

Name of Utility:      Confluence Rivers Utility Operating Company, Inc.  
Service Area:      Chalet City West Subdivision, Greene County, Missouri

Rules Governing Rendering of  
Water Service

Pursuant to the Order Approving Stipulation and Agreement and Granting Certificates of Convenience and Necessity in Case No. WM-2018-0116, Confluence Rivers Utility Operating Company, Inc. hereby adopts, ratifies, and makes its own, in every respect, all tariffs with the Public Service Commission, State of Missouri, under the name The Willows Utility Company currently on file with and approved by the Commission, representing the rates, terms and conditions of the regulated water service previously provided by The Willows Utility Company.

\* Indicates new rate or text

+ Indicates change

DATE OF ISSUE April 22 2019  
Month      Day      Year

DATE EFFECTIVE May 22, 2019  
Month      Day      Year

ISSUED BY Josiah Cox, President, 500 Northwest Plaza Drive, Suite 500, St. Ann, MO 63074  
name of officer, title, address

FILED  
Missouri Public  
Service Commission  
WM-2016-0118; YW-2019-0188

Canceling

P.S.C. MO No. 5  
P.S.C. MO No. 1

1<sup>st</sup> Revised  
Original

Sheet No. Title Page  
Sheet No. Title Page

Name of Utility: Confluence Rivers Utility Operating Company, Inc.  
Service Area: Chalet City West Subdivision, Greene County, Missouri

Rules Governing Rendering of  
Water Service

Confluence Rivers Utility Operating Company, Inc.

Schedule of Rates, Rules and Regulations  
And Conditions of Service  
Governing the Provision and Taking of Water Service

\* Indicates new rate or text

+ Indicates change

DATE OF ISSUE April 22 2019  
Month Day Year

DATE EFFECTIVE May 22, 2019  
Month Day Year

ISSUED BY Josiah Cox, President, 500 Northwest Plaza Drive, Suite 500, St. Ann, MO 63074  
name of officer, title, address

FILED  
Missouri Public  
Service Commission  
WM-2016-0118; YW-2019-0188

P. S. C. MO. No. 1

Cancelling P. S. C. MO. No.

No supplement of this tariff will be issued except for the purpose of cancelling the tariff.

The Willows Utility Company

Name of Corporation

# SCHEDULE OF RATES FOR WATER

APPLYING TO THE FOLLOWING TERRITORY \_\_\_\_\_

Chalet City West Subdivision, Greene County, Missouri

ISSUED March 1, 1980  
month day year

EFFECTIVE April 1, 1980  
month day year

BY James F. Morris, President  
Name of Officer title

2200 E. Sunshine, Springfield, MO 65804  
Address of Officer

X 1 2 2 2 2

FORM NO. 13 P.S.C.MO. No. 1 { Original } SHEET No. A  
{ Revised }

Cancelling P.S.C.MO. No. \_\_\_\_\_ { Original } SHEET No. \_\_\_\_\_  
{ Revised }

THE WILLOWS UTILITY COMPANY For CHALET CITY WEST SUBDIVISION,  
Name of Issuing Corporation Greene County, Missouri

**RECEIVED**  
**FEB 29 1980**  
**MISSOURI** SHEET  
**Public Service Commission** NOS.

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**FILED**  
**APR 1 - 1980**  
**Public Service Commission**

DATE OF ISSUE MAR - 1 1980 DATE EFFECTIVE \_\_\_\_\_  
month day year month day year

ISSUED BY JAMES F. MORRIS, PRESIDENT, 2200 E. Sunshine, Springfield, MO 65804  
name of officer title address

FORM NO. 13 P.S.C.MO. No. 1 { Original } SHEET No. 1

Cancelling P.S.C.MO. No. \_\_\_\_\_ { Revised } SHEET No. \_\_\_\_\_  
{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

THE WILLOWS UTILITY COMPANY For CHALET CITY WEST SUBDIVISION,  
Name of Issuing Corporation Community, Town or City  
GREENE COUNTY, MISSOURI

MAP OF SERVICE AREA

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(Attached)

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DATE OF ISSUE MAR - 1 1980 DATE EFFECTIVE APR - 1 1980  
month day year month day year

ISSUED BY JAMES F. MORRIS, PRESIDENT, 2200 E. Sunshine,  
name of officer title address  
Springfield, MO 65804

