

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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## Rules Governing Rendering of Water Service

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\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: March 20, 2009  
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Effective Date: May 4, 2009  
Month/Day/Year

Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address



The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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**Rules Governing  
Rendering of Water Service**

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Exhibits

- A Fire Hydrant Rental Agreement
- B Residential Application for Service
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- I Customer Deposit Receipt
- J ACH Application
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\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: March 20, 2009  
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Issued By: Neal Clevenger, President  
December 21, 2012  
Missouri Public  
Service Commission

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Name & Title of Issuing Officer Company Mailing Address

**FILED**  
Missouri Public  
Service Commission  
WR-2009-0098; YW-2009-0587

Name of Utility: The Raytown Water Company  
Service Area: Raytown, MO & Territory Adjacent Thereto

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

Schedule of Rates

**Rules and Regulations:** The Rules and Regulations set forth in this Tariff shall cover the supply of service under this rate.

**Availability:** Any metered customer located in the Company's service territory.

**Water Rates:** There shall be a monthly minimum charge on the size of the water meters as follows: \*

Meter Size	Charge	Meter Size	Charge
5/8"	\$12.86	2.0"	\$61.24
1.0"	\$23.33	3.0"	\$109.46
1.5"	\$40.54	4.0"	\$178.31

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$8.08 per 1,000 gallons.

+ Bulk Water Service Rate: Bulk Water sales shall be at the rate of \$0.25 per 31 gallons.\*

**Payment Terms:** Bills are due and payable within twenty-one (21) days after rendition of the bill. Online payment thru OPAY: third party fee assessed by and paid directly to OPAY.

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

FILED  
Missouri Public  
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ISSUE DATE: August 9, 2020  
Month /Day/Year

EFFECTIVE DATE: September 8, 2020  
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ISSUED BY Neal Clevenger, President  
Name and Title of Issuing Officer

10017 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Mailing Address

CANCELLED - Missouri Public Service Commission - 03/04/2024 - WR-2023-0344 - JW-2024-0113

Name of Utility: The Raytown Water Company

For: Raytown MO & Territory Adjacent Thereto  
 Certified Service Area

Rules Governing  
 Governing Rendering of Water Service

SCHEDULE OF RATES

Rules and Regulations: The Rules and Regulations set forth in this Tariff shall cover the supply of service under this rate.

Availability: Any metered customer located in the Company's service territory.

Water Rates: There shall be a monthly minimum charge on the size of the water meters as follows:\*

Meter Size	Charge	Meter Size	Charge
5/8"	\$11.31	2.0"	\$53.88
1.0"	\$20.53	3.0"	\$96.30
1.5"	\$35.67	4.0"	\$156.88

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$7.11 per 1,000 gallons. "

+Bulk Water Service Rate:

Bulk Water sales shall be at the rate of \$0.25 per 33.4 gallons. \*

Payment Terms: Bills are due and payable within twenty-one (21) days after rendition of the bill. Online payment thru OPAY: third party fee assessed by and paid directly to OPAY

\* Indicates new rate or text

+ Indicates change

DATE OF ISSUE September 3, 2015  
 Month Day Year

DATE EFFECTIVE December 7, 2015  
~~October 23, 2015~~  
 Month Day Year

ISSUED BY Neal Clevenger, President  
 name or officer title

9820 E. 63rd Street, Raytown, MO 64133  
 address

The Raytown Water Company  
 Name of Utility:

For: Raytown MO & Territory Adjacent Thereto  
 Certificated Service Area

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

**SCHEDULE OF RATES**

**Rules and Regulations:** The Rules and Regulations set forth in this Tariff shall cover the supply of service under this rate.

**Availability:** Any metered customer located in the Company's service territory.

**Water Rates:** There shall be a monthly minimum charge on the size of the water meters as follows:\*

<u>Meter Size</u>	<u>Charge</u>	<u>Meter Size</u>	<u>Charge</u>
5/8"	\$9.96	2.0"	\$47.43
1.0"	\$18.07	3.0"	\$84.77
1.5"	\$31.40	4.0"	\$138.10

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$6.26 per 1,000 gallons. \*

**+Bulk Water Service Rate:**

Bulk Water sales shall be at the rate of \$0.25 per 40.4 gallons. \*

**Payment Terms:** Bills are due and payable within twenty-one (21) days after rendition of the bill.  
 Online payment thru OPAY: third party fee assessed by and paid directly to OPAY

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

DATE OF ISSUE November 6, 2012  
 Month Day Year

DATE EFFECTIVE December 21, 2012  
 Month Day Year

ISSUED BY Neal Clevenger, President  
 name of officer title

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
 address

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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

**SCHEDULE OF RATES**

**Rules and Regulations:** The Rules and Regulations set forth in this Tariff shall cover the supply of service under this rate.

**Availability:** Any metered customer located in the Company's service territory.

**Water Rates:** There shall be a monthly minimum charge on the size of the water meters as follows: \*

<u>Meter Size</u>	<u>Charge</u>	<u>Meter Size</u>	<u>Charge</u>
5/8"	\$8.80	2.0"	\$41.90
1.0"	\$15.96	3.0"	\$74.89
1.5"	\$27.74	4.0"	\$122.00

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$5.53 per 1000 gallons. \*

**+Bulk Water Service Rate:**

Bulk Water sales shall be at the rate of \$0.25 per 45.2 gallons.

**Payment Terms:** Bills are due and payable within twenty-one (21) days after rendition of the bill.

Online payment thru OPAY: third party fee assessed by and paid directly to OPAY

\* Indicates New Rate or Text

+ Indicates Changed Rate or Text

Issue Date: December 21, 2010  
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Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

**CANCELED**  
December 21, 2012  
Missouri Public  
Service Commission  
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Missouri Public  
Service Commission  
WR-2010-0304; YW-2011-0175

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

## Rules Governing Rendering of Water Service

### Schedule of Rates

**Rules and Regulations:** The Rules and Regulations set forth in this Tariff shall cover the supply of service under this rate.

