

Name of Utility: Gascony Water Company, Inc.

Service Area: Gascony Village, Gasconade County

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MAR - 8 1999

Rules Governing Rendering of
Water Service**MISSOURI
Public Service Commission**

INDEX

Sheet No.

Index

1

Map of Service Area

2

Legal Description of Service Area

3-5

Schedule of Rates

6

Schedule of Service Charges

7

Rule No.

1 Definitions

8-11

2 General

12

3 Company Employees and Customer Relations

13

4. Applications for Service

14

5. Inside Piping and Water Service Lines

15-17

6. Improper or Excessive Use

18-19

7. Discontinuance of Service by Company

20-22

8. Termination of Service at Customer's Request

23

9. Interruptions in Service

24

10. Bills for Service

25-28

11. Meters and Meter Installations

29-31

12. Meter Tests and Test Fees

32

13. Bill Adjustments Based on Meter Tests

33

14. Extension of Water Mains

34-36

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**Missouri Public
Service Commission**

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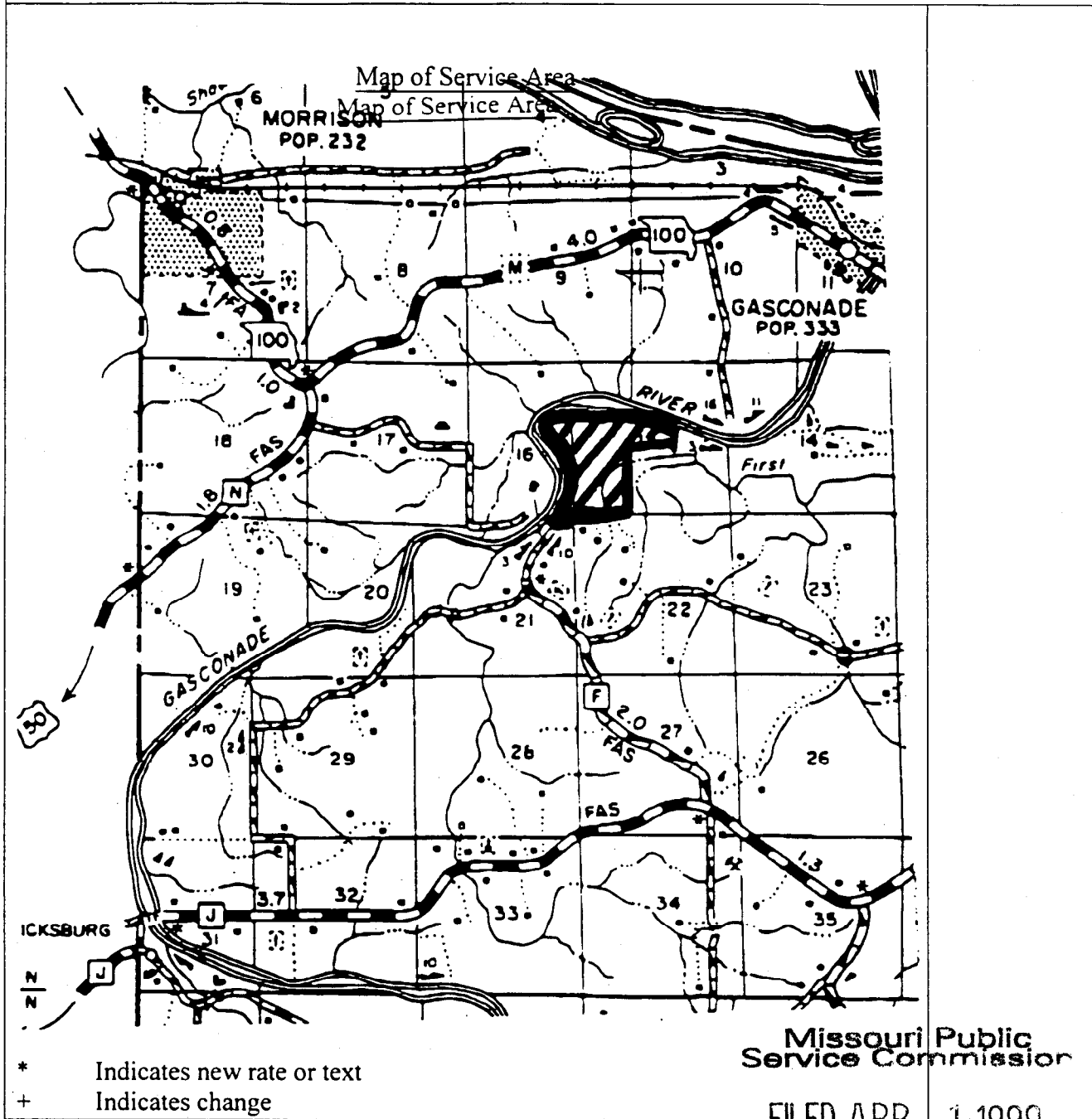
DATE OF ISSUE March 8, 1999
Month Day YearDATE EFFECTIVE April 7, 1999
Month Day YearISSUED BY George Hoesch, President4948 Theiss RoadSt. Louis, MO 63128