R 24 W

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R 22 W

T 31 N

T 30 N

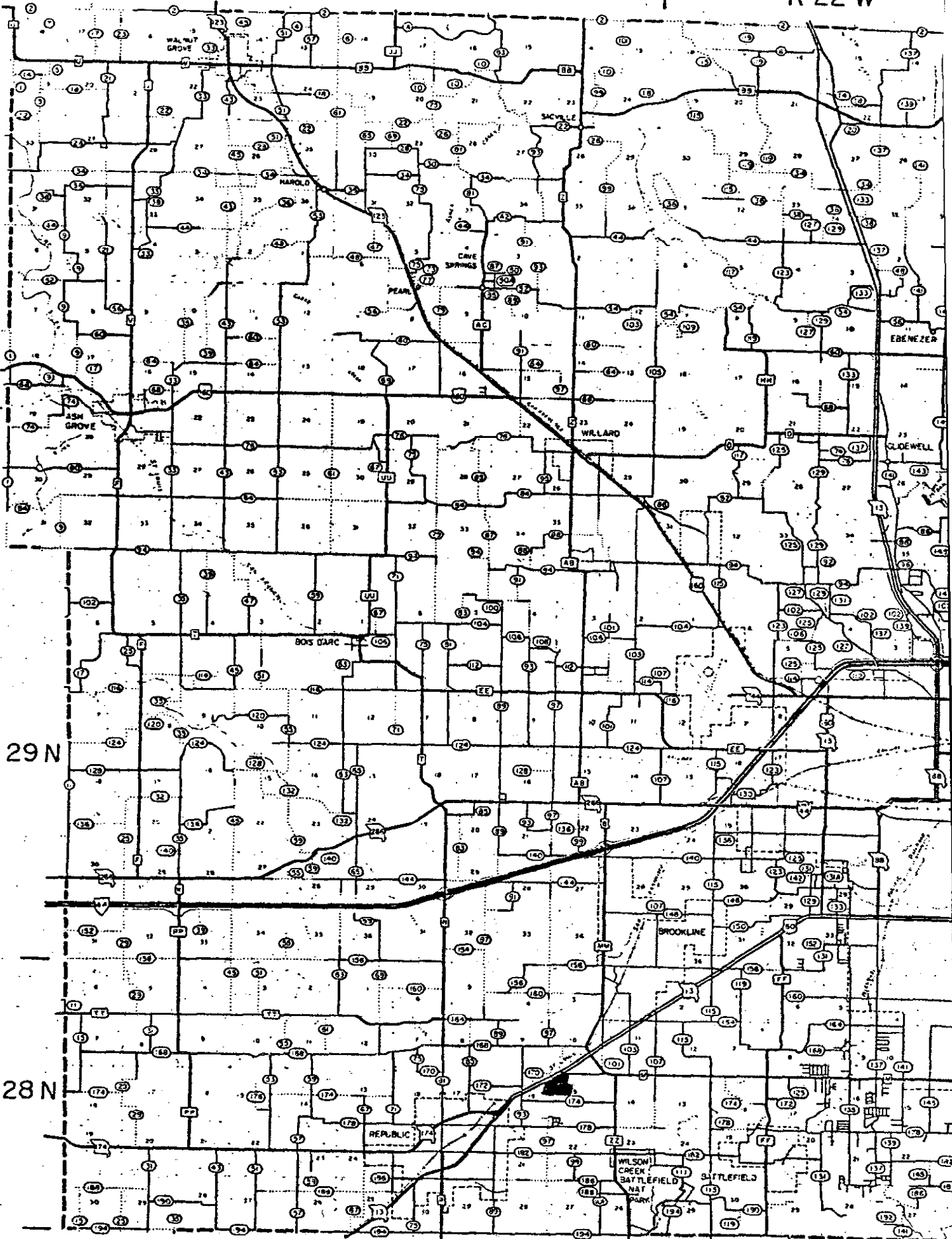
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THE WILLOWS UTILITY COMPANY