**Availability:**

Any metered customer located in the Company's service territory

**Water Rates:**

There shall be a monthly minimum charge dependent on the size of the water meter as follows: +

The following rates will remain in effect until October 31, 2009:

<u>Meter Size</u>	<u>Charge</u>	<u>Meter Size</u>	<u>Charge</u>
5/8"	\$8.10	2.0"	\$38.59
1.0"	\$14.70	3.0"	\$68.97
1.5"	\$25.55	4.0"	\$112.36

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$5.10 per 1000 gallons. +

**The following rates will take effect November 1, 2009:**

<u>Meter Size</u>	<u>Charge</u>	<u>Meter Size</u>	<u>Charge</u>
5/8"	\$7.86	2.0"	\$37.44
1.0"	\$14.26	3.0"	\$66.92
1.5"	\$24.79	4.0"	\$109.02

There shall be a metered usage charge applied on a monthly basis, and billed by the Company on a monthly basis of \$4.94 per 1000 gallons. +

**+Bulk Water Service Rate:**

Bulk Water sales shall be made at the rate of \$0.25 per 52 gallons.

**+Payment Terms:** Bills are due and payable within twenty-one (21) days after rendition of the bill.

Online payment thru OPAY: third party fee assessed by and paid directly to OPAY

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: March 20, 2009  
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Effective Date: May 4, 2009  
Month/Day/Year

Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address



Name of Utility: The Raytown Water Company  
 Service Area: Raytown, MO & Territory Adjacent Thereto

**Rules Governing  
 Rendering of Water Service**

Private Fire Service Charges

Applicability: These rates are for fire hydrants and fire protection systems installed on private property.

Construction Provision: Expense of installation will be borne by the customer. A detector meter of Missouri Department of Natural Resources approved make and size must be incorporated in each fire protection system.

Contract Term and Billing: All bills under this schedule will be rendered monthly.

Rate Table:

Fire Hydrants

For each hydrant installed: \$211.48 annually

Automatic Sprinkler System

Rates +

Tap Size	Annual Charge
2.0" or less	\$28.18
4.0"	\$112.10
6.0"	\$236.17
8.0"	\$425.08
10"	\$717.52

Payment Terms: Bills are due and payable within twenty-one (21) days after remittance.

Special Provisions

- Private fire protection hydrants and systems are to be used solely for the extinguishment of fires or for fire drills.
- No connections for water service for uses other than fire protection shall be made to any private fire protection system.
- The addition of any hydrants, sprinkler heads or other outlets shall be reported immediately to the Company.

\* Indicates new rate or text

+ Indicates change

ISSUE DATE: August 9, 2020  
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 Missouri Public  
 Service Commission  
 WR-2020-0264; YW-2021-0047  
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ISSUED BY Neal Clevenger, President  
 Name and Title of Issuing Officer

10017 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
 Mailing Address

CANCELLED - Missouri Public Service Commission - 03/04/2024 - WR-2023-0344 - JW-2024-0113

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

**Rules Governing  
Rendering of Water Service**

**Private Fire Service Charges**

**Applicability:** These rates are for fire hydrants and fire protection systems installed on private property.

**Construction Provision:** Expense of installation will be borne by the customer. A detector meter of Missouri Department of Natural Resources approved make and size must be incorporated in each fire protection system.

**Contract Term and Billing:** All bills under this schedule will be rendered monthly.

**Rate Table**

Fire Hydrants

For each hydrant installed \$186.06 annually

Automatic Sprinkler System

Rates

+

<u>Tap Size</u>	<u>Annual Charge</u>
2.0" or less	\$24.79
4.0"	\$98.63
6.0"	\$207.78
8.0"	\$373.99
10.0"	\$631.28

**Payment Terms:** Bills are due and payable within twenty-one (21) days after remittance.

**Special Provisions**

- Private fire protection hydrants and systems are to be used solely for the extinguishment of fires or for fire drills.
- No connections for water service for uses other than fire protection shall be made to any private fire protection system.
- The addition of any hydrants, sprinkler heads or other outlets shall be reported immediately to the Company.

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

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Month/Day/Year

Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
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The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

**Rules Governing  
Rendering of Water Service**

**Private Fire Service Charges**

**Applicability:** These rates are for fire hydrants and fire protection systems installed on private property.

**Construction Provision:** Expense of installation will be borne by the customer. A detector meter of Missouri Department of Natural Resources approved make and size must be incorporated in each fire protection system.

**Contract Term and Billing:** All bills under this schedule will be rendered monthly.

**Rate Table**

Fire Hydrants

For each hydrant installed \$ 163.79 annually

Automatic Sprinkler System

Rates

+

<b>Tap Size</b>	<b>Annual Charge</b>
2.0" or less	\$21.82
4.0"	\$86.82
6.0"	\$182.91
8.0"	\$329.22
10.0"	\$555.71

**Payment Terms:** Bills are due and payable within twenty-one (21) days after remittance.

**Special Provisions**

- Private fire protection hydrants and systems are to be used solely for the extinguishment of fires or for fire drills.
- No connections for water service for uses other than fire protection shall be made to any private fire protection system.
- The addition of any hydrants, sprinkler heads or other outlets shall be reported immediately to the Company.

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: March 20, 2009  
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Effective Date: May 4, 2009  
Month/Day/Year

Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

Name of Utility: The Raytown Water Company  
Service Area: Raytown, MO & Territory Adjacent Thereto

Rules Governing Rendering of Water Service	
<b><u>Schedule of Service Charges</u></b>	
<p>Contractor Fire Hydrant Meter Rental: Contractors may rent a hydrant meter for use in construction. This meter may only be installed/uninstalled by Company personnel.</p> <p>An application for service must be completed and a security deposit of the actual cost of a replacement meter must be paid in advance. Billing will include a minimum charge of \$25.00 plus water usage, based on the rate on file with the Missouri Public Service Commission, which will be deducted from the deposit and a final billing or refund will be issued upon return of the meter.</p>	
<b><u>Discontinuance of Service for non-payment of Bill, Bad Check or Non Compliance with Cross Connection/Backflow Prevention *</u></b>	
<ol style="list-style-type: none"> <li>1. Collection Administrative Fee Chargeable on accounts which payment is received after the specified disconnect date and time but service has not yet been disconnected: \$15.00</li> <li>2. Door Note charge: \$20.00</li> <li>3. Disconnect turn-off charge (meter still installed): \$25.00</li> <li>4. Reconnect turn-on charge during regular restoration hours (meter still installed): \$25.00</li> <li>5. A Reconnect turn-on charge of \$40.00 will be charged where the customer has requested the reconnection be made during times other than regular working hours. Payment must be received in the Company's office by 3:00 pm to ensure timely dispatch during regular working hours. A customer will be told the level of the charge in advance of the reconnect.</li> </ol>	
<p>If the customer or representative is not present, the Company will leave a Customer Notice advising that a company representative attempted to turn on water service; however, the meter showed water was running inside the property and no one was present to remedy the problem.</p> <p>\$25.00 will be assessed for each additional restoration trip during normal business hours and \$40.00 will be assessed for each additional restoration trip after business hours.</p>	
<p><b>IF METER REQUIRES REINSTALLATION, AN ADDITIONAL FEE MAY APPLY. SEE METER REINSTALL FEE SCHEDULE. *</b></p>	
<p>* Indicates new rate or text + Indicates change</p>	<p style="color: red;">FILED Missouri Public Service Commission WR-2020-0264; YW-2021-0022</p>