Name of Officer/Title

Address

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Legal Description of Service Area

All that part of the Southeast fractional quarter of the Northwest quarter of Section Fifteen (15), Township Forty-five (45) North, Range Six (6) West, that lies South of the Gasconade River, estimated at Thirty (30) acres, more or less, being that land conveyed previously to Frank Oncken by Henry Oncken and Meta Oncken, his wife; Also a parcel of land equal to ten (10) acres, out of the Northwest corner of the East fractional half (South of the Gasconade River) of said Section Fifteen (15), Township Forty-five (45) North, Range Six (6) West which said ten (10) acres are to lie East of the foregoing thirty (30) acres, and are to be North of a line running parallel with a fence mentioned in said deed to Frank Oncken and are to extend as far East as will make the measure of ten (10) acres, on line drawn straight from South to North. Also the Southwest fractional quarter of Section Fifteen (15) and the East fractional half of Section Sixteen (16) (South of the Gasconade River) and part of the Northeast quarter of the Northeast quarter, being the part on the North side of the branch, containing 4 or 5 acres, of Section Twenty-one (21), all situate in Township Forty-five (45) North, Range Six (6) West, containing in the aggregate 235.3 acres, more or less.

EXCEPTING THEREFROM Lots 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 and 11 of Kotthoff's River Front Estates in Section Sixteen (16), Township Forty-five (45) North, Range Six (6) West as per plat recorded in Book 2, page 45. Also excepting an access area as shown on said plat together with access points where an extension of Basin Road intersects or joins the Gasconade River. Also excepting Basin Road and a roadway conveyed to the County of Gasconade in the State of Missouri as per deed of record in Book 116, page 291. Reserving a non-exclusive right of ingress and egress with others from the North boundary of Kotthoff's River Front Estates to the Gasconade River over a private road which is an extension of the Basin Road.

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Also, the Southwest fractional quarter of the Northwest quarter and the West half of the Southwest quarter of Section Fifteen (15) and the East fractional half of Section Sixteen (16) (South of the Gasconade River) and part of the Northeast quarter of the Northeast quarter, being the part on the North side of the branch, containing 4 or 5 acres, of Section Twenty-one (21), all situate in Township (45) North, Range Six (6) West, containing in the aggregate 235.3 acres, more or less.

SUBJECT to the non-exclusive right of ingress and egress of owners of Lots 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11 of Kotthoff's River Front Estates from the North boundary of Kotthoff's River Front Estates to the Gasconade River over a private road which is an extension of the Basin Road.

EXCEPTING THEREFROM Lots 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 and 11 of Kotthoff's River Front Estates in Section Sixteen (16), Township Forty-five (45) North, Range Six (6) west as per plat recorded in Book 2, page 45. Also excepting an access area as shown on said plat together with access points where an extension of Basin Road intersects or joins the Gasconade River. Also excepting Basin Road and a roadway conveyed to the County of Gasconade in the State of Missouri as per deed of record in Book 116, page 291. Together with a non-exclusive right of ingress and egress with others to said above described property over the Basin Road as shown on the plat of said above described subdivision and an non-exclusive right with others to the free use of the access areas as shown on the said plat for river access and at access points or areas where an extension of the Basin Road intersects or joins the Gasconade River.

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Legal Description of Service Area (Con't)

Part of the South part of Section 15 and 16, Township 45 North, Range 6 West of the 5th P.M. in Gasconade County, Missouri, being more fully described as follows:

Beginning at the corner of Section 15, 16, 21, and 22, thence North 189.62 feet to the point of beginning of the South line of a 40 foot road, thence N87° 13' 19"W 370.22 feet to a point on the east right-of-way of a 30 foot private road, thence N32° 51' 51"E 55.19 feet, thence N32° 28' 51"E 78.24 feet, thence N10° 34' 11"E 82.50 feet, thence N6° 16' 21"E 393.39 feet, thence N16° 22' 21"E 108.67 feet, thence N18° 43' 41"E 112.24 feet, thence N8° 36' 41"E 105.59 feet, thence N0° 59' 49"W 59.47 feet, thence N8° 27' 01"E 330.42 feet, thence N1° 01' 44"E 192.0 feet, thence leaving said road N59° 03' 06"E 872.0 feet, thence S64° 0' 20"E 763.0 feet to a point on the ¼-¼ line, thence S0° 26' 0"W 1,820.0 feet with the ¼-¼ line to a point on the south section line, thence with the section line N89° 06'W 800.0 feet, thence N0° 54' E 172.65 feet, thence N87° 13' 19"W 517.06 feet to the point of beginning.