CHALET CITY WEST SUB-

Name of Issuing Corporation

For

DIVISION Greene Community Greene Town or City MISSOURI

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LEGAL DESCRIPTION

Beginning at the NE corner of Sec. 16, Twn. 28N, Rng. 23W, thence South along the East line of said Sec. 16, S00°02'31" W 432.31 ft. to an iron pin for a new point of beginning; thence N62°31'53" E 345.43 ft. to an iron pin; thence N38°24'38" E 73.41 ft. to an iron pin; thence N27°28'07" W, 110 ft. to an iron pin on the South right-of-way of U.S. Hwy. 60; thence N62°31'53" E, 110.32 ft. along said right-of-way to a Hwy. right-of-way marker; thence N77°26'56" E, 241.83 ft. to an iron pin; thence N 89°37'27" E, 302.26 ft. to an existing nail; thence S00°28'40" E, 559.69 ft. to an existing iron pin; thence N 89°19'48" E, 386.99 ft. to an existing iron pin on the East line of the NW 1/4 of the NW 1/4 of Sec. 15, Twn. 28N, Rng. 23W; thence S00°13'16" E along the said East line 747.43 ft. to a stone at the SE corner of the said NW 1/4, NW 1/4; thence S89°37'41" W, 1332.74 ft. to an iron pin at the SW corner of the said NW 1/4, NW 1/4; thence S89°31'39" W, 1331.76 ft. to an iron pin at the SW corner NE 1/4, NE 1/4 Sec. 16 Twn. 28N, Rng 23W; thence N00°02'05" E, 367.70 ft. along the West line of the said NE 1/4, NE 1/4 to an iron pin at the South line of Hwy. 60; thence N62°32'18" E, 566.01 ft. along said right-of-way to an iron pin; thence leaving said right-of-way S27°28'00" E, 94.35 ft. to an iron pin; thence along a curve concave to the Southwest having a radius of 103.68 ft., a length of 46.76 ft. and a chord bearing S88°12'17" E, 46.36 ft. to an iron pin; thence S 75°17'06" E, 48.15 ft. to an iron pin; thence along a curve concave to the Northeast having a radius of 76.39 ft., a length of 55.26 ft. and a chord bearing N83°59'23" E 54.07 ft. to an iron pin; thence N 62°48'08" E, 192.32 ft. to an iron pin; thence N36°08'53" E, 180.00 ft.; thence N27°28'07"W, 90.00 ft. to an iron pin on the South right-of-way of U.S. Hwy. 60; thence N62°31'53" E, 119.78 ft. along said right-of-way to an iron pin; thence leaving said right-of-way S27°28'07" E, 70.50 ft. to an iron pin; thence along a curve concave to the Northeast having a radius of 69.50 ft., a length of 109.17 ft. and a chord bearing S72°28'07" E, 98.29 ft. to an iron pin; thence N62°31'53" E, 193.27 ft. to an iron pin at the new point of beginning, said tract containing 51.2 acres in Greene County, Missouri.

FILED  
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 Public Service Commission

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 +Indicates change

MAR - 1 1980

DATE OF ISSUE

month day year

DATE EFFECTIVE

APR - 1 1980

month day year

ISSUED BY

James F. Morris,

President,

2200 E. Sunshine,

name of officer

title

Springfield, MO 6580

FORM NO. 13 P.S.C.MO. No. 1 2nd ~~Original~~ SHEET No. 3

Cancelling P.S.C.MO. No. 1 1st ~~Original~~ SHEET No. 3  
{ Revised }  
{ Revised }

THE WILLOWS UTILITY COMPANY  
Name of Issuing Corporation

For Chalet City West Subdivision  
Community, Town or City  
Green County, Missouri

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WATER SERVICE SCHEDULE

FEB 14 1995

RATE SCHEDULE

MISSOURI  
Public Service Commission

Water

Basic monthly minimum (includes 1,000 gallons) \$ 5.23  
(An Additional \$1.21 for each 1,000 gal.  
over minimum.)

Service charge on new water customers \$ 10.00

Service charge to cut off or turn on water \$ 10.00

Water connection fee (one time charge with  
construction) \$ 150.00

The service charges cited in this Schedule and the  
Rules and Regulations are "net" and do not include any  
applicable municipal, state or federal taxes computed on  
the Company's collections of such charges. Any such taxes  
will be added in collection or billing service charges, as  
appropriate.

FILED

APR 1 1995  
95 - 239

MO. PUBLIC SERVICE COMM

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE February 14, 1995  
month day year

DATE EFFECTIVE April 1, 1995  
month day year

2200 E. Sunshine  
Springfield, MO 65804

ISSUED BY \_\_\_\_\_  
name of officer

\_\_\_\_\_ title address

*Accepted by Sherley Smith* Vice President  
The Willows Utility Company



FORM NO. 13 P.S.C.MO. No. 1 1st ~~(Original)~~ SHEET No. 3

Cancelling P.S.C.MO. No. 1 ~~(Revised)~~ ~~(Original)~~ SHEET No. 3

THE WILLOWS UTILITY COMPANY For CHALET CITY WEST SUBDIVISION  
Name of Issuing Corporation Community, Town or City  
GREEN COUNTY, MISSOURI