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Month /Day/Year

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Name and Title of Issuing Officer

10017 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Mailing Address

CANCELLED - Missouri Public Service Commission - 03/04/2024 - WR-2023-0344 - JW-2024-0113

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

**Rules Governing  
Rendering of Water Service**

**Schedule of Service Charges**

**Contractor Fire Hydrant Meter Rental:** Contractors may rent a hydrant meter for use in construction. This meter may only be installed/uninstalled by Company personnel.

An application for service must be completed and a security deposit of the actual cost of a replacement meter must be paid in advance. Billing will include a minimum charge of \$25.00 plus water usage, based on the rate on file with the Missouri Public Service Commission, which will be deducted from the deposit and a final billing or refund will be issued upon return of the meter.

**Discontinuance of Service for Non-payment of Bill, Bad Check or Non Compliance with Cross Connection/Backflow Prevention**

1. Collection Administrative Fee Chargeable on accounts which payment is received after the specified disconnect date and time but service has not yet been disconnected \$15.00
2. Door Note charge \$20.00
3. Disconnect turn-off charge (meter still installed) \$25.00
4. Reconnect turn-on charge (meter still installed) \$25.00 (During regular restoration hours)
5. A Reconnect turn-on charge of \$40.00 will be charged where the customer has requested the reconnection be made during times other than regular working hours Payment must be received in the Company's office by 3:30 pm to ensure timely dispatch during regular working hours. A customer will be told the level of the charge in advance of the reconnect.

If the customer or representative is not present, the Company will leave a Customer Notice advising that company representative attempted to turn on water service, however, the meter showed water was running inside the property and no-one was present to remedy the problem. \$25.00 will be assessed for each additional restoration trip during normal business hours and \$40.00 will be assessed for each additional restoration trip after business hours. \*

***IF METER REQUIRES REINSTALLATION – AN ADDITIONAL FEE MAY APPLY. SEE METER REINSTALL FEE SCHEDULE.***

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: September 3, 2015  
Month/Day/Year

Effective Date: ~~October 23, 2015~~  
December 7, 2015  
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Issued By: Neal Clevenger, President  
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9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

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September 8, 2020  
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Data center  
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Service Commission  
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The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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**Rules Governing  
Rendering of Water Service**

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**Schedule of Service Charges**

**Contractor Fire Hydrant Meter Rental:** Contractors may rent a hydrant meter for use in construction. This meter may only be installed/uninstalled by Company personnel.

An application (see exhibit A) must be completed and a security deposit of the actual cost of a replacement meter must be paid in advance. Billing will include a minimum charge of \$25.00 plus water usage, based on the rate on file with the Missouri Public Service Commission, which will be deducted from the deposit and a final billing or refund will be issued upon return of the meter.

**Discontinuance of Service for Non-payment of Bill, Bad Check or Non Compliance with Cross Connection/Backflow Prevention**

1. Collection Administrative Fee Chargeable on accounts which payment is received after the specified disconnect date and time but service has not yet been disconnected \$15.00
2. Door Note charge \$20.00
3. Disconnect turn-off charge (meter still installed) \$25.00
4. Reconnect turn-on charge (meter still installed) \$25.00 (During regular restoration hours)
5. A Reconnect turn-on charge of \$40.00 will be charged where the customer has requested the reconnection be made during times other than regular working hours Payment must be received in the Company's office by 3:30 pm to ensure timely dispatch during regular working hours. A customer will be told the level of the charge in advance of the reconnect.

If the customer or representative is not present, the Company will leave a Customer Notice advising that company representative attempted to turn on water service, however, the meter showed water was running inside the property and no-one was present to remedy the problem. \$25.00 will be assessed for each additional restoration trip during normal business hours and \$40.00 will be assessed for each additional restoration trip after business hours. \*

***IF METER REQUIRES REINSTALLATION – AN ADDITIONAL FEE MAY APPLY. SEE METER REINSTALL FEE SCHEDULE.***

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: March 20, 2009  
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Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

The Raytown Water Company  
Name of Issuing Company

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**Rules Governing  
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**Collection by 3rd Party Collection Agency:** Customer is responsible for all prudently incurred costs in the collection of a past due account. The fees and costs are payable directly to the 3rd Party collection agency.

**New Customer Water Service:** No charges will be assessed for the initial trip to establish water service. If customer had a previous account with a past due balance. That balance is payable at time of new service.

+ **Late Payment Charge:** The period after which the payment is considered delinquent is twenty-one (21) days after rendition of the bill. A charge of \$5.00 or 1%, which ever is greater, will be added to the delinquent amounts.

+ **Returned Check Charge:** A check returned from the bank not paid will be charged \$25.00 per check.

Meter Reading: Completed during non-business hours as requested by the customer shall be charged \$25.00 per occurrence.

+ **Meter Reinstallation Charges:** Meter pulled for non-payment of an account, for unapproved usage, tampering or Non Compliance with Cross Connection/Backflow Prevention is subject to the following fees. :

<u>Meter Size</u>	<u>Charge</u>
5/8"	\$50.00
1" or Duplex	Actual Cost
2.0"	Actual Cost
3.0"	Actual Cost
4.0"	Actual Cost

+ **Inspection Fee:** to inspect new or repaired service line: \$15.00

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

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Issued By: Neal Clevenger, President  
December 21, 2012  
Missouri Public  
Service Commission

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Name & Title of Issuing Officer  
Company Mailing Address

FILED  
Missouri Public  
Service Commission  
WR-2009-0098; YW-2009-0587

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## Rules Governing Rendering of Water Service

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**Emergency Call Out Charge:** An Emergency Call Out Charge of \$25.00 per occurrence during regular hours (weekdays 7:00 am-4:00 pm, excluding holidays) or of \$40.00 per occurrence during all other times, will be assessed where a customer requests a shut-off of service and the emergency exists entirely on the customer owned facilities or customer requests "no water investigation" and result is due to customer service line breakage or frozen meter. Repairs may incur additional costs by customer.