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Schedule of Rates

The charges stated below are for each quarter of a calendar year and are payable in advance. Customers may be responsible for sales taxes, which are in addition to these charges:

<u>CUSTOMER CLASS</u>	<u>CHARGE</u>
Pool/Bathhouse	\$368.16
Kitchen	\$58.39
Dump Station	\$170.74
Full-time Residential	\$103.33
Part-time Residential	\$36.88

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Connection Fee \$425

- Includes cost of concrete pad, meter jumper, yoke, meter box, connection hardware, inserts, frame, cover, sales tax, backhoe, and labor.
- Does not include cost of Service Connection or Meter.
- The fee may be collected for each new application for service where there is: (i) no active service connection to the Main, and (ii) no meter setting installed.

Reconnection Fee \$425

- Includes cost of concrete pad, meter jumper, yoke, meter box, connection hardware, inserts, frame, cover, sales tax, backhoe, and labor.
- Does not include cost of Meter, if one is to be installed.
- Shall be charged to any existing customer for which service was discontinued for reason of non-payment or other rules violation, which required Company to excavate and install a Meter or valve installation.
- The fee may be collected a single time for each service.

Inspection Fee

- If inspection is scheduled when Company employees are scheduled to be in the service area.
- \$20 up to 1 hour
- \$20 per hour each hour (or portion thereof) thereafter

Turn on or Turn off Charge – Temporary Termination \$20

- If shut off valve is installed and turn on or turn off is scheduled at a time when Company employees are scheduled to be in the service area.
- Each occurrence
- Does not apply to “seasonal disconnects” pursuant to Rule 10

Turn on Turn off Charge – Disconnection \$40

- After service disconnection by Company for non-payment or other violation of Company’s Rules and Regulations.

Installation of Service Connection

Actual Cost Missouri Public Service Commission

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RECEIVEDRules Governing Rendering of
Water Service**MAR - 8 1999****MO. PUBLIC SERVICE COMMISSION****Rule 1 DEFINITIONS:**

- (a) An "APPLICANT" is a person, firm, corporation, governmental body, or other entity which has applied for service; two or more APPLICANTS may make one application for a main extension.
- (b) The "COMPANY" is Gascony Water Company, Inc., acting through its officers, managers, or duly authorized employees or agents.
- (c) A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for water service or is receiving service from Company, or whose facilities are connected for utilizing such service.
- (d) The "DATE OF CONNECTION" shall be the date of the permit for installation and connection issued by the Company. In the event no permit is taken and a connection is or has been made, the date of connection may be the date of commencement of (i) construction of the building upon the property, (ii) siting of mobile home or travel trailer on the property, or (iii) if no building, mobile home or travel trailer may be found in the property, then when a Customer takes water service from the Company.
- (e) A "DEVELOPER" is any person, firm, corporation, partnership or any entity that, directly or indirectly, holds title to, or sells or leases, or offers to sell or lease, or advertises for sale or lease, any lots in a subdivision.
- (f) "DISCONTINUANCE OF SERVICE" is the intentional cessation of service by the Company not requested by the Customer.
- (g) The "DUMP STATION" is a commercial Customer class unto itself and includes the dump station facility and lot or lots upon which the facility is located.

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RECEIVEDRules Governing Rendering of
Water Service**MAR - 8 1999****MO. PUBLIC SERVICE COMM**Rule 1 (Con't)

- (h) The "FULL-TIME RESIDENTIAL" Customer class includes all residential Customers for whom the Living Unit is their primary residence for at least fifty percent (50%) of a calendar year.
- (i) The "KITCHEN" is a commercial Customer class unto itself and includes only the kitchen and dining areas at the common recreational area owned or used by the subdivision association and its members.
- (j) The "MAIN" is a pipeline which is owned and maintained by the Company, located on private property or private easements where the Company has the right to use such property or easement, and used to transport water throughout the Company's service area.
- (k) The "METER" is a device used to measure and record the quantity of water that flows through the service line, and is installed in the meter setting.
- (l) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company.
- (m) The "PART-TIME RESIDENTIAL" Customer class includes all residential Customers for whom the Living Unit is their primary residence for less than fifty percent (50%) of a calendar year.
- (n) The "POOL/BATHHOUSE" is a commercial Customer class unto itself and includes only the common swimming pool and bathhouse located on property owned or used by the subdivision association and its members.

