

Name of Utility: Stephen T. Fennema and Mona L. Fennema
d/b/a Woodland Manor Water Company

Service Area: Kimberling City, MO

**Missouri Public
Service Commission**

Rules Governing Rendering of
Water Service

REC'D MAR 17 1999

ADOPTION NOTICE

Water system assets were transferred to Stephen T. Fennema and Mona L. Fennema, with approval granted in Case No. WM-99-119. Accordingly, Stephen T. Fennema and Mona L. Fennema d/b/a Woodland Manor Water Company hereby adopts, ratifies, and makes its own in every respect as if the same had been originally filed by it all tariffs, schedules, rules, notices or other instruments filed with the Public Service Commission, State of Missouri, by Bob Connell d/b/a Woodland Manor Water Company currently on file with and approved by the Commission.

- * Indicates new rate or text
- + Indicates change

**Missouri Public
Service Commission**
99-119

FILED APR 19 1999

DATE OF ISSUE March 19, 1999

Month Day Year

DATE EFFECTIVE April 19, 1999

Month Day Year

ISSUED BY Stephen T. Fennema & Mona L. Fennema
Stephen T. Fennema & Mona L. Fennema, Proprietors, HCR 1 Box 90A, Blue Eye, MO 65611

CANCELLED

June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

P.S.C. MO No. 1

1st

Revised

Sheet No. 1

Canceling P.S.C. MO No. 1

Original

Sheet No. 1

Name of Utility: Stephen T. Fennema and Mona L. Fennema
d/b/a Woodland Manor Water Company

Service Area: Kimberling City, MO

**Missouri Public
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Rules Governing Rendering of
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INDEX

Sheet No.

Adoption Notice
Index
Map of Service Area
Legal Description of Service Area
Schedule of Rates
Schedule of Service Charges

A
1
2
3
4
5

*

Rule No.

1	Definitions	6 - 7
2	General Rules and Regulations	8
3	Company Employees and Customer Relations	9
4	Applications for Service	10
5	Inside Piping and Customer Water Service Lines	11 - 13
6	Improper or Excessive Use	14 - 15
7	Discontinuance of Water Service By Company	16 - 18
8	Discontinuance of Water Service by Customer's Request	19
9	Interruptions in Service	20
10	Bills for Service	21 - 24
11	Meters and Meter Installations	25 - 27
12	Meter Tests and Test Fees	28
13	Bill Adjustments Based on Meter Tests	29
14	Extensions of Water Mains	30 - 33

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Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

TOTAL P.02

FORM NO. 13 P.S.C.MO. No. 1 { Original } SHEET No. 1
 { Revised }
 Cancelling P.S.C.MO. No. _____ { Original } SHEET No. _____
 { Revised }
 Bob Connell d/b/a
Woodland Manor Water Company For Kimberling City, Missouri
 Name of Issuing Corporation Community, Town or City

INDEX		NOV 25 1992
Index		Sheet No.
Map of Service Area		2
Legal Description of Service Area		3
Schedule of Rates		4
Schedule of Service Charges		5
Rule No.		
1 Definitions		6-7
2 General Rules and Regulations		8
3 Company Employees and Customer Regulations		9
4 Applications for Service		10
5 Inside Piping and Customer Water Service Lines		11-13
6 Improper or Excessive Use		14-15
7 Discontinuance of Service By Company		16-18
8 Discontinuance of Water Service by Customer's Request		19
9 Interruptions in Service		20
10 Bills for Service		21-24
11 Meters and Meter Installations		25-27
12 Meter Tests and Test Fees		28
13 Bill Adjustments Based on Meter Tests		29
14 Extension of Water Mains		30-33

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APR 19 1999
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FILED

DEC 12 1992

92 - 83
Public Service Commission

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+Indicates change

DATE OF ISSUE NOV 12 1992 DATE EFFECTIVE DEC 12 1992
 month day year month day year
 ISSUED BY Bob Connell name of officer Bob Connell P.O. Box 151
 Sole Prop. Kimberling City, MO address 65686
 title