Reasonable additional labor costs, which can be directly attributed to the emergency, will be charged after the 1st hour as follows:

- During regular business hours \$20.00/hr per person Minimum 1 hr increments
- After regular business hours \$30.00/hr per person Minimum 1 hr increments

**Meter Testing Charge:** There will be a charge of \$20.00 for each meter test that a customer requests, for any test that is over one per any twelve (12) month period. [See Rule 8 on Sheet No. 28]. Should the customer request the meter testing be performed outside the Company, the actual cost of the independent test will be borne by the customer.

+ **Temporary Water Service Charge:** If a customer requires the use of a metered jumper to obtain temporary water service when interruption is not a result of Company maintenance, the Customer will complete a Metered Jumper Rental Agreement (exhibit D) and pay a security deposit for the equipment in the sum of the actual cost of the Jumper. A one time charge of \$25.00 and the actual usage at the current rate set by the Missouri Public Service Commission will be deducted from the security deposit and the remainder billed or refunded to customer.

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

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Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address



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**Rules Governing  
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**Rule 1: Definitions \***

- A. Billing Period:** Normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days for a monthly billed customer nor more than one hundred (100) days for a quarterly billed customer, except for initial, corrected or final bills.
- B. Budget Billing Plan:** Allows customers to be billed a set amount in each billing cycle.
- C. City:** Jurisdiction in which the service address is governed by, either the City of Raytown, Independence or Kansas City.
- D. Commercial:** Commercial customers shall mean those whose use of water is of a non-residential, non-manufacturing and non-mining character.
- E. Company:** Raytown Water Company.
- F. Company Property:** All belongings and possessions owned by the Company, including but not limited to: water meter, meter box, valves and fittings, service connection from meter setting to the Company water main in addition to all real property titled in Company name.
- G. Cross Connection:** Any connection or structural arrangement between the Company’s public water supply and any source or system through which back flow can occur. Bypass arrangements, jumper connections, removable sections, swivel or changeover devices and other temporary or permanent devices through which backflow can occur are considered cross connections.
- H. Customer:** Any adult individual, firm, partnership or entity receiving water service from Raytown Water Company.
- I. Delinquent Charge:** A charge remaining unpaid after twenty-one (21) days from the rendition of a bill for a monthly billed customer.
- J. Delinquent Date:** The day after the date stated on a bill when the charge is considered due and payable.

\*Indicates New Rate or Text

+Indicates Changed Rate or Text

Issue Date: March 20, 2009  
Month/Day/Year

Effective Date: May 4, 2009  
Month/Day/Year

Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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## Rules Governing Rendering of Water Service

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- K. Domestic use:** That portion of metered water service, which an individual purchaser uses for non-business, noncommercial or non-industrial purposes.
- L. Electronic Bill (E-bill):** A billing notification delivered to an electronic address selected by the customer that can be viewed on a computer screen. All electronic bills or notices will begin with an email to the customer at an address of their choosing.
- M. Individual Premises:** A single dwelling unit, whether in an apartment or condominium or other multiple-family building, or in the case of commercial or business premises, office or suite of offices.
- N. Industrial:** Customers whose use of water changes raw or unfinished materials into other forms of products such as: the production of ordinance and accessories; food and kindred products; tobacco products; textile mill products; printing, publishing and allied products, chemicals and allied products; petroleum and coal products; rubber products; leather and leather products; stone, clay and glass products; primary metals; fabricated metal products; machinery; electrical machinery, equipment and supplies; transportation equipment; instruments; miscellaneous manufactured products, coal, oil, gas, electric power and ice; mining and quarrying; establishments engaged in the overhaul and repair of transportation and other equipment; and other similar establishments.
- O. Landlord:** The owner of a house, apartment, condominium, or real estate which is rented or leased to an individual or business.
- P. Late Payment Charge:** An assessment on a delinquent charge in accordance with a utility tariff on file with the commission and in addition to the delinquent charge.
- Q. Living Unit:** A dwelling for use by one family.
- R. Meter:** A device used to measure and record the quantity of water that flows through the service line, and is installed in the meter setting.
- S. Meter Setting:** Includes the meter box, meter yoke, lid and appurtenances, all of which shall be owned and maintained by the Company.
- T. Payment Extension:** A verbal agreement between the utility and the customer extending the due date of payment for fifteen (15) days or less.

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+Indicates Changed Rate or Text

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Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
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**Rules Governing  
Rendering of Water Service**

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- U. Point of Delivery:** The point of delivery shall be the Company’s meter outlet or the connection of Company’s piping to customers piping, whichever is further downstream.
- V. Premises:** That separate walled portion of a single building undivided by any common area, or that separate portion of a single contiguous tract of land (including all improvements thereon) undivided by any way for use by the public, as designated by customer(s) in the application.
- W. Residential Service:** Use of water is for non-commercial or non-industrial purpose.
- X. Returned Check:** Any check returned from the bank unpaid
- Y. Service Connection:** The service pipe from the Company main to a curb stop/valve or meter box/pit just inside the property line.
- Z. Tenant:** Someone who pays rent to use land or a building or a car that is owned by someone else;
- AA. Termination of service/termination:** A cessation of service requested by a customer.
- BB. Water Main:** 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.
- CC. Water Service Line:** 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 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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**Rules Governing  
Rendering of Water Service**

**Rule 2: Application for Service**

- A. Service connection will be made, and water will be furnished upon written application (see exhibits B B1 & B2) by the prospective customer(s).
- B. Application is subject to review for past due balance incurred by the customer within the Company’s service area. Any past due and/or unpaid balance and all associated collection fees will need to be paid in full in the form of certified funds prior to new water service being turned on.
- C. The application for service shall state clearly the class, scope, and type of use to be made of the service as well as the purpose for which it will be used. New Service connections cannot be completed until a main is directly adjacent to or on the other side of the street of the property to be served by a line perpendicular from the point on the main to a point on the building. If an available water main does not exist, then Rule 17, Extension of Water Mains shall apply.
- D. The application and these rules and regulations constitute the contract between the customer and the Company; and each customer by accepting of water, agrees to be bound thereby. Rates applicable to customers under the tariff provision and may change periodically, subject to approval.