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- (o) The "SERVICE CONNECTION" is the pipeline connecting the Main to the Customer's Water Service Line, or outdoor Meter Setting, including all necessary appurtenances. This Service Connection will be installed, owned, and maintained by the Company. If the property line is in a street and there is no Meter, such Service Connection shall be deemed to end at the edge of the street abutting the Customer's property.
- (p) A "SUBDIVISION" is any land in the State of Missouri which is divided or proposed to be divided into two or more lots or other divisions of land, whether contiguous or not, or uniform in size or not, for the purpose of sale or lease, and includes resubdivision thereof.
- (q) "TERMINATION OF SERVICE" is cessation of service requested by the Customer.
- (r) The word "UNIT" or "LIVING UNIT" shall be used herein to define the premises or property of a single water consumer, whether or not that consumer is the Customer. A Unit shall pertain to any lot, travel trailer, tent, mobile home or other building, whether multi-tenant or single occupancy, residential or commercial, or owned or leased. The following are considered separate Units for each single family or form occupying same as a residence, whether temporary or permanent, recreational facility, place of business or vacation home:
- (i) lot
 - (ii) travel trailer
 - (iii) tent
 - (iv) mobile home
 - (v) other building
 - (vi) any other form or structure not already named where Customers may be found.

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MO. PUBLIC SERVICE COMM

Rule 1 (Con't)

- (s) The "WATER SERVICE LINE" is a pipe with appurtenances installed, owned and maintained by the Customer, used to conduct water to the Customer's Unit from the property line or outdoor Meter Setting, including the connection to the Meter Setting. If the property line is in a street, then the Water Service line shall be deemed to begin at the edge of the street abutting the Customer's property.

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RECEIVED**MAR - 8 1999**Rules Governing Rendering of
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- (a) Every Applicant, upon signing an application for any water service rendered by the Company, or any Customer upon taking of water service, shall be considered to have expressed consent to be bound by these rates and rules.
- (b) The Company's rules governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate water service or service in particular service areas are set forth in rate schedules and constitute a part of these rules.
- (c) The Company reserves the right, subject to authority of the Missouri Public Service Commission, to prescribe additional rates, rules or regulations or to alter existing rates, rules or regulations, from time to time as it may deem necessary and proper.
- (d) After the effective date of these rules and regulations, all new facilities, construction contracts, and written agreements shall conform to these rules and regulations in accordance with the statutes of the State of Missouri and the rules and regulations of the Public Service Commission of Missouri. Pre-existing facilities that do not comply with applicable rules and regulations may remain, provided that their existence does not constitute a service problem or improper use, or reconstruction is not practical.
- (e) All Water Service Lines will be disconnected to any Unit that does not sign an application for water service within thirty (30) days after the effective date of these rules, regulations and rate schedules. Water Service will be restored subject to the Reconnection Charge set forth in the Schedule of Service Charges plus one quarterly rate pre-paid by Applicant, which rate shall be pro-rated by the Company, if more than one month has passed in that quarter.

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RECEIVED**MAR - 8 1999**Rules Governing Rendering of
Water Service**MO. PUBLIC SERVICE COMMISSION****Rule 3 COMPANY EMPLOYEES AND CUSTOMER RELATIONS**

- (a) Officers, employees or agents of the Company are expressly forbidden to demand or accept any compensation for any services rendered to its Customers, except as covered in the Company's rules, regulations and rates.
- (b) No officer, employee or agent of the Company shall have the right or authority to bind the Company by any promise, agreement or representation which is contrary to the intent of these rules, regulations and rates.

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CANCELLED
June 30, 2018
Missouri Public
Service Commission

WR-2017-0343; YW-2018-0159

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Service Area: Gascony Village, Gasconade County

RECEIVED**MAR - 8 1999**Rules Governing Rendering of
Water Service**MO. PUBLIC SERVICE COMMISSION****Rule 4 APPLICATIONS FOR SERVICE**