FORM NO. 13

P.S.C.MO. No. 1{ Original } SHEET No. 2
{ Revised }

Cancelling P.S.C.MO. No. _____

{ Original } SHEET No. _____
{ Revised }

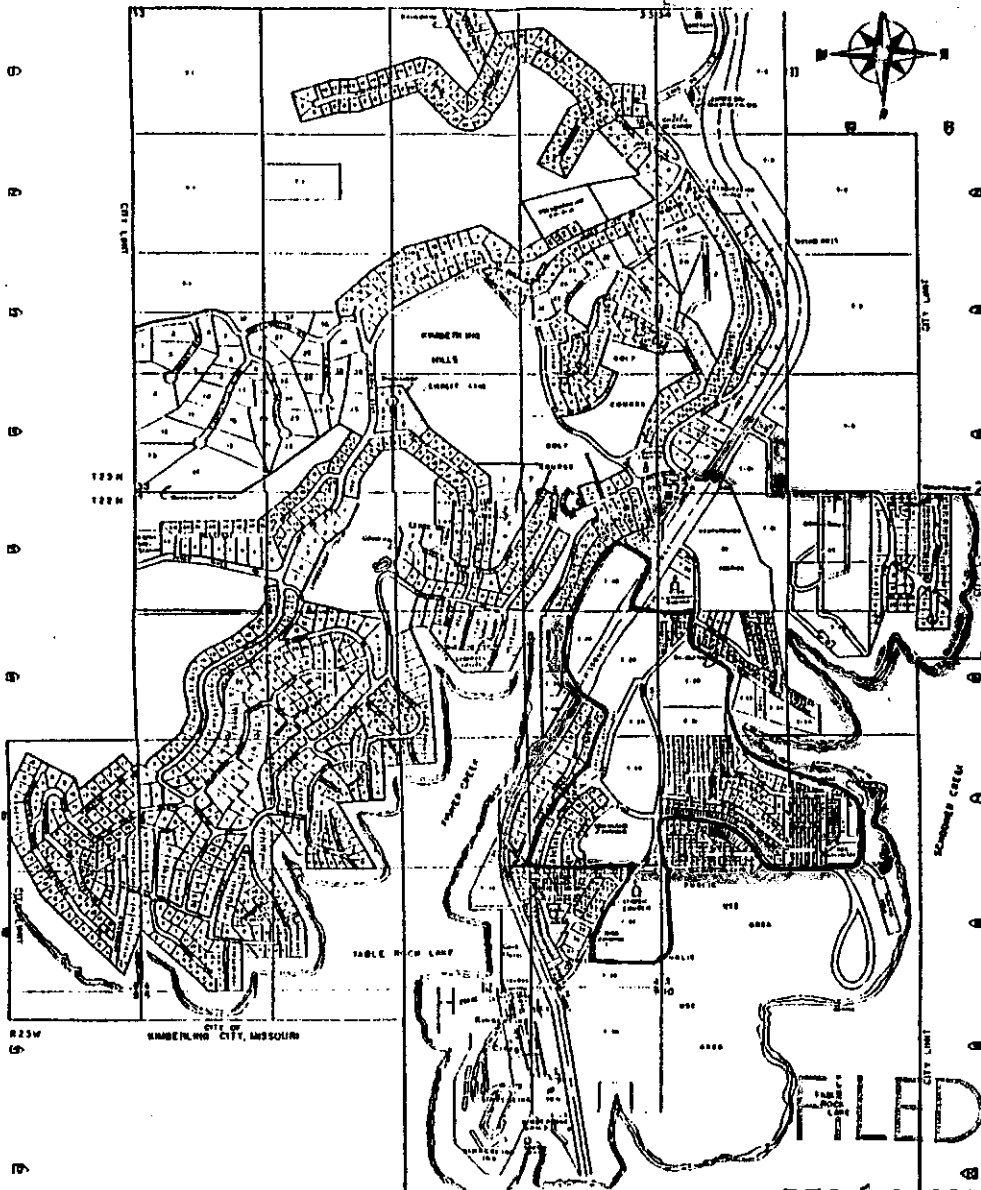
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MAP OF SERVICE AREA

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DEC 12 1992

92 - 83

Public Service Commission

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Sole Prop. Kimberling City, MO
title address 65686CANCELLED
June 28, 2013Missouri Public
Service Commission

WR-2013-0326; YW-2013-0500

FORM NO. 13

P.S.C.MO. No. 1{ Original } SHEET No. 3

{ Revised }

Cancelling P.S.C.MO. No. _____

{ Original }

SHEET No. _____

{ Revised }

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Woodland Manor Water Company

Name of Issuing Corporation

For Kimberling City, Missouri
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LEGAL DESCRIPTION OF SERVICE AREA

DEC 12 1992

The N 1/2 of Sec 3 T22N R23W and the N 1/2 of the SW 1/4 of said Sec 3 which lies to the west of Schooner Creek Cove of Table Rock Lake, and lies to the east of a line 200' west of and parallel to Wildwood Lane, also known as Old MO Hwy 13.