A new application must be made to, and approved by, the Company upon any change in the identity of the contracting customer at a property or in the service as described in the application.

But if a customer is taking service and has not completed a proper application for water service, then the Company may, upon proper notice as provided by these rules, discontinue water service until such new and proper application has been made and approved.

- E. Customer service shall be provided and paid for by the customer for a term of not less than one day, except in the case of contracts accompanying a petition for an extension of water main pipeline, in which case contracts for a term of two years must accompany the petition.
- F. Customers supplied with water by the Company will not be permitted to use water for any other purpose than as stated in the contract/application

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+Indicates Changed Rate or Text

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9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
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**Rules Governing  
Rendering of Water Service**

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G. Each meter installed on a separate service line shall be considered as a separate customer and shall be billed as a separate customer, unless such additional meter installation is required by the Company for its own convenience in measuring the amount taken, and shall be subject to the provisions of this Rule in its entirety.

H. Where water is currently being supplied to several parties in apartments, offices or stores, all located in a single building and supplied through one service, the Company will contract with only one party for the supply and that party shall be responsible to the Company for the payment of the water bills.

\*[This is for existing service only. All new construction/service must be on separate service and meters to each living unit.]

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9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
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The Raytown Water Company  
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**Rules Governing  
Rendering of Water Service**

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**Rule 3: Deposit to Guarantee Payment**

- A. Each applicant for water is required to pay a deposit if the following conditions apply:
  - 1. The service of the customer has been terminated by the Company for nonpayment of a delinquent account not in dispute;
  - 2. In an unauthorized manner, the customer interfered with or diverted the service of the Company situated on or about or delivered to the customer's premises;
  - 3. The customer has failed to pay an undisputed bill before the delinquency date for five (5) out of twelve (12) consecutive billing periods or for two (2) out of four (4) consecutive quarters;
- B. The Company shall apply deposit standards uniformly as a condition of utility service to all residential customers regardless of a customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.
- C. A deposit shall not exceed two (2) times the highest bill of that customer at the same address during the preceding twelve (12) months.
- D. On all Commercial and Industrial customers, interest shall be credited after six (6) months and one (1) day at the rate of 3% per annum.
- E. On all Residential customer' deposits, interest shall be credited at the interest rate of 3% per annum from that start date of service.
- F. Upon termination of service, any retained deposit, with accrued interest, shall be credited to the final bill and the balance, if any, shall be returned promptly to the customer.
- G. The Company may withhold refund of the secured deposit fund pending the resolution of a matter in dispute.
- H. The Company shall maintain a record of all deposits received from customers, showing the name of each customer, the location of the premises occupied by the customer at the time the deposit was required and each successive location while the deposit was retained, the date and amount of deposit, and the date and amount of interest paid.

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Issued By: Neal Clevenger, President  
December 21, 2012  
Missouri Public  
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Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

FILED  
Missouri Public  
Service Commission  
WR-2009-0098; YW-2009-0587

The Raytown Water Company  
Name of Issuing Company

For: Raytown MO & Territory Adjacent Thereto  
Certificated Service Area

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**Rules Governing  
Rendering of Water Service**

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- H. Each Customer posting a security deposit shall receive in writing at the time of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt (Exhibit I) shall contain the following minimum information:
  - 1. Name of Customer
  - 2. Date of Payment
  - 3. Amount of Payment
  - 4. Identifiable name, signature, and title of the Company employee receiving payment.
  - 5. Statement of the terms and conditions governing the payment, retention and return of the deposits.
- I. The Company may not refuse to return a Customer's deposit for failure to present the original receipt as long as the Customer can prove their identity. +
- J. The Company shall provide means whereby a Customer, required to make deposit, may pay such deposit in installments unless the Company can show likelihood that the Customer does not intend to pay for such service. 4 CSR 240-13.030(4)(1). +
- K. In lieu of a security deposit required by these rules, the Company may accept the written guarantee of a responsible 3<sup>rd</sup> party as surety for a Customer service account. A guarantee accepted by the Company is subject to the following terms and conditions: +
  - 1. It shall be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.
  - 2. Credit shall be established for the Customer and the guarantor shall be released upon satisfactory payment by the Customer of all proper charges for the utility service for a period of twelve (12) successive months. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. +

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE November 6, 2012 DATE EFFECTIVE December 21, 2012  
Month Day Year Month Day Year

ISSUED BY Neal Clevenger, President 9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
CANCELLED name of officer title address

December 7, 2015  
Missouri Public  
Service Commission  
WR-2015-0246; YW-2016-0076

FILED  
Missouri Public  
Service Commission  
WR-2012-0405, YW-2013-0225

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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## Rules Governing Rendering of Water Service

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- I.** Each customer posting a security deposit shall receive in writing at the time of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the customer's bill, in which event the receipt shall not be required unless requested by the customer. The receipt (Exhibit I) shall contain the following minimum information:
1. Name of customer
  2. Date of payment
  3. Amount of payment
  4. Identifiable name, signature, and title of the Company employee receiving payment.
  5. Statement of the terms and conditions governing the payment, retention and return of the deposits.
- J.** The Company shall provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he/she may be unable to produce the original receipt for the deposit, provided he/she can produce adequate identification to insure that he/she is the customer entitled to receive the deposit refund.
- K.** The Company shall provide means whereby a customer, required to make a deposit, may pay such deposit in installments unless the Company can show likelihood that the Customer does not intend to pay for such service. 4 CSR 240-13.030(4)(I)
- L.** In lieu of a security deposit required by these rules, the Company may accept the written guarantee of a responsible 3rd party as surety for a customer service account.

A guarantee accepted by the Company is subject to the following terms and conditions:

1. It shall be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.
2. Credit shall be established for the customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve (12) successive months. Payment of a charge is satisfactory if/or received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute.