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

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MO. PUBLIC SERVICE COMM

Rule 5 INSIDE PIPING AND WATER SERVICE LINES

- (a) The Company will provide water service at the outdoor Meter, the property line, or on the property of the Customer at the Company's discretion. Separate Units shall be served through separate Water Service Lines.
- (b) The Service Connection from the water Main to the Customer's property line, the Meter installation and setting shall be constructed, owned and maintained by the Company, however, the Company is not required to install Meters for any residential Customers. Water Service Line construction and maintenance from the property line or Meter Setting to the Unit, including the connection to the Meter Setting, shall be the responsibility of the Customer, and is subject to inspection by the Company. Customers shall be responsible for the cost of repairing any damage to the Company's Mains, Meters, and Meter installations caused by the Customer, his agent, tenant or invitee.
- (c) Existing Water Service Lines may be used to connect new Units to the Company's Mains only when they are found by examination and testing not to constitute a hazard to the health and safety of any Customer or the Company's facilities.
- (d) The Water Service Line shall be brought to the Unit at a depth of not less than thirty-six (36) inches and have a minimum inside diameter of one-half (1/2) inch. The Customer is responsible for the determination of whether a larger size is needed to provide adequate flow to the Unit. A valve may be installed in the Service Line. This valve may be installed by the Customer and must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary, at the expense of the Customer.

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- (e) Water Service Lines and inside piping shall be of material conforming to recognized standards for potable water service and shall have a pressure rating of at least 160 psi working pressure.
- (f) The Company, at its discretion, will install a Service Connection to a vacant lot.
- (g) Any change in the location of an existing Service Connection requested by the Customer shall be made at his expense.
- (h) The Company shall have the right to enter the Customer's premises for the purposes of inspection to ensure compliance with these rules. Company personnel shall identify themselves and make these inspections only at reasonable hours.
- (i) Neither Water Service Lines nor Service connections may be extended along public streets or roadways or through property of others in connecting with the Company's Mains. The Service Connection may, however, extend through the water Main easement and roadway easement, as necessary, in order to connect with a Main located across and adjacent to a street in front of the Customer's Living Unit. The Service Connection and Service Line must be laid in a straight line and at right angles to the Main and the face of the structure or as nearly so as possible. Any deviation from this rule due to physical obstruction will be at the discretion of the Company.
- (j) Any Customer having a plumbing arrangement, or a water-using device that could allow backsiphonage of any chemical, petroleum, process water, water from a questionable supply, or other substance that could create a health hazard or damage to the water system; or any Customer's plumbing classified as an actual or potential backflow hazard pursuant to the regulations of the Missouri Department of Natural Resources, 10 CSR 60-11, shall be required to install and maintain a backflow prevention device at the Customer's

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Rule 5 (Con't)

expense. This rule may also apply to Customers on whose premises it is impossible or impractical for the Company to perform a cross connection survey. The device, installation, location and maintenance program shall be approved by the Company.

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WR-2017-0343; YW-2018-0159

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RECEIVED**MAR - 8 1999**Rules Governing Rendering of
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- (a) No Customer shall be wasteful of the water supplied to the Unit by his willful action or inaction. It shall be the responsibility and duty of each Customer to maintain all piping and fixtures at the Unit in a good and efficient state of repair at all times.
- (b) No Customer shall make or cause to be made a cross connection between the potable water supply and any source of chemical or bacterial contamination or any other water supply. The Company shall deny or discontinue service where Customer's Water Service Line or inside piping may, in the opinion of the Company, cause a cross-connection with nonpotable water or otherwise jeopardize the health and safety of other Customers or the Company's facilities.
- (c) The Customer shall not make or cause to be made a connection to a device that will result in excessive water demand or excessive shock, such as water-hammer, to the Company's Mains.
- (d) The Customer shall not tamper with, remove, or willfully damage a water Meter or attempt to operate the shutoff cock on the meter yoke, or allow any such action.
- (e) The Customer shall not attempt to take water, whether metered or unmetered, from the Company's Mains whether by (i) an unauthorized tap (ii) direct connection to Service Connection, (iii) connection to a fire hydrant, or (iv) any other means that is not authorized by the Company.

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MO. PUBLIC SERVICE COMM

Rule 6 (Con't)

- (f) The Customer shall not supply water to non-Customers that are not part of Customer's Living Unit, regardless of whether such non-Customers have a separate lot or service address. The Customer shall not permit any non-Customer that is not part of Customer's Living Unit to use Customer's Service Line, hose or attachments, or leave such exposed in a way that they could be used by such non-Customers, without obtaining express permission from the Company.

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DATE OF ISSUE March 8, 1999
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Name of Officer/Title4948 Theiss Road
AddressSt. Louis, MO 63128

Name of Utility: Gascony Water Company, Inc.

Service Area: Gascony Village, Gasconade County

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Water Service**MAR - 8 1999****MO. PUBLIC SERVICE COMM****Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY**

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

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

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disconnection/reconnection provided by these rules shall not apply, and notice of disconnection to the Customer shall be provided by rules and procedures applicable to the Customer's sewer service, in lieu of notification required by these rules.