The E 1/2 of Sec 4 T22N R23W which lies to the east of MO Hwy 13, and the NE 1/4 of said Sec 4 which lies to the west of MO Hwy 13, and lies east of a line 200' west of and parallel to Wildwood Lane, also known as Old MO Hwy 13.

The SW 1/4 of the SW 1/4 of Sec 34 T23N R23W which lies to the east of MO Hwy 13, and lies west of a line 200' east of and parallel to Oak Drive.

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Bob Connell d/b/a

Woodland Manor Water Company
Name of Issuing CorporationFor Kimberling City, Missouri
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RATE SCHEDULE

Rate Schedule: ----- General

Availability

Any metered Customer adjacent to the Company's distribution mains using standard water service.

Price ScheduleFixed Cost per month for Metered Customers: \$16.13
for first 5,000 gallons per month.Over 5,000 gallons per month, per 1,000 gallons:
\$2.45For Unmetered Customer: Fixed costs per
month: \$16.13Taxes

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

Delayed Payment Clause

Bills will be made out and distributed at monthly intervals. Bills will be rendered net, bearing the last date on which payment is due; per Rule No. 10.

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Woodland Manor Water Company

For Kimberling City, Missouri

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SCHEDULE OF SERVICE CHARGES

Rate Schedule: ----- Additional Service Charges

Availability

Any potential or existing metered Customer adjacent to the Company's service connection mains requesting or using standard water services.

Meter Installation

The cost to each new Customer for the installation of service and a water meter in accordance with Rule No. 11 hereafter shall be \$325.00, plus actual additional cost for excavation of rock. The cost of meter installation to existing Customers on the effective date of this tariff shall be \$250.00 (which may be paid, at Customer's option, in 24 equal monthly installments of \$11.65).

Meter Test Fee

The cost to each Customer for a meter test requested by said Customer in accordance with Rule No.12 hereafter shall be \$25.00.

Connection Inspection Fee

The cost to each Customer for inspection of the connection of Customer water service lines to Company service connections in accordance with Rule No. 5 hereafter shall be \$25.00.

"Service Calls"

Repairs or maintenance made by the Company as a result of damage or misuse of Company property, or Customer property, when requested by the Customer, shall be paid by the Customer based upon the actual cost of labor and materials for said repairs or maintenance, but in no event shall be less than \$40.00.

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The cost of each Customer for "turn-off" or "turn-on" pursuant to the rules shall be \$15.00.

92 - 83

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NOV 12 1992

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Community, Town or City

Community, Town or City

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Bob Connell d/b/a

- (a) The "COMPANY" is the Woodland Manor Water 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 served and shall pertain to any building whether residential or commercial owned or leased. Mobile homes or rental units 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 throughout the Company's service area.
- (e) A "CUSTOMER'S 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 said customer's water service line shall be deemed to begin at the edge of the street abutting the customer's property.
- (f) A "SERVICE CONNECTION" is the pipeline connecting the main to the customer's water service line at the property line, or outdoor meter setting, including all necessary appurtenances.

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DATE EFFECTIVE DEC 12 1992
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Cancelling P.S.C.MO. No. _____

{ Original } SHEET No. _____
{ Revised }

Bob Connell d/b/a

Woodland Manor Water Company

For- Kimberling City, Missouri

Name of Issuing Corporation

Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

2 1992

Rule 1 DEFINITIONS (Continued)

This service connection will be installed, owned, and maintained by the Company. If the property line is in a street, the said service connection shall be deemed to end at the edge of the street abutting the customer's property.

- (g) The "DATE OF CONNECTION" shall be the date of the permit for installation and connection issued by the Company. In the event no permit is taken and a connection is made, the date of connection may be the date of commencement of construction of the building upon the property.
- (h) The "METER SETTING" includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company.
- (i) The "METER" is a device used to measure and record the quantity of water that flows through; and is installed in the meter setting.
- (j) "DEVELOPER" means any person, firm, corporation, partnership or other 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.
- (k) "SUBDIVISION" means any land in this state 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.