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December 21, 2012  
Missouri Public  
Service Commission

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Name & Title of Issuing Officer  
Company Mailing Address



The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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## Rules Governing Rendering of Water Service

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### Rule 5: Service Connections and Taps

- A.** Each customer and/or living unit shall be supplied through a separate service line and will complete an application (see Exhibit C). Such applications must be filed on standard forms stating name, house number, and other information necessary to designate the permanent location of premises to be served, name of applicant, name of owner, and size of service pipe.
- B.** All new service lines shall be installed according to Company and city specifications. The Company makes taps after proper application for service by customers or their authorized agents and all fees are paid. Taps are made by the Company in consideration of payment of the connection fee by applicant. The Company shall construct the Service Connection upon application for service. The Company will place the meter box/pit just inside the property line, and shall remain accessible to the Company at all times.
- C.** Only the Company or its authorized agents may tap the water main.
- D.** When application for a tap is made to the Company, the customer/contractor is responsible for any payment for all necessary plumbing and excavation permits from any city, county and Company, or other authority having jurisdiction over such work must exhibit. The Company shall be given at least three (3) business days notice in advance of the time a tap is to be made and a tapping fee for new service connection is paid in advance at the office. Material and vault expenses for 1" and larger taps will need to be paid accordingly and will be charged to customer at current market price. Fees for service taps for residential and small Commercial customers are as specified in the Schedule of Service Charges. Larger size service taps will be made by the Company at actual cost.
- E.** All tap fees plus any additional applicable costs must be paid in advance, prior to tap and connection. Upon receipt of payment, Company shall initiate the MO one call Dig-rite Ticket to have proper marking completed.
- F.** Water service lines must be laid in a trench separate from a service sewer trench. The undisturbed earth between the separate trenches shall not be less in width than the depth of the water service line below the finished grade. A shelf cut into the side of a sewer drain trench is not a separate trench within the meaning and requirements of this Rule.

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Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

The Raytown Water Company  
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For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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## Rules Governing Rendering of Water Service

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### Rule 9: Terms and Conditions of Billing and Payments

- A.** Customers receiving water service are liable for bills calculated using the appropriate approved rates as set forth on the Schedule of Rates, along with applicable service charges as set forth in the Schedule of Service Charges, and applicable fees or taxes imposed by government authorities.
- B.** Payment of all bills must be made at the Company's office either in person, by mail, internet, Automatic Clearing House (ACH) or by phone on or before the delinquent date printed on the bills and are considered delinquent if not paid within twenty-one (21) days of the bill date<sup>1</sup>.

Acceptable forms of payment are:

1. ACH – Original application (Exhibit J) must be completed and received by Company prior to issuance of a bill. May take up to thirty (30) days to verify bank routing information.
  2. Internet payment through Company's website, [www.raytownwaterco.com](http://www.raytownwaterco.com), - Customer must have Book, Account and Pin number to access account online. There is a 3<sup>rd</sup> party transaction fee paid directly to 3<sup>rd</sup> party vendor for handling secured transactions.
  3. Cash- Only accepted during Company Office hours at the counter. Dropping cash in the drop box is strongly discouraged.
  4. Money order, cashier check, personal check – Accepted in the Office during hours and in the drop box and mail.
  5. Visa and/or MasterCard. – Accepted over the phone, at the front counter and through the mail if all information is on the remittance stub.
- C.** A transaction fee per transaction is assessed to customer for payment by credit/debit card thru a third party. No post-dated checks will be accepted.
- D.** In addition to any and all charges due the Company, if a check that has been received as payment for service is returned by the bank unpaid; a Returned Check charge will be assessed to cover the cost of processing this transaction.
- E.** If for any reason service is terminated before the expiration of one (1) month from commencement of service, a prorated bill will be rendered.

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<sup>1</sup> Pursuant to a variance issued by the Commission May 10, 1995 in its Case No. WO-95-6, previous balances for utility charges and charges for services not subject to Commission jurisdiction may not be separately itemized. Customers may contact Company's Customer Service department by telephone to obtain detailed itemization of any balance forward amounts.

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+Indicates Changed Rate or Text

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Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

Name of Utility: The Raytown Water Company

For: Raytown MO & Territory Adjacent Thereto

Rules Governing  
Rendering of Water Service

- F. Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account would be considered delinquent. All bills will be sent to the address entered in the application unless the Company is notified in writing by the customer of any change of address.
- G. The use of water by the same customer in different premises or localities will not be combined and each installation shall stand by itself.
- H. Water bills are rendered per meter and will not be subdivided.
- I. Meters are to be read monthly. If the Company is unable to read a customer's meter at its regularly scheduled time, the Company may estimate the meter reading in order to calculate a bill. If necessary, a billing adjustment will be made when an actual reading is obtained. When, during normal business hours, the Company is unable to read a customer's meter for three consecutive months, the customer shall on request from the Company, provide access to the premises to obtain an actual meter reading. The access will be provided at an agreed to time during the Company's business hours. If the customer is unable to provide access to the premises during the Company's normal business hours, the Company will offer an appointment to read the meter during non-business hours on weekdays prior to 9:00 p.m. and on Saturday between the hours of 9:00 a.m. and 12:00 p.m., excluding holidays. The customer will be charged per rate on the Service Charge Schedule for meter readings performed during non-business hours. Should the customer fail to provide access to the premises in order for the Company to obtain an actual meter reading, the Company may discontinue service, unless and until the customer provides an accessible meter well just inside the customer's property line.
- J. \* If access to meter is denied due to any obstruction, which can be directly attributed to the customer, the obstruction will be removed at the customer's expense. This includes and is not limited to vehicles parked on top of meter well. Every effort by Company will be made to access the meter prior to incurring fees and costs for removal of the obstruction.
- K. The Company may render a bill based on estimated usage due to extreme weather conditions or emergencies.
- L. If a customer account is turned over to a 3rd party collection agency, all prudent fees/costs associated with collecting this debt are assessed to the customer's account and are the sole responsibility of the Customer.

\* Indicates new rate or text  
 + Indicates change

DATE OF ISSUE November 6, 2012 DATE EFFECTIVE December 21, 2012  
 Month Day Year Month Day Year

ISSUED BY Neal Clevenger, President 9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
 name of officer title address

The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
Certificated Service Area

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**Rules Governing  
Rendering of Water Service**