- (b) The Company may discontinue service after it sends notice to the Customer by first class mail at least ten (10) days prior to the date of the proposed discontinuance. If written notice is hand delivered to the Customer, it shall be done at least ninety-six (96) hours prior to discontinuance. If the Company intends to discontinue service to a multi-tenant dwelling, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance. Service of notice by mail is complete upon mailing. Discontinuance shall not occur more than eleven (11) business days after the date given as the discontinuance date.
- (c) The Company shall make a reasonable effort to communicate with the Customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reasons(s) for Discontinuance of Service, and the resolution. If discontinuance of Service would affect an occupant who is not the Company's Customer, or is not responsible for payment of the bill, then the Company shall make a reasonable effort to inform such occupant(s).
- (d) The Company shall postpone the discontinuation, if personnel will not be available to restore service the same day, or if personnel will not be available to restore service the following day. The Company also shall postpone discontinuance if a medical emergency exists on the premises, however, such postponement may be limited to twenty-one (21) days, and the Company may require proof of such medical emergency.

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Name of Utility: Gascony Water Company, Inc.

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- (e) Discontinuance of Service will be made during reasonable hours. Company personnel shall identify themselves and announce the intention to disconnect service, or leave a conspicuous notice of the disconnect.
- (f) The provisions of paragraphs (c) and (e) above may be waived, if safety of Company personnel while at the premises is a consideration.
- (g) Discontinuance of Service to a Unit for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the Customer.
- (h) In case the Company discontinues its service for any violation of these rules, then any monies due the Company shall become immediately due and payable.
- (i) The Company has the right to refuse service or to discontinue service to any Unit to protect itself against fraud or abuse.
- (j) The Company shall deal with Customers and handle Customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240 - 13.

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Water Service**MO. PUBLIC SERVICE COMM****Rule 8 TERMINATION OF SERVICE AT CUSTOMER'S REQUEST**

- (a) Service will be terminated at the Customer's request, by giving not less than twenty-four (24) hours notice to the Company during its regular office hours. The Company shall, on the requested day, read the Customer's Meter, if a Meter is installed, and shall compute the charges for water service rendered up to and including the time of termination. Such charges shall become due and payable immediately.
- (b) If a shutoff valve is available, a Customer may request temporary cessation of service for any length of time for his own convenience, however, the Customer shall still be responsible to pay the normal rate for service during the time the service is turned off. Turn off and turn on charges are specified in the Schedule of Service Charges.
- (c) Termination of Service pursuant to this rule does not include a seasonal disconnection, as such is not permitted under these rules (See Rule 10(p)).

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MO. PUBLIC SERVICE COMM

Rule 9 INTERRUPTIONS IN SERVICE

- (a) The Company reserves the right to discontinue water in its Mains at any time, without notice, for making emergency repairs to the water system.
- (b) Whenever service is interrupted for repairs, all Customers affected by such interruptions will be notified in advance whenever it is possible to do so. The Company will make every effort to minimize interruption of service.
- (c) No refunds of charges for water service will be made for an interruption of service unless such interruption is due to willful misconduct of the Company.
- (d) In order to avoid service problems when extraordinary conditions exist, the Company reserves the right, at all times, to determine the limit of and regulate in a reasonable and non-discriminatory manner, and where practical, the maximum amounts of water drawn from the Company Mains.

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Rule 10 BILLS FOR SERVICE

- (a) The charges for water service shall be at the rates specified in the Rate Schedules on file with the Missouri Public Service Commission. Other service charges, such as for turn-off or turn-on, inspection, disconnection/reconnection are set forth in the Schedule of Service Charges in these rules.
- (b) A Customer who has made application for water service to a Unit shall be responsible for payment for all water service provided to him at said Unit from the Date of Connection until the date the Customer requests termination by proper notification to the Company.
- (c) Each Customer is responsible for furnishing the Company with their correct year-round address or addresses (for Part-time Customers). Customer must notify the Company where to send each quarterly bill, if they reside at more than one address. Failure to receive bills will not be considered an excuse for non-payment, nor a reason to permit an extension of the date when the account would be considered delinquent. Bills and notices relating to the Company or its business will be mailed or delivered to the mailing address(es) entered in the Customer's application, unless the Company is notified by the Customer in writing of a change of address.
- (d) Payments shall be made at the office of the Company or at such other places conveniently located as may be designated by the Company or by ordinary mail. However, payment must be received by the close of business on the date due, or such payment will be considered delinquent.