FILED

DEC 12 1992

92 - 83

Public Service Commission

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NOV 12 1992

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DEC 12 1992

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ISSUED BY

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FORM NO. 13 P.S.C.MO. No. 1 { Original } SHEET No. 8
Cancelling P.S.C.MO. No. { Revised }
Bob Connell d/b/a { Original } SHEET No.
Woodland Manor Water Company For Kimberling City, Missouri
Name of Issuing Corporation Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

1992

Rule 2 GENERAL

- (a) Every water customer, upon signing an application for any water 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 water 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 and proper.
- (d) After the effective date of these rules and regulations, all new facilities, construction contracts, and written agreements shall conform to these rules and regulations in accordance with the statutes of the State of Missouri and of the Public Service Commission of Missouri. Pre-existing facilities that do not comply with applicable rules and regulations may remain, provided that their existence does not constitute a service problem or improper use, and reconstruction is not practical.

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FILED

DEC 12 1992

92 - 83

Public Service Commission

DATE OF ISSUE NOV 12 1992 DATE EFFECTIVE DEC 12 1992
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ISSUED BY Bob Connell Bob Connell P.O. Box 151
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CANCELLED
June 28, 2013
Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

Cancelling P.S.C.MO. No. _____

{ Original }
{ Revised }

SHEET No. _____

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Woodland Manor Water Company

For Kimberling City, Missouri

Name of Issuing Corporation

Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICERule 3 COMPANY EMPLOYEES AND CUSTOMER RELATIONS

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

FILED

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CANCELLED

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Woodland Manor Water Company

For Kimberling City, Missouri

Name of Issuing Corporation

Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

Rule 4 APPLICATIONS FOR SERVICE

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

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DEC 12 1992

92 - 83

Public Service Commission

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Woodland Manor Water Company

Name of Issuing Corporation

For Kimberling City, Missouri
Community, Town or CityRULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICERule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE
LINES

- (a) The Company will provide the Customer water service at the outdoor meter, or at the property line. Separate units shall be served through separate 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. Service line construction and maintenance from the property line or meter setting, including the connection to the meter setting, to the building shall be the responsibility of the Customer, and is subject to inspection by the Company. Customers shall be responsible for the cost of repairing any damage to the Company's lines, meters, and meter installations caused by the Customer, his agent, or tenant. Customer shall be responsible for a fee to Company for inspection of the initial connection of service.
- (c) Existing water service lines may be used in connecting with new buildings only when they are found by examination and testing not to constitute a hazard to the health and safety of any Customer or the Company's facilities.
- (d) The Customer's water service lines shall be brought to the unit at a depth of not less than 36 inches and have a minimum inside diameter of 3/4 of an inch upon entering the building. The service line shall be valved. This valve must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary.

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DEC 12 1992

92 - 83

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ISSUED BY

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WR-2013-0326; YW-2013-0500

Bob Connell d/b/a
Woodland Manor Water Company For Kimberling City, Missouri
 Name of Issuing Corporation Community, Town or City

RULES AND REGULATIONS GOVERNING
 RENDERING OF WATER SERVICE

Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE
LINES (continued)

- (e) The Customer's 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) Held for future use.
- (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 purposes of inspection to ensure compliance to these rules and regulations. The Company shall identify themselves and make these inspections only at reasonable hours.
- (i) Neither Customer's water service lines nor the Service Connection may be extended along public streets or roadways or through property of others in connecting with the Company's mains, except where the service connection is in the water main easement in order to be connected to the main. The service connection and service line must be laid in a straight line and at right angles to the main and the face of the structure or as nearly so as possible. Any deviation from this because of physical obstruction will be at the discretion of the Company.

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DEC 12 1992
 92 - 83
 Public Service Commission

DATE OF ISSUE NOV 12 1992 DATE EFFECTIVE DEC 12 1992
 month day year month day year
 ISSUED BY Bob Connell Bob Connell P.O. Box 151
 name of officer Sole Prop. Kimberling City, MO 65686
 title address

CANCELLED
 June 28, 2013

Cancelling P.S.C.MO. No. _____

SHEET No. _____

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Woodland Manor Water Company
Name of Issuing CorporationFor - Kimberling City, Missouri
Community, Town or CityRULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

2 1992

Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE LINES (continued)

- (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, shall be required to install and maintain a backflow prevention device. This rule may also apply to customers on whose premises it is impossible or impractical for the company to perform a cross connection survey. The device, installation, location and maintenance program shall be approved by the company.