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- F. Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account would be considered delinquent. All bills will be sent to the address entered in the application unless the Company is notified in writing by the customer of any change of address.
- G. The use of water by the same customer in different premises or localities will not be combined and each installation shall stand by itself.
- H. Water bills are rendered per meter and will not be subdivided.
- I. Meters are to be read monthly. If the Company is unable to read a customer's meter at its regularly scheduled time, the Company may estimate the meter reading in order to calculate a bill. If necessary, a billing adjustment will be made when an actual reading is obtained. When, during normal business hours, the Company is unable to read a customer's meter for three consecutive months, the customer shall on request from the Company, provide access to the premises to obtain an actual meter reading. The access will be provided at an agreed to time during the Company's business hours. If the customer is unable to provide access to the premises during the Company's normal business hours, the Company will offer an appointment to read the meter during non-business hours on weekdays prior to 9:00 p.m. and on Saturday between the hours of 9:00 a.m. and 12:00 p.m., excluding holidays. The customer will be charged per rate on the Service Charge Schedule for meter readings performed during non-business hours. Should the customer fail to provide access to the premises in order for the Company to obtain an actual meter reading, the Company may discontinue service, unless and until the customer provides an accessible meter well just inside the customer's property line.
- J. If access to meter is denied due to any obstruction, which can be directly attributed to the customer, the obstruction will be removed at the customers' expense. This includes and is not limited to vehicles parked on top of meter well. Every effort by Company will be made to access the meter prior to incurring fees and costs for removal of.
- K. The Company may render a bill based on estimated usage due to extreme weather conditions or emergencies.
- L. If a customer account is turned over to a 3rd party Collection agency, all prudent fees/costs associated with collecting this debt are assessed to the customers account and are the sole responsibility of the customer.

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9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
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Missouri Public  
Service Commission  
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The Raytown Water Company  
Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
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**Rules Governing  
Rendering of Water Service**

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- M. Billings will be made and distributed on a monthly interval and will bear the last date on which payment will then be considered delinquent. The period after which the payment is considered delinquent is twenty-one (21) days after rendition of the bill. A late payment charge will be added to the delinquent amount. Late payment charges shall accrue and be billed monthly.
  
- N. If payment is not received by the specified disconnect time and date on the Final Disconnect Notice and a trip to a customer premise is necessary, the minimum administrative collection fee will be assessed to the customer account. If the service is discontinued for non payment, payment of the past due balance and the additional fee for restoration will be required in cash, money order, Visa, MasterCard or cashier's check.

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+Indicates Changed Rate or Text

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December 7, 2015  
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Issued By: Neal Clevenger, President  
Name & Title of Issuing Officer

9820 E. 63<sup>rd</sup> Street, Raytown, MO 64133  
Company Mailing Address

FILED  
Data center  
Missouri Public  
Service Commission  
WR-2015-0246; YW-2016-0076

CANCELLED  
September 8, 2020  
Missouri Public  
Service Commission

The Raytown Water Company  
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Certificated Service Area

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**Rules Governing  
Rendering of Water Service**

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- M. Billings will be made and distributed on a monthly interval and will bear the last date on which payment will then be considered delinquent. The period after which the payment is considered delinquent is twenty-two (22) days after rendition of the bill. A late payment charge will be added to the delinquent amount. Late payment charges shall accrue and be billed monthly.
  
- N. If payment is not received by the specified disconnect time and date on the Final Disconnect Notice and a trip to a customer premise is necessary, the minimum administrative collection fee will be assessed to the customer account. If the service is discontinued for non payment, payment of the past due balance and the additional fee for restoration will be required in cash, money order, Visa, MasterCard or cashier's check.

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**Rules Governing  
Rendering of Water Service**

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**Rule 10: Adjustment of Meter Reading Error due to Misread or Over Estimate**

The customer shall accept the meter installed by the Company as the standard of measurement. Should the meter become defective, or fail to register correctly, the amount of water to be used to calculate bills shall be determined by using test results of the meter, or if the meter is determined to be unreliable by the amount used during the corresponding period of the preceding year, or by an estimate based on the average amount of water used during the preceding twelve (12) months proportioned to the period during which the meter is shown to have been defective or inaccurate.

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Name of Issuing Company

For: Raytown, MO & Territory Adjacent Thereto  
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**Rules Governing  
Rendering of Water Service**

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**Rule 11: Termination of Service by Customer**

- A. Whenever the customer desires to have their service contract terminated, the customer shall notify the Company to that effect in writing, by phone or in person at Company counter. The customer will be responsible for the payment of all service rendered by the Company prior to receipt of such written notice and during a reasonable time thereafter, not to exceed two (2) working days, to enable the Company to make the final reading of the meter or meters, or to discontinue water service.
- B. When a customer is a tenant and is vacating, the Company will not complete an automatic revert of service to the Owner/landlord. The Owner/landlord will need to contact Company directly to have service started in their name, verifying all pertinent information and maybe required to pay any past due balance owing for any account listed under the owner's name and/or deposit prior to service being started.
- C. If customer notifies the Company that the premises will be unoccupied temporarily, and water will be turned off, all charges will cease from the date when water service is turned off for a turn off fee. When the property is again occupied, the customer shall notify the company in writing, and the water will be turned on for a turn on fee. No refund or allowance will be made for unoccupied property when written notice has not been given as provided. No refund will be allowed for property unoccupied for a period less than one month.

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## Rules Governing Rendering of Water Service

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### Rule 12: General Rules

- A.** The Company reserves the right at all times, without notice to customers, to shut off the water in a main for the purpose of making repairs or extensions, or for any other purpose necessary, and all persons having boilers or tanks within their premises depending on the pressure from the main to keep them filled, are hereby cautioned against danger of collapse. It is the intention of the Company to notify their patrons of the necessity of shutting off the main supply, but an emergency may, at times, not permit taking the time to do so.
- B.** Plumbers are not allowed to turn water off or on at the corporation or stopcock to any service pipe, except to make repairs and test their work, after which they will leave it as they found it. All other parties not connected with the Company are strictly forbidden to turn the water on or off at the corporation or stopcock. Water shall not be turned on to any premises except by an employee of the Company.
- C.** The Company is authorized to regulate or limit, by special regulations or orders, any unusual, unnecessary or wasteful use of water, or the filling of tanks, basins, swimming pools, etc., requiring large flows of water, where such use of water may affect service to other customers, and to restrict or regulate the quantity of water used by customers in case of scarcity or whenever in its judgment an emergency affecting public health and welfare may require such restrictions.
- D.** The Company shall have the right to enter upon the Customer's premises for the purpose of inspecting for compliance with these Rules and Regulations. Company personnel shall also have the right to enter the customer's property or premises for the purpose of discontinuance of service to that Customer, or for turn-off and turn-on of water service for other reasons. Company personnel shall identify themselves, and such inspections, discontinuances of service, turn-offs or turn-ons shall be conducted during reasonable hours.

