 - 11, shall be required to install and maintain a backflow prevention device. This rule may also apply to customers on whose premises it is impossible or impractical for the company to perform a cross connection survey. The 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 the unit by his willful action or inaction. It shall be the responsibility and duty of each customer to maintain all piping and fixtures at the unit in a good and efficient state of repair at all times.
- (b) No customer shall make or cause to be made a cross connection between the potable water supply and any source of chemical or bacterial contamination or any other water supply. The company shall deny or discontinue service where customer's water service line or inside piping may, in the opinion of the company, cause a cross-connection with non-potable water or otherwise jeopardize the health and safety of other customers or the company's facilities.
- (c) The customer shall not make or cause to be made a connection to a device that will result in excessive water demand or excessive shock, such as water-hammer, to the company's mains.
- (d) The customer shall not tamper with, remove, or willfully damage a water meter or attempt to operate the shutoff cock with or without a meter yoke, or allow any such action.
- (e) The customer shall not 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
- (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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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY

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

1. Nonpayment of a delinquent account not in dispute.
2. Failure to post a security deposit or guarantee acceptable to the utility.
3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.
4. Failure to comply with the terms and conditions of a settlement agreement.
5. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
6. Violation of any of these rules on file with and approved by the Public Service Commission, or for any condition which adversely affects the safety of the customer or other persons, or the integrity of the utility's delivery system.
7. Non-payment of a sewer bill issued by the company, or by a sewer utility requesting discontinuance of water service by an approved agreement between the company and such sewer utility. When water service is discontinued for this reason, any service charges for turn on/off or disconnection/reconnection within these rules shall not apply, and notice to the customer shall be provided by rules and procedure applicable to the customer's sewer service in lieu of notification required by these rules.

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- (b) The company may discontinue service after notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. If written notice is hand delivered to the customer, it shall be done at least ninety-six (96) hours prior to discontinuance. If the company intends to discontinue service to a multi-tenant dwelling, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance. Service of notice by mail is complete upon mailing. Discontinuance shall not occur more than eleven (11) business days after the date given as the discontinuance date.
- (c) The company shall make reasonable effort to communicate with the customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reasons(s) for discontinuance of service, and the resolution. If discontinuance of service would affect an occupant who is not the company's customer, or is not responsible for payment of the bill, then the company shall make reasonable effort to inform such occupant(s).
- (d) The company shall postpone the discontinuance if personnel will not be available to restore service the same day, or if personnel will not be available to restore service the following day. The company also shall postpone discontinuance if a medical emergency exists on the premises, however the postponement may be limited to 21 days, and the company may require proof of a medical emergency.
- (e) Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intention to disconnect service, or leave a conspicuous notice of the disconnect.
- (f) The provisions of paragraphs (c) and (e) above may be waived if safety of company personnel while at the premises is a consideration.
- (g) Discontinuance of service to a unit for any reason shall not prevent the company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the customer.
- (h) In case the company discontinues its service for any violation of these rules, then any monies due the company shall become immediately due and payable.

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- (i) The company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- (j) The company shall deal with customers and handle customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240 - 13.

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Rule 8 TERMINATION OF SERVICE AT CUSTOMER'S REQUEST

- (a) Service will be terminated at the customer's request, by giving not less than twenty-four (24) hours notice to the company during its regular office hours. The company shall, on the requested day, read the customer's meter and charges for water service rendered up to and including the time of termination shall be computed and will become due and payable immediately. Notice shall be given in writing.
- (b) A customer may request temporary termination of service for any length of time for his own convenience; however, the customer shall still be charged for service at the appropriate rate during the time the service is turned off. Turn-off and turn-on charges are specified in the schedule of service charges.

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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, the company will make every effort to minimize interruption of service and notify customers in advance when possible.
- (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, 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. Other service charges, such as for turn-off or turn-on, are set forth in the Schedule of Service Charges in these rules.
- (b) A customer who has made application for water service to a unit shall be responsible for payment for all water service provided to him at said unit from the date of connection until the date requested by the customer by proper notification to the company to terminate service.
- (c) Each customer is responsible for furnishing the company with the correct address. Failure to receive bills will not be considered an excuse for non-payment nor reason to permit an extension of the date when the account would be considered delinquent. Bills and notices relating to the company or its business will be mailed or delivered to the mailing address entered in the customer's application unless the company is notified in writing by the customer of a change of address.
- (d) Payments shall be made at the office of the company or at such other places conveniently located as may be designated by the company or by ordinary mail. However, payment must be received by the close of business on the date due.
- (e) Neither the company nor the customer will be bound by bills rendered under mistake of fact as to the quantity of service rendered or as a result of clerical error. Customers will be held responsible for charges based on service provided.
- (f) A separate bill shall be rendered for each customer with itemization of all water service charges. All bills for service shall state the due date.