RECEIVED

Water Service Schedule		JUL 25 1988
		MISSOURI Public Service Commission
<u>RATE SCHEDULE</u>		
Water		
Basic monthly minimum (1000 gallons) (An additional \$1.00 for each 1,000 gallons over minimum.)		\$ 5.00
Service charge on new water customers		10.00
Service charge to cut off or turn on water		10.00
Water connection fee (one time charge with construction)		150.00
<p>The service charges cited in this Schedule and the Rules and Regulations are "net" and do not include any applicable municipal, state or federal taxes computed on the Company's collections of such charges. Any such taxes will be added in collection or billing service charges, as appropriate.</p>		
<p><b>CANCELLED</b></p> <p>APR 1 1995 BY <u>2nd R.S. #3</u> Public Service Commission MISSOURI</p> <p><i>[Signature]</i> Monsieur <b>FILED</b></p>		
<p>*Indicates new rate or text +Indicates change</p>		<p>AUG 25 1988 WR-89-31 Public Service Commission</p>

DATE OF ISSUE July 1, 1988 DATE EFFECTIVE August 25, 1988  
month day year month day year

ISSUED BY \_\_\_\_\_ President, 2200 E. Sunshine, Springfield, MO  
name of officer title address 65804

THE WILLOWS UTILITY COMPANY For CHALET CITY WEST SUBDIVISION,  
 Name of Issuing Corporation Community, Town or City  
GREENE COUNTY, MISSOURI

Water Service Schedule

**RECEIVED**

**FEB 29 1980**

**MISSOURI  
Public Service Commission**

RATE SCHEDULE

WATER

Basic monthly minimum (1,000 gallons) (An additional \$1.00 for each 1,000 gallons over minimum.)	\$ 5.00
Service charge on new water customers.	10.00
Service charge to cut off or turn on water.	10.00
Water connection fee (one time charge with construction).	150.00

The service charges cited in this Schedule and the Rules and Regulations are "net" and do not include any applicable municipal, state or federal taxes computed on the Company's collections of such charges. Any such taxes will be added in collection or billing service charges, as appropriate.

(These are interim rates for a period of eighteen (18) months.)

**CANCELLED**

AUG 25 1988  
 BY 1st R.S.#3  
 Public Service Commission  
 MISSOURI

**FILED**

APR 1 - 1980

**Public Service Commission**

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 †Indicates change

DATE OF ISSUE MAR - 1 1980 DATE EFFECTIVE APR - 1 1980  
 month day year month day year  
 ISSUED BY JAMES F. MORRIS, PRESIDENT, 2200 E. Sunshine,  
 name of officer title Springfield, MO 65804  
 address

THE WILLOWS UTILITY COMPANY For CHALET CITY WEST SUBDIVISION,  
 Name of Issuing Corporation Community, Town or City  
GREENE COUNTY, MISSOURI

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**FEB 29 1980**  
**MISSOURI**  
**Public Service Commission**

Rules and Regulations Governing Rendering of Service	
Rule 1	<u>GENERAL</u>
(a)	Every customer, upon signing 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 applicable to appropriate service or rate determination areas are set forth in rate schedules and constitute a part of these rules and regulations.
(c)	The Company reserves the right, subject to authority of the Public Service Commission of Missouri, to prescribe additional rates, rules or regulations or to alter existing rates, rules or regulations as it may from time to time deem necessary or proper.
(d)	At the effective date of these rules and regulations, all new and existing facilities, construction contracts, and written agreements shall conform to these rules and regulations in accordance with the Statutes of the State of Missouri and authority of the Public Service Commission of Missouri.

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**Public Service Commission**

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 †Indicates change

DATE OF ISSUE MAR - 1 1980 DATE EFFECTIVE APR - 1 1980  
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 ISSUED BY JAMES F. MORRIS, PRESIDENT, 2200 E. Sunshine,  
 name of officer title address Springfield, MO 65804

THE WILLOWS UTILITY COMPANY  
Name of Issuing Corporation

For CHALET CITY WEST SUBDIVISION,  
Community, Town or City  
GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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Rule 2 DEFINITIONS.