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**Rules Governing  
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**Rule 13: Discontinuance of Service by Company**

**A. Discontinuance – (General)**

1. Discontinuance of water service for violation of the Company’s rules and regulations or for non-payment of a water bill is subject to the Commission’s Rules and Regulations contained in 4 CSR 240-13.050.
2. For violation of any of the rules and regulations of the Company by the customer, or for nonpayment of water bills, the right is reserved by the Company, after due notice has been given, to discontinue service, refunding to the customer, all sums paid in advance of consumption that have not been earned by the Company.
3. In order to have service restored, customer is required to make payment in full for the entire bill in addition to applicable charges. Acceptable forms of payment include cash (in Company office only), money order, cashier’s check, or credit/debit card<sup>2</sup> only.
4. If it is necessary to make a shut-off at the corporation cock or disconnect the service line from the main, a charge equivalent to the actual cost of material and labor will be charged for renewal of service. Every effort will be made to work with the customer to prevent disconnection at the corporation cock.
5. If account remains unpaid and meter remains off and locked for thirty-one (31) or more days and property is vacant, the account will be closed and a final bill will be issued.
6. When the property is found to be occupied by someone new and an application for service has not been received, the Company may discontinue service by giving no less than twenty-four (24) hours written notice to the customer.

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<sup>2</sup> All debit cards are processed as Credit.

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**Rule 13: Discontinuance of Service by Company, cont'd**

**B. Discontinuance of Water due to Collection for City of Raytown Sewer Bill**

1. The Company shall discontinue water service for non-payment of a sewer bill issued by a sewer utility requesting discontinuance of water service by the terms of an authorized 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. Customer is responsible to pay the City of Raytown for all assessed fees related to collection of their sewer account. The Company is bound by contract with the City of Raytown and will only restore water service after receiving written release from the City of Raytown, giving directive to restore water service to the customer.

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**Rule 14: Temporary Service for Service Disruption Caused  
By A Party Other than Raytown Water Company**

The Company can provide temporary service connection by use of a jumper. This service is restricted to meters of 5/8" can be used only as a temporary means to supply water to a customer in emergency situations such as a broken service line, which cannot be replaced immediately. The customer is required to complete a Jumper Rental Agreement (Exhibit D) and pay a deposit equal to the cost of replacement. The deposit is to be held until meter is returned and usage is invoiced. The invoice will be comprised of a base charge and actual usage of water charged at the current rate per 1,000 gallons set forth in the Rate Schedules in this tariff.

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## Rules Governing Rendering of Water Service

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### Rule 15: Extensions of Water Mains

- A. The Company will extend its water mains within its service area on the following terms and conditions:
1. Upon application (Exhibit E) being made for extension of water main, the Company shall determine the necessary size of main and shall make an estimate of the cost of the proposed extension, including pipe, valves, fittings, booster pumps, and storage tanks if required, all other materials, and all other costs such as labor, permits, etc., including the Company's direct expense associated with supervision, engineering, tools and equipment, and the Company's overhead expenses.
  2. Payment to the Company shall be made prior to start of construction.
  3. 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. No interest shall be paid by the Company on the applicant's payment or on any unrefunded balances.
- B. Extensions made under this rule shall be and remain the property of the Company. Developer shall enter into an agreement with the Company of the type attached hereto and marked Exhibit E. At the time of the execution of the agreement the developer shall pay to the Company the estimated cost of the required water main extension.
- C. The Company reserves the right to further extend its water mains from and beyond each water main extension made under this rule. The applicant or applicant's agent paying for an extension shall not be entitled to any refund for the attaching of customers to any further extension.
- D. Extensions made under this rule shall be of pipe of such size as is reasonably required to serve the customers to be supplied immediately, without effect on supply and hydrants in the existing surrounding areas; provided however, that such pipe shall in no event be less than six (6) inches in diameter. If the Company desires to make the extension with pipe of a size larger than that reasonably required to serve the customers to be supplied immediately, then the additional cost of the larger pipe shall be borne by the Company. The determination of pipe size and number of feeds shall be provided by a registered Professional Engineer licensed to practice in Missouri at developers' expense. If there is a dispute between Company Engineer and/or developer on pipe size and feeds, then a hydraulic study shall be performed at developers' expense to ascertain the requirements for the extension.

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**Rules Governing  
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**Rule 15: Extensions of Water Mains, cont'd**

- E.** Should the Developer have an outside contractor complete the work for Water Main extension, and if any new fire hydrants are proposed to be installed due to new development, then **all plans must be submitted to Company in duplicate and final approval must be received by Company prior to work being started.** Not following Company procedures for prior approval may result in additional costs to dismantle, remove and /or replace new water main extension and fire hydrants.
- F.** ONLY Company or its authorized agent may make a connection of a new water main extension, or service connection, to a water main that has been placed in service.
- G.** Developer and Contractor must provide Company with a Bond, warranting work for a minimum of two (2) years from the installation and turn-over to Company.
- H.** It is understood that **ALL DEVELOPER/CONTRACTOR installed water mains are to be the sole property of the Company** and Company will maintain after the two (2) year warranty expires.

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**Rule 16: Fire Hydrants**

**APPLICABILITY:** These Rules and Regulations shall apply to all fire hydrants and fire protection systems installed in the Company's service territory.

- A. Field location of such fire hydrants shall be specified by the Company and Fire Chief of the city, or other designated official empowered to act on behalf of the city.
- B. The Company may refuse to accept orders for new fire hydrant installations, and relocations or removal of existing public fire hydrants which do not conform in general to the recommendations of the Insurance Services Office of Missouri which are appropriate for that insurance rating for which the city, town or village is at that time eligible, based upon all factors other than fire hydrants within said city.
- C. The Company may refuse to accept orders for installation of new fire hydrants or the relocation of existing fire hydrants at locations where there is not an existing water main, 6" or larger in diameter.
- D. The Company will not accept orders for new fire hydrant installations or relocation of existing fire hydrants on private property, unless easements are provided.
- E. Fire service on private property have an annual charge billed to owner per current rate schedule issued by the Missouri Public Service Commission.
- F. The Company shall not be required to install new fire hydrants or relocate existing fire hydrants on roads or streets where the political entity having jurisdiction refuses or fails to issue a permit to the Company for such installation.
- G. New fire hydrants installed under this Tariff shall conform to AWWA specifications C502-64 or the latest revision thereof with 1 steamer outlet, 2 hose outlets, 5 1/4" valve opening, and be of the anti-freeze, self-draining type.

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