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- (g) Bills shall be due twenty-one (21) calendar days from the date of rendition, unless such due date falls on a Sunday, a legal holiday, or other day when the office is closed, in which case the due date shall be extended to the next business day. Bills unpaid after the stated due date will be delinquent and the company shall have the right to discontinue service in accordance with Rule 7. The company shall not be required to restore or connect any new service for such delinquent customers until the unpaid account due the company under these Rules and Regulations has been paid in full or arrangements satisfactory to the company have been made to pay said account.
- (h) When bills are rendered for a period of less than a complete billing period due to the connection or termination of service, the billing shall be the monthly minimum plus an amount based on the water used at the commodity (water usage) rate or one-half (1/2) of the flat rate if applicable.
- (i) The company may require a security deposit or other guarantee as a condition of new service if the customer: still has an unpaid account with a utility providing the same type of service accrued within the last five years; or has diverted or interfered with the same type of service in an unauthorized manner within the last five (5) years; or is unable to establish a credit rating with the company. Adequate credit rating for a residential customer shall be established if the customer: owns or is purchasing a home; or is and has been regularly employed full time for at least one year; or has an adequate and regular source of income; or can provide credit references from a commercial credit source.
- (j) The 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 monthly billing periods, or two (2) out of four (4) consecutive quarterly billing periods.

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- (k) The amount of a security deposit shall not exceed utility charges applicable to one (1) billing period plus thirty (30) days, computed on estimated or actual annual usage.
- (l) Interest at the rate of 6% per annum compounded annually shall be payable on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest may be credited to the customer's account.
- (m) After a customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one year, credit shall be established or re-established, and the deposit and any interest due shall be refunded. The utility may withhold full refund of the deposit pending resolution of a disputed matter.
- (n) The utility shall give a receipt for deposits received, but shall also keep accurate records of deposits, including customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- (o) All billing matters shall be handled in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240-13.

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Rule 11 EXTENSION OF WATER MAINS

- (a) This rule shall govern the extension of mains by the company within its certified area where there are no water mains.
- (b) Upon receipt of a written application for a main extension, the company will provide the applicant(s) an itemized estimate of the cost of the proposed extension. Said estimate shall include the cost of all labor and materials required, including valves, fire hydrants, booster stations, storage facilities, reconstruction of existing mains (if necessary), and the direct costs associated with supervision, engineering, permits, and bookkeeping.
- (c) Applicant(s) shall enter into a contract with the company for the installation of said extension and shall tender to the company a contribution in aid of construction equal to the amount determined in paragraph (b) above, plus any applicable customer connection fee. The contract may allow the customer to contract with an independent contractor for the installation and supply of material, except that mains of 12" or greater diameter must be installed by the company, and the reconstruction of existing facilities must be done by the company.
- (d) The cost to an applicant or applicants connecting to a main extension contributed by other applicant(s) shall be as follows:
 - (1) For single-family residential applicants that are applying for service in a platted subdivision, the company shall divide the actual cost of the extension (including income taxes) by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots that abut existing mains shall be excluded.
 - (2) For single-family residential applicants that are applying for service in areas that are 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.

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- (3) For industrial, commercial, or multifamily residential applicants, the cost will be equal to the amount calculated for a single-family residence in paragraphs d(1) or d(2) above multiplied times the flow factors of the applicants' meter. The flow factors of the various sizes of meters are as follows:

<u>Meter Size</u>	<u>Flow Factor</u>
5/8	1
1	2.5
1 1/2	5
2	8
3	16
4	25

- (e) Refunds of contributions shall be made to applicant(s) as follows:
- (1) Should the actual cost of the extension be less than the estimated cost, the company shall refund the difference as soon as the actual cost has been ascertained.
 - (2) During the first ten years after the main extension is completed, the company will refund to the applicant(s) who paid for the extension moneys collected from applicant(s) in accordance with paragraph (d) above. The refund shall be paid within a reasonable time after the money is collected.
 - (3) The sum of all refunds to any applicant shall not exceed the total contribution which the applicant(s) has paid.
- (f) Extensions made under this rule shall be and remain the property of the company.
- (g) The company reserves the right to further extend the main and to connect mains on intersecting streets and easements. Connecting new customers to such further extensions shall not entitle the applicant(s) paying for the original extension to a refund for the connection of such customers.

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- (h) Extensions made under this rule shall be of company-approved pipe sized to meet water service requirements. If the company chooses to size the extension larger in order to meet the company's overall system requirements, the additional cost caused by the larger size of pipe shall be borne by the company.
- (i) No interest will be paid by the company of payments for the extension made by the applicant(s).
- (j) If extensions are required on private roads, streets, through private property, or on private property adjacent to public right-of-way, a proper deed of easement must be furnished to the company without cost to the company, before the extension will be made.

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