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Woodland Manor Water Company

For Kimberling City, Missouri

Name of Issuing Corporation

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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

DEC 12 1992

Rule 6 IMPROPER OR EXCESSIVE USE

- (a) No Customer shall be wasteful of the water supplied to his premises by his willful action or inaction. It shall be the responsibility and duty of each Customer to maintain all piping and fixtures at his unit in a good and efficient state of repair at all times.
- (b) No Customer shall make or cause to be made a cross connection between the potable water supply and any source of chemical or bacterial contamination or any other water supply. The Company shall deny or discontinue service where Customer's Water Service Line or inside piping may, in the opinion of the Company, cause a cross-connection with non-potable water or otherwise jeopardize the health and safety of other Customers or the Company's facilities.
- (c) No Customer 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 Customer shall 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) No Customer shall attempt to take unmetered water from the Company mains either by an unauthorized tap or direct connection to service connection nor by connection to a fire hydrant.

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{ Revised }

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Woodland Manor Water Company
Name of Issuing CorporationFor Kimberling City, Missouri
Community, Town or CityRULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICERule 6 IMPROPER OR EXCESSIVE USE (continued)

- (f) Customers will not be permitted to supply water in any way to premises other than the service address, nor to permit others to use their hose or attachments, nor leave them exposed to use by others without permission from the water company.

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{ Original } SHEET No. _____
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RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY

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

1. Nonpayment of a delinquent account.
2. Failure to post a security deposit or guarantee acceptable to the utility.
3. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.
4. Failure to comply with the terms and conditions of a settlement agreement.
5. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
6. Violation of any of these rules and regulations on file with and approved by the Commission, or for any condition which adversely affects the safety of the customer or other persons, or the integrity of the utility's delivery system.
7. Enclosing or obstructing any meter so as to make reading or repairs unreasonably difficult.

(b) The Company may discontinue service after notice by first class mail is sent to the customer at least six (6) days prior to the date of the proposed discontinuance. If written notice is hand delivered to the customer, it shall be done at least forty-eight (48) hours prior to discontinuance. Service of notice by mail is complete upon mailing.

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CANCELLED

June 28, 2013

Missouri Public

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FORM NO. 13 P.S.C.MO. No. 1 {Original} SHEET No. 17
~~XXXXXX~~
Cancelling P.S.C.MO. No. _____ {Original} SHEET No. _____
Bob Connell d/b/a _____ {Revised}
Woodland Manor Water Company For Kimberling City, Missouri
Name of Issuing Corporation Community, Town or City

RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE	
Rule 7 <u>DISCONTINUANCE OF WATER SERVICE BY COMPANY</u> (continued)	
(c)	The Company shall make reasonable effort to communicate with the customer regarding the reason(s) for discontinuance of service, and the resolution. If discontinuance of service would affect an occupant who is not the Company's customer, or is not responsible for payment of the bill, then the Company shall make reasonable effort to inform such occupant(s) of the matter.
(d)	The Company shall postpone the discontinuance if personnel will not be available to restore service the same day, or if personnel will not be available to restore service the following day. The Company also shall postpone discontinuance if a medical emergency exists on the premises, however, the postponement may be limited to 21 days, and the Company may require proof of a medical emergency.
(e)	Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intentions 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 and Regulations, then any monies due the Company shall become immediately due and payable.
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Sole Prop. Kimberling City, MO 65686
name of officer title address

Cancelling P.S.C.MO. No.

SHEET No.

Bob Connell d/b/a

Woodland Manor Water Company

For Kimberling City, Missouri

Name of Issuing Corporation

Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY (continued)

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

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DEC 12 1992

92 - 83

Public Service Commission

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NOV 12 1992

DEC 12 1992

DATE OF ISSUE

month day year

DATE EFFECTIVE

month day year

ISSUED BY

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CANCELLED
June 28, 2013

Missouri Public
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{ Original }
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Rule 8 DISCONTINUANCE OF WATER SERVICE AT CUSTOMER'S REQUEST

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

FILED

DEC 12 1992

92 - 83

Public Service Commission

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+Indicates change

NOV 12 1992

DATE OF ISSUE

month day year

DATE EFFECTIVE

DEC 12 1992

month day year

CANCELLED

June 28, 2013

Missouri Public

Service Commission

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Cancelling P.S.C.MO. No. _____

{ Original } SHEET No. _____
{ Revised }

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RENDERING OF WATER 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.
- (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 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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DEC 12 1992

