

Missouri-American Water Company  
Name of Issuing Corporation

For

Missouri Service Area  
Community, Town or City

---

Rules And Regulations Governing The Rendering of  
Water Service

---

Rule 2 GENERAL

- A. Every Customer, upon completing an application for any service rendered by the Company, or upon taking of water service, shall be considered to have expressed consent to be bound by these rates, rules, and regulations.
- B. The Company's Rules and Regulations governing rendering of service are set forth in these numbered sheets. The rates and charges applicable to appropriate service(s) are set forth in these Rules and Regulations.
- C. The Company may, subject to the approval of the Commission, prescribe additional rates, rules or regulations or to alter existing rates, rules or regulations as it may from time to time deem necessary or proper.
- D. At the effective date of these revised 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 rules of the Commission. However, nothing in these revised Rules and Regulations shall require reconstruction or alteration of existing facilities, contracts, or written agreements to provide conformance either at the effective date or thereafter, excepting where such alteration is mutually agreeable between the Company and the Customers involved, or is considered necessary by the Company.
- E. Unless specifically authorized by the Company, in writing, Customers supplied with water by the Company will not be permitted to resell, redistribute, or resupply water for use by others. This includes not permitting others to use or have access to hose connections or other attachments.
- F. The properly authorized agents of the Company shall have the right to enter upon the premises of the Customer at all reasonable times for the purpose of inspecting any Company-owned devices or appurtenances, or devices owned by the Customer used in connection with this service, or for compliance with these rules. Refusal to grant such access may result in discontinuance of service.
- G. Normal business hours for the office where Customers may have a need to conduct business will generally be from 8 a.m. to 5 p.m. Monday through Friday excluding holidays. Based on local operation's business needs, the office may be closed for a period of up to one hour from noon to 1 p.m.
- H. Payment of water bills:
1. Payments shall be made by mail, at authorized sub pay stations, by electronic funds transfer, or by credit card. +
  2. In addition to any and all other charges due to the Company, the Customer will be charged an item fee for each check or electronic funds transfer returned to the Company for insufficient funds (NSF) or +

\* Indicates new rate or text

+ Indicates change

DATE OF ISSUE: November 1, 2013DATE EFFECTIVE: December 1, 2013ISSUED BY: Frank Kartmann  
name of officerPresident  
title727 Craig Road, St. Louis, MO 63141  
address