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- (e) Neither the Company nor the Customer will be bound by bills rendered under mistake of fact as to the quantity of service rendered or as a result of clerical error. Customers will be held responsible for charges based on service provided by Company.
- (f) A separate bill shall be rendered for each Customer itemizing all charges for water service. All bills for service shall state the due date. The Company shall have the right to render bills quarterly.
- (g) Bills shall be due thirty (30) calendar days from the date of rendition, unless such due date falls on a Sunday, a legal holiday, or other day when the office is closed, in which case the due date shall be extended to the next business day. Bills unpaid after the stated due date will be delinquent and the Company shall have the right to discontinue service in accordance with Rule 7. The Company shall not be required to restore or connect any new service for such delinquent Customers until the unpaid account due the Company under these Rules and Regulations has been paid in full or arrangements satisfactory to the Company have been made to pay said account.
- (h) When bills are rendered for a period of less than a complete billing period due to the connection or Termination of Service, the billing shall be the monthly minimum plus an amount based on the water used at the commodity (water usage) rate or one-half (1/2) of the flat rate if applicable.
- (i) The Company may require a security deposit or other guarantee as a condition of new service if the Customer: (i) still has an unpaid account with a utility providing the same type of service accrued within the last five (5) years, (ii) has diverted or interfered with the same type of service in an unauthorized manner within the last five

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Rules Governing Rendering of
Water Service

MO. PUBLIC SERVICE COMMISSION

Rule 10 (Con't)

(5) years, or (iii) is unable to establish a credit rating with the Company. Adequate credit rating for a residential Customer shall be established if the Customer (i) owns or is purchasing a home, (ii) is and has been regularly employed full time for at least one year, (iii) has an adequate and regular source of income, or (iv) can provide credit references from a commercial credit source.

- (j) The Company may require a security deposit or other guarantee of payment as a condition of continued service if: (i) the water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute, (ii) the utility service to the Unit has been diverted or interfered with in an unauthorized manner, (iii) the Customer has failed to pay undisputed bills before the delinquency date for two (2) out of four (4) consecutive quarterly billing periods.
- (k) The amount of a security deposit shall not exceed utility charges applicable to one (1) billing period plus thirty (30) days, computed on estimated or actual annual usage or the flat rate, if applicable.
- (l) Interest at the rate of 6% per annum compounded annually shall be payable on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest may be credited to the Customer's account.
- (m) After a Customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one year, credit shall be established or re-established, and the deposit and any interest due shall be refunded. The Company may withhold full refund of the deposit pending resolution of a disputed matter.

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Rule 10 (Con't)

- (n) The Company shall give a receipt for deposits received, but shall also keep accurate records of deposits, including Customer name, service address, amounts, interest, attempts to refund, and dates of each activity regarding the deposit.
- (o) All billing matters shall be handled in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240-13.
- (p) It is the intent of these rules that all Customers, whether full-time or part-time, shall pay the specified quarterly rates on a year-round basis. Temporary disconnection or seasonal inactivity does not qualify as a reason for any Customer to avoid paying a quarterly water bill. Any Customer who represents a disconnection to be permanent, and subsequently requests a reconnection, will be charged for water service for the time period when the service was disconnected. The Company may, at its discretion, make an exception in cases where the Customer can prove they had a genuine intent to permanently vacate the premises at the time they requested the disconnection, and that they maintained that intent during the entire period of disconnection.

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MO. PUBLIC SERVICE COMMISSION

Rule 11 METERS AND METER INSTALLATIONS

- (a) All Meters and Meter installations shall be furnished, installed, maintained and removed by the Company and shall remain its property. The Company's installed Meter shall be the standard for measuring water used to determine the bill, where a metered rate is used.
- (b) The Company shall have the right to determine on the basis of the Customer's 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 paid by the Customer.
- (c) Service to each Customer stated in Rule 11(a) shall be furnished through a single Metering installation. Where a Unit is occupied by more than one tenant, the Unit shall be served by one Meter. Inside plumbing may be rearranged at the Customer's own expense so as to separate the Units and Meter tenants, then divide the bill accordingly.
- (d) The Meters, Meter Setting, vault box, or 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. For failure to protect same against damage, the Company may disconnect service until the Company is paid for such damage. The amount of the charge shall be the cost of the necessary replacement parts and the labor cost necessary to make the repair.