92 - 83

Public Service Commission

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DATE OF ISSUE NOV 12 1992DATE EFFECTIVE DEC 12 1992

month day year

Bob Connell

month day year

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ISSUED BY Bob Connell

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FORM NO. 13 P.S.C.MO. No. 1 { Original } SHEET No. 21
{ Revised }
Cancelling P.S.C.MO. No. { Original } SHEET No. _____
{ Revised }
Bob Connell d/b/a
Woodland Manor Water Company For Kimberling City, Missouri
Name of Issuing Corporation Community, Town or City

RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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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. Service charges for turn-off of service are set forth in the Schedule of Service Charges.
- (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 until the Customer notified the Company to discontinue service.
- (c) 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. Bills and notices relating to the Company or its business will be mailed or delivered to the mailing address entered in the Customer's application unless the Company is notified in writing by the Customer of a change of address.
- (d) Payments shall be made at the office of the Company or at such other places conveniently located as may be designated by the Company or by ordinary mail. However, payment must be received by the close of business on the date due.
- (e) 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.

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DEC 12 1992

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Public Service Commission

DATE OF ISSUE NOV 12 1992 DATE EFFECTIVE DEC 12 1992
month day year month day year
ISSUED BY Bob Connell P.O. Box 151
name of officer Sole Prop. Kimberling City, MO 65686
title address

CANCELLED
June 28, 2013

Missouri Public
Service Commission

WR-2013-0326; YW-2013-0500

FORM NO. 13

P.S.C.MO. No. _____

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{	Original	}	SHEET No. ²²
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Cancelling P.S.C.MO. No. _____

Bob Connell d/b/a

Woodland Manor Water Company

Name of Issuing Corporation

For Kimberling City, Missouri
Community, Town or City

**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

- (f) A separate bill shall be rendered for each Customer with itemization of all water service charges.
- (g) The Company shall have the right to render bills monthly. Bills shall be due and payable to it no later than twenty-one (21) calendar days from the date of rendition, unless such due date falls on a Sunday, a legal holiday, or other day when the office is closed, in which case the due date shall be extended to the next business day. All bills for service shall state the due date. 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) Held for future use.

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DEC 12 1992

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DATE OF ISSUE NOV 12 1992 DATE EFFECTIVE DEC 12 1992
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ISSUED BY Bob Connell Bob Connell P.O. Box 151
name of officer Sole Prop. Kimberling City, MO 65686
title address

CANCELLED

June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

FORM NO. 13

P.S.C.MO. No.

1

{ Original } SHEET No. 23

{ Revised }

Cancelling P.S.C.MO. No.

{ Original } SHEET No.

{ Revised }

Bob Connell d/b/a

Woodland Manor Water Company

For Kimberling City, Missouri

Name of Issuing Corporation

Community, Town or City

RULES AND REGULATIONS GOVERNING

RENDERING OF WATER SERVICE

NOV 12 1992

- (j) The Company may require a security deposit or other guarantee as a condition of new service if the customer still has an unpaid account with a utility providing the same type of service accrued within the last five years; or has diverted or interfered with the same type of service in an unauthorized manner within the last five (5) years; or is unable to establish a credit rating with the Company. Adequate credit rating for a residential customer shall be established if the Customer owns or is purchasing a home; or is and has been regularly employed full time for at least one year; or has an adequate and regular source of income; or can provide credit references from a commercial credit source.
- (k) The Company may require a security deposit or other guarantee of payment as a condition of continued service if: the water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or the utility service to the unit has been diverted or interfered with in an unauthorized manner; or the Customer has failed to pay bills before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods, or two (2) out of four (4) consecutive quarters, whichever shall apply.
- (l) 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.
- (m) 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.

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month day yearDATE EFFECTIVE DEC 12 1992
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CANCELLED
June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0300

FORM NO. 13

P.S.C.MO. No.

1

{ Original }

SHEET No. 24

{ Revised }

Cancelling P.S.C.MO. No.

{ Original }

SHEET No.

{ Revised }

Bob Connell d/b/a

Woodland Manor Water Company

For Kimberling City, Missouri

Name of Issuing Corporation

Community, Town or City

RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

NOV 12 1992

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Public Service Commission

- (n) After a customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one year, credit shall be established or re-established, and the deposit and any interest due shall be refunded. The utility may withhold full refund of the deposit pending resolution of a disputed matter.
- (o) The utility shall give a receipt for deposits received, but shall also keep accurate records of deposits, including customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- (p) All billing matters shall be handled in accordance with the Commission's Utility Billing Practices, 4. CSR 240-13.