- (a) The "COMPANY" is the Willows Utility Company acting through its officers, managers, or other duly authorized employees or agents.
- (b) The "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for water service or is receiving service from Company, or whose facilities are connected for utilizing such service.
- (c) The word "UNIT" shall be used herein to define the standard user or property serviced and shall include any building whether residential or commercial, owned or leased, and mobile homes or multi-family properties are considered as separate units for each single family or firm occupying same as a residence or place of business.
- (d) A "MAIN" is a pipeline which is owned and maintained by the Company, located on public property or private easements, and used to transport water from point of supply to customer.
- (e) A "CUSTOMER'S WATER SERVICE" is a pipe with appurtenances installed, owned and maintained by the customer, used to conduct water to the customer's premises from the meter.
- (f) A "SERVICE CONNECTION" is the connection from the main to the meter including the meter and meter appurtenances. This service connection will be owned and maintained by the Company.
- (g) The "DATE OF CONNECTION" shall be the date of

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MAR - 1 1980

APR - 1 1980

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month day year

DATE EFFECTIVE \_\_\_\_\_  
month day year

ISSUED BY JAMES F. MORRIS, PRESIDENT,  
name of officer

2200 E. Sunshine,  
Springfield, MO 65804  
address

title

FORM NO. 13 P.S.C.MO. No. 1 (Original) SHEET No. 6

(Revised)

Cancelling P.S.C.MO. No. \_\_\_\_\_ (Original) SHEET No. \_\_\_\_\_

(Revised)

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City  
GREENE COUNTY MISSOURI

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**FEB 29 1980**  
**MISSOURI**  
**Public Service Commission**

Rules and Regulations Governing  
Rendering of Service

Rule 2 DEFINITIONS. (Continued)

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 shall be the date of commencement of construction upon the property.

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+Indicates change

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month day year month day year

ISSUED BY JAMES F. MORRIS, PRESIDENT, 2200 E. Sunshine,  
name of officer title Springfield, MO 65804  
address

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION

Name of Issuing Corporation

Community of \_\_\_\_\_  
GREENE COUNTY, MISSOURI

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**Public Service Commission**

Rules and Regulations Governing  
Rendering of Service

Rule 3 LIABILITY OF THE COMPANY

- (a) Employees or agents of the Company are expressly forbidden to demand or accept any compensation for any services rendered to its Customer 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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**Public Service Commission**

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month day year

ISSUED BY JAMES F. MORRIS,  
name of officer

PRESIDENT, 2200 E. Sunshine,  
title address Springfield, MO 65804

THE WILLOWS UTILITY COMPANY For CHALET CITY WEST SUBDIVISION,  
 Name of Issuing Corporation Community, Town or City  
GREENE COUNTY, MISSOURI

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**Public Service Commission**

Rules and Regulations Governing Rendering of Service	
Rule 4	<u>APPLICATIONS FOR SERVICE</u>
(a)	A written application for service, signed by the Customer, accompanied by the appropriate fees and other information requested by these rules and regulations, will be required from each Customer before service is provided to any premises. Said application must state the name of the owner of said premises. 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. The Company shall have the right to reject any application, for failure to comply with the rules and regulations herein. In any case, where unusual construction or equipment expense is necessary to furnish the service, the Company may require a contract for such reasonable period of time as is specified by the Company at the time of the making of such contract.
(b)	Any change in the location of an existing service connection requested by the Customer shall be made at his expense.
(c)	Customer service connections will not be extended along public streets or roadways or through property of others in connecting with mains. If a service connection is requested at a point not already served by a main of adequate capacity, the main shall be extended by the Company as may be necessary.
(d)	New service connections shall be authorized when a service connection fee is paid to the
*Indicates new rate or text +Indicates change	

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**APR - 1980**  
**Public Service Commission**

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 month day year month day year  
 ISSUED BY James F. Morris, President, 2200 E. Sunshine,  
 name of officer title Springfield, MO 65804  
 address

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

For

Community, Town or City  
GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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Public Service Commission

Rule 4 APPLICATIONS FOR SERVICE (continued)

Company based on the schedule of fees.

(e) When a service is to be connected the plumber employed by the Customer shall obtain the required meter and connecting accessories from the Company. The plumber shall advise the Company when he expects to have service installed so a representative of the Company can inspect the installation, make the tap into the main, flush connections, and set the meter.