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MO. PUBLIC SERVICE COMM

Rule 11 (Con't)

- (e) The Meter will be installed at or near the Customer's property line or on the Customer's property. It shall be placed in a Meter box vault constructed by the Company in accordance with its specifications. The Company shall furnish and install suitable Metering equipment for each Customer stated in Rule 11(a), except where installation in a special setting is necessary, in which case, the excess cost of installation shall be paid by the Customer.
- (f) The Customer shall promptly notify the Company of any defect in, or damage to, the Meter Setting.
- (g) Any change in the location of any existing Meter or Meter Setting at the request of the Customer shall be made at the expense of the Customer, and with the approval of the Company.
- (h) If an existing basement Meter location is determined inadequate or inaccessible by the Company, the Customer must provide for the installation of a Meter to be located at or near the Customer's property line. The Customer shall obtain from the Company, or furnish the necessary Meter installation appurtenances conforming to the Company's specifications, and said appurtenances and labor shall be paid for by the Customer.
- (i) Approved Meter installation locations in dry basements, sufficiently heated to keep the Meter from freezing, may remain provided the Meter is readily accessible, at the Company's and Customer's convenience as determined by the Company, for servicing and reading and the Meter space provided is located where the service line enters the Unit. The Company may, at its discretion, require the Customer to install a remote reading device at an approved location,

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Rule 11 (Con't)

for the purpose of reading the Meter. It is the responsibility of the Customer and/or the owner of the premises to provide a location for the water Meter which, in the event of water discharge as a result of leakage from the Meter or couplings, will not result in damage. The Company's liability for damages to any and all property caused by such leakage shall in no event exceed the price of water service to the affected premises for one average billing period in the preceding year. Where damage is caused by the gross negligence of Company personnel at the premises, this limitation will not apply. If a Customer refuses to provide an accessible location for a Meter as determined by the Company, the Company will notify the Executive Secretary of the Public Service Commission before ultimately refusing service or proceeding to discontinue service.

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Rule 12 METER TESTS AND TEST FEES

- (a) Any metered Customer may request the Company to make a special test of the accuracy of the Meter through which water is directly supplied to him. This test will be made in accordance with water industry test procedures, and to check for accuracy as required by regulations of the Public Service 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 without charge, upon the request of the Customer, if the Meter has not been tested within twelve (12) months preceding the requested test; otherwise, an approved charge will be made if the test indicates Meter accuracy within five percent (5%).
- (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. The Company will provide a certified copy of the test report to the Customer.
- (d) If a test shall show an average error of more than five percent (5%), billings shall be adjusted as provided by these Rules.

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Rule 13 BILL ADJUSTMENTS BASED ON METER TESTS

- (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 Public Service Commission, the Company shall adjust the metered 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 metered 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 only when the Company was not 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 defined above in paragraph (a). Said refund may, at the Company's option, be in the form of a credit to the Customer's bill.

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Rule 14 EXTENSION OF WATER MAINS

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

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MO. PUBLIC SERVICE COMMISSION

Rule 14 (Con't)

2. For single-family residential Applicants that are applying for service in areas that are unplatted in Subdivision lots, the Applicants' cost shall be equal to the total cost of the Main extension divided by the total length of the Main extension in feet multiplied by one hundred (100) feet.
3. For industrial, commercial, or multifamily residential Applicants, the cost will be equal to the amount calculated for a single-family residence in paragraphs d(1) or d(2) above multiplied by the flow factors of the Applicant's Meter. The flow factors of the various sizes of Meters are as follows:

<u>Meter Size</u>	<u>Flow Factor</u>
5/8	1
1	2.5
1 1/2	5
2	8
3	15
4	25

(e) Refunds of contributions shall be made to Applicant(s) as follows:

1. Should the actual cost of the extension be less than the estimated cost, the Company shall refund the difference as soon as the actual cost has been ascertained.
2. During the first ten (10) years after the Main Extension is completed, the Company will refund to the Applicant(s) who paid for the extension the money collected from Applicant(s) in accordance with paragraph (d) above. The refund shall be paid within a reasonable time after the money is collected.

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Rule 14 (Con't)

3. The sum of all refunds to any Applicant shall not exceed the total contribution which all Applicants have paid.
- (f) Extensions made under this rule shall be and remain the property of the Company.
- (g) The Company reserves the right to further extend the Main and to connect Mains on intersecting streets and easements. Connecting new Customers to such further extensions shall not entitle the Applicant(s) paying for the original extension to a refund for the connection of such Customers.
- (h) Extensions made under this rule shall be of Company-approved pipe, sized to meet water service requirements. If the Company chooses to size the extension larger in order to meet the Company's overall system requirements, the additional cost caused by the large size of pipe shall be borne by the Company.
- (i) No interest will be paid by the Company of payments for the extension made by the Applicant(s).
- (j) If extensions are required on private roads, streets, through private property, or on private property adjacent to a public right-of-way, a proper deed of easement must be furnished to the Company, without cost to the Company, before the extension will be made.

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