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DEC 12 1992

92 - 83

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DATE OF ISSUE

NOV 12 1992

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ISSUED BY

Bob Connell

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CANCELLED
June 28, 2013

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Bob Connell d/b/a

Woodland Manor Water Company

Name of Issuing Corporation

For Kimberling City, Missouri
Community, Town or CityRULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

NOV 12 1992

Rule 11 METERS AND METER INSTALLATION

- (a) All permanent service connections shall be metered. The Company's installed meter shall be the standard for measuring water used to determine the bill.
- (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 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.
- (d) Service to any one Customer shall be furnished through a single metering installation. Where a building is occupied by more than one tenant, the building shall be served by one meter. The Customer may rearrange piping at his own expense so as to separate the units and meter his tenants as he chooses, then divide the bill accordingly.
- (e) 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. 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 necessary replacement parts and the labor cost necessary to make the repair.

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+Indicates change

DEC 12 1992

92 - 83

Public Service Commission

DATE OF ISSUE

NOV 12 1992

DATE EFFECTIVE

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month day year

month day year

ISSUED BY

Bob Connell

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June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

FORM NO. 13

P.S.C.MO. No. _____

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{ Original }
{ Revised }

SHEET No. 26

Cancelling P.S.C.MO. No. _____

{ Original }
{ Revised }

SHEET No. _____

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Woodland Manor Water Company

For Kimberling City, Missouri
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RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICERECEIVED
NOV 12 1992Rule 11 METERS AND METER INSTALLATIONS (continued)

- (f) The meter 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. Company shall furnish and install suitable metering equipment for each Customer except where installation in a special setting is necessary, in which case the excess cost of installation shall be paid by the Customer.
- (g) The Customer shall promptly notify the Company of any defect in, or damage to, the Meter Setting.
- (h) 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.
- (i) 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.
- (j) 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

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92 - 83
Public Service Commission

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month day year

DATE EFFECTIVE DEC 12 1992

month day year

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CANCELLED

June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

FORM NO. 13

P.S.C.MO. No. _____

1

{ Original
Revised }

SHEET No. 27

Cancelling P.S.C.MO. No. _____

{ Original
Revised }

SHEET No. _____

Bob Connell d/b/a

Woodland Manor Water Company

Name of Issuing Corporation

For Kimberling City, Missouri
Community, Town or CityRULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

NOV 12 1992

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Public Service Commission

Rule 11 METERS AND METER INSTALLATIONS (continued)

enters the building. The Company may, at its discretion, require the Customer to install a remote reading device at an approved location, 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 Water 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 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 Secretary of the Public Service Commission before ultimately refusing service or proceeding to discontinue service.

FILED

DEC 12 1992

92 - 83

Public Service Commission

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DATE OF ISSUE

NOV 12 1992

DATE EFFECTIVE

DEC 12 1992

month day year

month day year

ISSUED BY

Bob Connell

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P.O. Box 151

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CANCELLED

June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

FORM NO. 13

P.S.C.MO. No. _____

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{ Original }
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{ Original }
{ Revised }

SHEET No. 28

Cancelling P.S.C.MO. No. _____

SHEET No. _____

Bob Connell d/b/a

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For Kimberling City, MO 65686

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RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE

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Public Service CommissionRule 12 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, an approved charge 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. A certified copy of the test will be 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 the Rule for bill adjustments based on meter tests.

FILED

DEC 12 1992

92 - 83

Public Service Commission

*Indicates new rate or text

+Indicates change

NOV 12 1992

DEC 12 1992

DATE OF ISSUE

month day year

DATE EFFECTIVE

month day year

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CANCELLED

June 28, 2013

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WR-2013-0326; YW-2013-0500

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**RULES AND REGULATIONS GOVERNING
RENDERING OF WATER SERVICE**

NOV 12 1992

MISSOURI

Public Service Commission

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 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 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 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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+Indicates change

DEC 12 1992

92 -

83

Public Service Commission

NOV 12 1992

DEC 12 1992

DATE OF ISSUE

month day year

DATE EFFECTIVE

month day year

ISSUED BY

Bob Connell

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Kimberling City, MO 65686

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CANCELLED

June 28, 2013

Missouri Public

Service Commission

FORM NO. 13

P.S.C.MO. No. 1{ Original } SHEET No. 30

{ Revised }

Cancelling P.S.C.MO. No. _____

{ Original }

SHEET No. _____

{ Revised }

Bob Connell d/b/a

Woodland Manor Water Company

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RULES AND REGULATIONS GOVERNING

RENDERING OF WATER SERVICE

NOV 12 1992

Rule 14 EXTENSION OF WATER MAINS

(A) This rule shall govern the extension of mains by the Company in areas where there are no water mains in the streets and/or roadways. The Company will extend its mains along streets or roads within its certified area to serve new customers under the following terms and conditions:

(1) 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. Applicable income tax cost will be added to this estimate calculated at the maximum rate.