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month day year

ISSUED BY JAMES F. MORRIS  
name of officer

PRESIDENT,  
title

2200 E. Sunshine  
Springfield, MO 65804  
address



THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,  
Community, Town or City  
GREENE COUNTY, MISSOURI

Name of Issuing Corporation

Rules and Regulations Governing  
Rendering of Service

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Public Service Commission

Rule 5

INSIDE PIPING AND CUSTOMER WATER SERVICES

- (a) The Company will provide the Customer water service at the meter.
- (b) The Company shall deny service where Customer's water service or 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) Existing water services may be used in connecting with new buildings only when they are found on examination and test not to constitute a hazard to the health and safety of other Customers or the Company's facilities.
- (d) The Customer's water service shall be brought to the premises at a depth of not less than 36 inches and upon entering premises shall be valved.
- (e) The Customer's water service and 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 and have a minimum inside diameter of 3/4 of an inch.

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month day year

ISSUED BY JAMES F. MORRIS,  
name of officer

PRESIDENT, title  
2200 E. Sunshine,  
Springfield, MO 65804 address

THE WILLOWS UTILITY COMPANY  
Name of Issuing Corporation

For CHALET CITY WEST SUBDIVISION,  
Community, Town or City

GREENE COUNTY, MISSOURI

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Rules and Regulations Governing  
Rendering of Service

**FEB 29 1980**

Rule 6 IMPROPER OR EXCESSIVE USE

**MISSOURI**  
**Public Service Commission**

- (a) No person shall be wasteful of the water service to his premises by his willful inaction. It shall be the responsibility and duty of each Customer to maintain all piping and fixtures on his premises in a good and efficient state of repair at all times. Losses of water on or within the Customer's premises due to faulty piping or fixtures will not cause an allowance to be made on his water bill.
- (b) No person shall make or cause to be made a cross connection between the potable water service and any source of chemical or bacterial contamination or any water supply not approved by the Missouri Department of Natural Resources.
- (c) No person shall make or cause to be made a connection to a device that will result in excessive water demand or excessive shock, such as water-hammer, to the Company's mains.
- (d) No person shall tamper with, remove, or willfully damage a water meter or attempt to operate the shut-off cock on the meter yoke.
- (e) No person shall attempt to take unmetered water from the company mains either by an unauthorized tap or by direct connection to the service connection or by connection to a fire hydrant.

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month day year

ISSUED BY JAMES F. MORRIS,  
name of officer

PRESIDENT, title  
2200 E. Sunshine,  
Springfield, MO 65804 address

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community of \_\_\_\_\_  
Greene County, Missouri

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Rules and Regulations Governing  
Rendering of Service

FEB 29 1980

MISSOURI

Public Service Commission

Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY

- (a) The company reserves the right to shut off services for any of the following reasons:
  - (1) For failure to comply with these rules and regulations.
  - (2) For nonpayment of utility bill (see Rule 10).
  - (3) For resale of water service.
  - (4) For an unauthorized water connection to company mains.

- (b) In the event that a customer is in violation of any of these rules and regulations the Company shall have the right to discontinue service and remove the meter. In such event the Customer shall pay a re-connection charge and any unpaid balance which may be due and delinquent before service is restored. Discontinuance of service for the above listed reasons will occur upon six (6) days' notice by first-class mail, except that should Company determine such discontinuance may adversely affect the Customer's health or well-being, Company may give up to twenty-one (21) additional days of notice. Service may be discontinued immediately at any time that there is a threat to the health and welfare of other customers.

- (c) Discontinuance of service to a premise for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the Customer.

- (d) In case the Company discontinues its service for any violation of these Rules and Regulations, then any monies due the Company shall become immediately due and payable.

- (e) The Company has the right to refuse or to discontinue service to any premises to protect itself against fraud or abuse.

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+Indicates change

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APR 1 - 1980  
Public Service Commission

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month day year

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month day year

ISSUED BY JAMES F. MORRIS,  
name of officer

PRESIDENT,  
title

2200 E. Sunshine,  
Springfield, MO 65804  
address

THE WILLOWS UTILITY COMPANY  
Name of Issuing Corporation

For CHALET CITY WEST SUBDIVISION,  
Community of \_\_\_\_\_  
GREENE COUNTY, MISSOURI

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Public Service Commission

Rules and Regulations Governing Rendering of Service	
Rule 8	DISCONTINUANCE OF WATER SERVICE AT CUSTOMER'S REQUEST
(a)	Service will be discontinued at the Customer's request when proper notification is given to the Company. The Company shall on receipt of such notification, read the Customer's meter and charges for water service rendered up to and including the time of cut-off shall be computed and will become due and payable immediately.
(b)	Reconnection of water service so discontinued shall be considered new service and a new application for service connection shall be required, as provided in Rule 4, provided, however, that no new connection fees shall be payable except for additional service if any, to the premise. The Company may withhold service until all prior indebtedness for such service to the Company has been settled in full. Delinquencies of one customer at a particular location shall not carry over to a new customer at the same location where the Company has received notice of such change.