(2) Applicants 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 A-1, plus the appropriate customer connection fee. The contract may allow the customer to contract with an independent contractor for the installation and supply of material, except that mains of 12" or greater diameter must be installed by the Company and the reconstruction of existing facilities must be done by the Company.

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DATE OF ISSUE NOV 12 1992
month day yearDATE EFFECTIVE DEC 5 1992
month day yearISSUED BY Bob Connell name of officer
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P.O. Box 151 address

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June 28, 2013

Missouri Public

Service Commission

WR-2013-0326; YW-2013-0500

Cancelling P.S.C.MO. No. _____

{ Original } SHEET No. _____
{ Revised }

Bob Connell d/b/a

Woodland Manor Water Company

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RENDERING OF WATER SERVICE

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NOV 12 1992

MISSOURI
Public Service CommissionRule 14 EXTENSION OF WATER MAINS (continued)

- (3) The cost to an Applicant or Applicants connecting to a main extension contributed by other Applicants shall be as follows:

- (a) For single-family residential Applicants that are applying for service in a platted subdivision, the Company shall divide the actual cost of the extension (including income taxes) by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing mains shall be excluded.
- (b) 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 actual cost of the extension (including income taxes) for said extension across applicants property.
- (c) For industrial, commercial, or multifamily residential Applicants, the cost will be equal to the amount calculated for a single-family residence in Paragraphs 3a or 3b above multiplied times the flow factors of the Applicants' meter. The flow factors of the various sizes of meters are as follows:

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+Indicates change

DEC 12 1992

92 - 83

Public Service Commission

DATE OF ISSUE NOV 12 1992
month day yearDATE EFFECTIVE _____
month day yearISSUED BY Bob Connell

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Bob Connell P.O. Box 131
Kimberling City, MO 65686

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CANCELLED
June 28, 2013
Missouri Public
Service Commission

Cancelling P.S.C.MO. No. _____

{ Original } SHEET No. _____
{ Revised }

Bob Connell d/b/a

Woodland Manor Water Company

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Rule 14 EXTENSION OF WATER MAINS (continued)

Public Service Commission

Meter SizeFlow Factor

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1		2.5
1 1/2		5
2		8
3		15
4		25

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

- (a) 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.
- (b) After the Company has closed its books for the year in which a contribution was made, it will determine its actual income tax cost associated with each extension and refund any excess income tax costs collected from each Applicant.
- (c) During the first ten years after the main extension is completed, the Company will refund to the initial Applicants who paid for the extension, monies collected from subsequent Applicants in accordance with paragraph above. The refund shall be paid within a reasonable time after the money is collected.

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DEC 12 1992

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FILED

NOV 12 1992

Public Service Commission

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month day year

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June 28, 2013

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RENDERING OF WATER SERVICE

NOV 12 1992

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Rule 14 EXTENSION OF WATER MAINS (continued)

(d) The sum of all refunds to any Applicant shall not exceed the total contribution, adjusted for taxes associated with the extension, which the Applicant has paid.

- (5) Extensions made under this rule shall be and remain the property of the Company.
- (6) The Company reserves the right to further extend the main and to connect mains on intersecting streets and easements and customers connected to such further extensions shall not entitle the applicant(s) paying for the original extension to a refund for the connection of such customers.
- (7) 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.
- (8) No interest will be paid by the Company of payments for the extension made by the Applicant(s).
- (9) If extensions are required on private roads, streets, through private property, or on private property adjacent to public right-of-way, a proper deed of easement must be furnished to the Company without cost to the Company, before the extension will be made.

FILED

DEC 12 1992

97 - 83

*Indicates new rate or text

+Indicates change

NOV 12 1992

Public Service Commission

DATE OF ISSUE

month day year

DATE EFFECTIVE

month day year

ISSUED BY

Bob Connell

name of officer

Bob Connell

Sole Prop.

title

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