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Public Service Commission

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+Indicates change

DATE OF ISSUE MAR - 1 1980 DATE EFFECTIVE APR 1 1980 year  
month day year month year  
ISSUED BY JAMES F. MORRIS, PRESIDENT, 2200 E. Sunshine,  
name of officer title address Springfield, MO 65804

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City

GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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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, well, or storage, collection system or station equipment.
- (b) Whenever service is interrupted for repairs, all Customers affected by such interruptions will be notified in advance whenever it is possible to do so. Every effort will be made to minimize interruption of service.
- (c) No refunds of charges for water service will be made for interruptions of service unless due to willful misconduct of the Company.
- (d) In order to avoid exceeding the capacities of Company mains and supply facilities, 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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\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE MAR - 1 1980  
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DATE EFFECTIVE APR - 1 1980  
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ISSUED BY JAMES F. MORRIS,  
name of officer

PRESIDENT,  
title

2200 E. Sunshine,  
Springfield, MO 65804  
address

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Rule 10 BILLS FOR SERVICE

- (a) The charges for water service shall be at the rates specified in the applicable tariffs on file with the Missouri Public Service Commission. The point of assumption of water service shall be at the service connection. Service charges for connection (turn-on) or disconnection (turn-off) are set forth in Rule 11.
- (b) A Customer who has made application for service to a premise shall be held liable for all service furnished to such premise until the Customer notifies the Company in writing to discontinue service.
- (c) The Company shall have the rights at lawful times to require the Customer to make a reasonable deposit, in amount not to exceed the estimated bill for one billing period plus 30 days to secure the prompt payment of bills. Interest at the rate of six percent (6%) per annum payable upon return of the deposit, will be paid for the time such deposit was held by the Company unless such period of time be less than twelve (12) months. Such deposits shall be refunded at the termination of service after all charges that may be due and payable by the Customer have been paid or when the Customer has demonstrated prompt payments for service during twelve (12) consecutive billing periods.
- (d) Each Customer is responsible for furnishing the Company with his correct address. Failure to receive bills will not be considered an excuse for non-payment nor reason to permit an extension of the date when the account would be considered delinquent.
- (e) Bills and notices relating to the Company or its business will be mailed or delivered **APR 1 1980**

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Rule 10 BILLS FOR SERVICE (continued)

mailing address entered in the Customer's application unless the Company is notified in writing by the Customer of a change in address.

- (f) 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.
- (g) The Company will not be bound by bills rendered under mistake of fact as to the quantity of service rendered or as a result of clerical error.
- (h) A separate bill shall be rendered for each Customer with itemization of all water service charges.
- (i) The Company shall have the right to render bills monthly and such bills shall be due and payable to it no later than twenty-one (21) calendar days from the date of rendition.
- (j) All bills for service shall bear a due date. Bills unpaid after twenty-one (21) days from date of rendition will be delinquent and the Company shall have the right, six (6) days after mailing written notice thereof by first-class mail of discontinuance of service to the last known address, to discontinue all service to such delinquent Customers forthwith, and 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.

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Rule 10 BILLS FOR SERVICE (continued)

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- (k) When bills are rendered for a period of less than a complete billing period due to disconnection or termination of service, the billing shall be at the appropriate rate based on water consumed, or a proportionate part of the minimum whichever is greater.
- (l) If a Customer terminates service other than at the beginning of a billing period, the final charge for service will be calculated on the basis of water used since meter was last read.

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Rule 11 SERVICE CHARGES

- (a) An application for a service connection or discontinuation of existing service, will be made during the Company's regular business hours at approved charges.
- (b) A connection of service to a specific Customer which was discontinued in accordance with Rules 7 and 8 will be made according to Rules 7 and 8 respectively of these Rules and Regulations.
- (c) A serviceman call during the Company's regular business hours which results in collection of a delinquent account (in lieu of discontinuance in accordance with Rule 7) shall require collection of the delinquent amount plus a two dollar (\$2.00) net service charge to avoid discontinuance.
- (d) A service call at any time other than during the Company's regular business hours for connection, or any other reason except a malfunction of Company facilities, shall require a service charge of ten dollars (\$10.00) net. In instances where such a service call is for collection of a delinquent account, this service charge shall be collected in addition to any other amounts due.
- (e) Company personnel will not work upon piping or facilities not owned by the Company.

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Rules and Regulations Governing Rendering of Service	
Rule 12	<u>METERS AND METER INSTALLATIONS</u>
(a)	All permanent service connections shall be metered. The Company's installed meter shall be the standard for measuring and/or billing for water service.
(b)	All meters and meter installations shall be furnished, installed, maintained and removed by the Company and shall remain its property.
(c)	The Company shall have the right to determine on the basis of the Customer's stated flow requirements the type and size of meter to be installed and location of same. If flow requirements increase or decrease subsequent to installation and a larger or smaller meter is requested by the Customer, the cost of installing such meter shall be borne by the Customer.
(d)	Company shall furnish and install suitable metering equipment for each Customer except where the Customer requests installation in a special setting, in which case the excess cost of installation shall be paid for by the Customer.
(e)	All service to any one Customer at one building shall be furnished through a single metering installation. Where a building is occupied by more than one Customer, Company will set as many meters as there are separate applications for service, and will connect the meters to one service line. The Company's meters will be located adjacent to each other unless otherwise approved by the Company. Where service is now supplied through one meter to a location having two or more separate premises, the service shall be considered a multiple service. The Customer may rearrange piping, at his own expense to separate the multiple service and permit the Company to install a separate meter for each premise.
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Rule 12 METERS AND METER INSTALLATIONS (continued)

MISSOURI  
Public Service Commission

- (f) The meters and meter installations furnished by the Company shall remain its property and the owners of premises wherein they are located shall be held responsible for their safekeeping and for any damage thereto resulting from the carelessness of said owner, his agent, or tenant. For failure to protect same against damage, the Company may refuse to supply water until the Company is paid for such damage. The amount of the charge shall be the cost of the meter and appurtenances and the labor cost necessary to make the meter change.
- (g) Meters will be installed at or near the Customer's property line; it shall be placed in a meter box vault constructed by the Company in accordance with its specifications.
- (h) The Customer shall promptly notify the Company of any defect in, or damage to, the meter, its connections or housing.
- (i) Any change in the location of any existing meter or meter installation at the request of the Customer shall be made by the Company at the expense of the Customer.

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Rule 13 METER TESTS AND TEST FEES

- (a) Any customer may request the Company to make a special test of the accuracy of the meter through which water is supplied to him. This test will be made in accordance with the standard regulations of the Commission.
- (b) The Company reserves the right to remove and test a meter at any time and to substitute another in its place. In case of a dispute involving a question as to the accuracy of the meter, a test will be made by the Company upon the request of the Customer without charge if the meter has not been tested within twelve (12) months preceding the requested test; otherwise, a charge of \$10.00 will be made if the test indicates meter accuracy within five percent (5%) or less.
- (c) A meter test requested by the Customer may be witnessed by the Customer or his duly authorized representative, except for tests of meters larger than two (2) inch inlet which will be conducted by the meter manufacturer and a certified copy of the test provided to the Customer.
- (d) If a test shall show an average error of more than five percent (5%) billings shall be adjusted as provided in Rule 14.

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Rule 14 BILL ADJUSTMENTS BASED ON METER TESTS

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**Public Service Commission**

(a) Whenever any test by the Company of a meter while in service or upon its removal from service shall show such meter to have an average error of more than five percent (5%) on the test streams prescribed by the Commission, the Company shall adjust the Customer's bills by the amount of the actual average error of the meter and not the difference between the allowable error and the error as found. The period of adjustment on account of the under-registration or over-registration shall be determined as follows:

(1) Where the period of error can be shown, the adjustment shall be made for such period.

(2) Where the period of error cannot be shown, the error found shall be considered to have existed for three (3) months preceding the test.

(b) If the meter is found on any such test to under-register, the company may render a bill to the Customer concerned for the estimated consumption not covered by bills previously rendered during the period of inaccuracy as above outlined. Such action shall be taken, however, only in cases where the bill for the estimated inaccuracy amounts to \$2.50 or more, and all such bills shall be conditioned upon the Company's not being at fault for allowing the inaccurate meter to remain in service.

(c) If the meter is found faster than allowable, the Company shall refund to the Customer concerned any overcharge caused thereby during the period of inaccuracy as above defined. Said refund may, at the Company's option, be in the form of a credit to the Customer's bill.

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