

FORM NO. 13 P.S.C.MO. No. 1  
Loma Linda Estates, Inc. d/b/a For  
Loma Linda Water Company  
(Issuing Corporation)

Original Sheet No. 1  
Loma Linda Development  
Newton County, Missouri  
(Community, Town or City)

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(name of officer) (title) (address)

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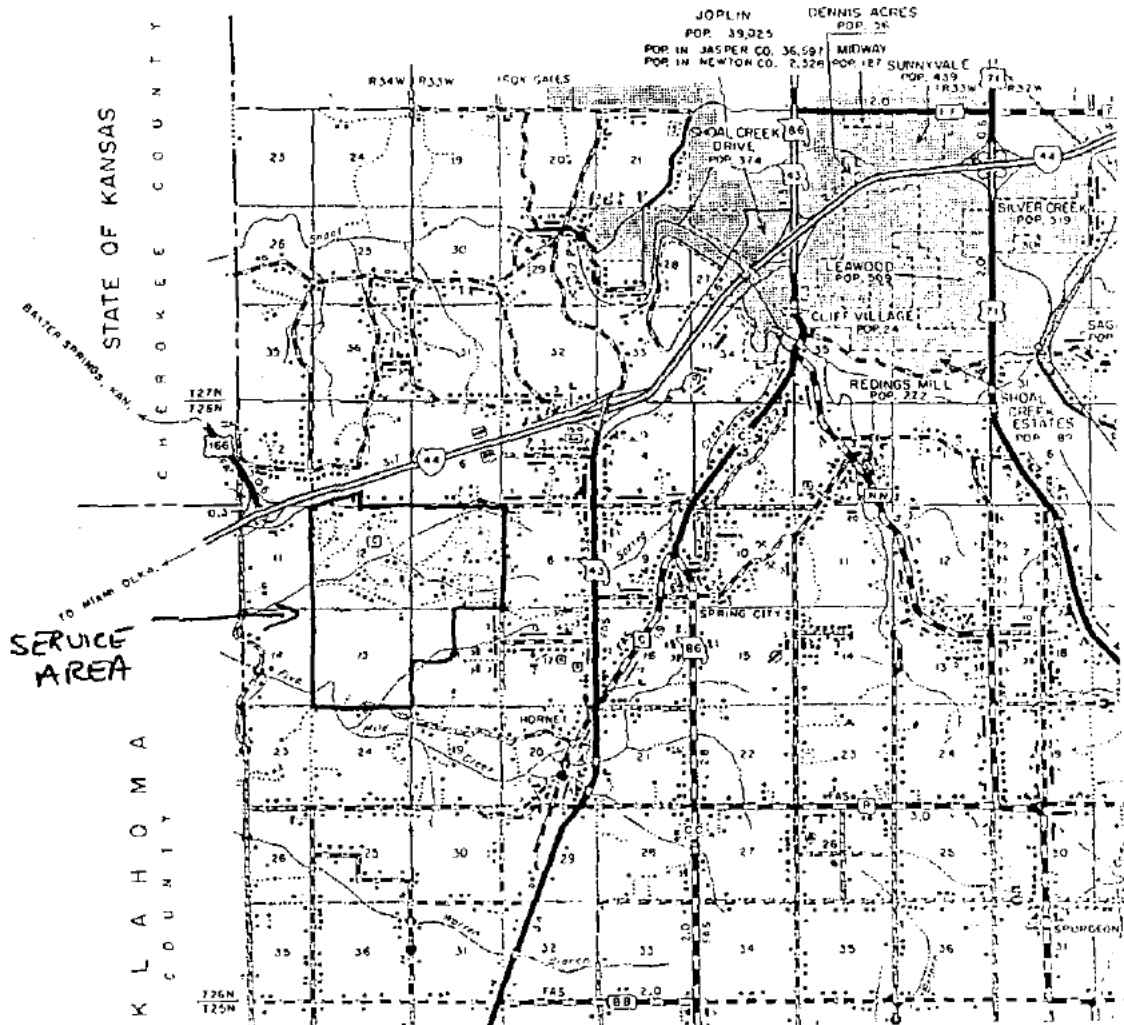
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Newton County, Missouri  
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MAP OF SERVICE AREA

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Original Sheet No. 3  
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LEGAL DESCRIPTION OF SERVICE AREA

OCT 26 1993

MO. PUBLIC SERVICE COMM.

All of Section 13, and all of Section 12, Township 26, Range 34, and all of Section 7 and the Northwest (NW) Fractional Quarter of Section 18, Township 26, Range 33, all lying within Newton County, Missouri, and a Tract of land commencing 678.75 feet East of the Southwest (SW) corner of the Southwest Quarter (SW1/4) of Section 1, Township 26, Range 34, thence East 407.25 feet, thence North to South Highway right-of-way line of Interstate Highway No. 44, thence Southwesterly along and parallel to the Highway right-of-way of Interstate Highway No. 44 to a point directly North of point of beginning, thence South of the point of beginning, in Newton County, Missouri.

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Loma Linda Estates, Inc.  
d/b/a Loma Linda Water Co. For Loma Linda Development  
Newton County, Missouri

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SCHEDULE OF RATES

SEP 26 1996

RESIDENTIAL RATE

MISSOURI  
Public Service Commission

The minimum monthly rate is as follows:

Meter size	5/8" or less	\$ 5.48
	1"	13.70
	1.5"	27.41
	2.0"	43.85
	3.0"	82.23
	4.0"	137.04

Commodity Charge per 1,000 gallons \$ 2.47

The residential rate applies to all domestic use, whether for single family residences or multi-family residences served by a single meter and used primarily for non-business, non-commercial or non-industrial purposes.

COMMERCIAL RATE

The minimum monthly rate is as follows:

Meter size	5/8" or less	\$ 5.48
	1"	13.70
	1.5"	27.41
	2.0"	43.85
	3.0"	82.23
	4.0"	137.04

Commodity Charge per 1,000 gallons \$ 2.47

The commercial rate applies to all use which does not qualify for any other rate schedule.

GOLF COURSE IRRIGATION RATE

Untreated water used off peak demand periods for golf course irrigation when the backup well is not required to provide an adequate supply of water to the Company's other customers will be billed at a rate of \$ 0.93 per thousand gallons.

GROSS RECEIPTS, OCCUPATION, FRANCHISE OR OTHER TAXES AND FEES

There shall be added to the customer's bill, as a separate item, an amount equal to the full cost of any license, occupation, franchise or other similar tax or fee imposed upon the Company by any municipality or governmental authority, whether imposed by ordinance, franchise agreement or otherwise, when the tax is based upon a percentage of gross receipts, net receipts or revenues from the sale of water service rendered by the Company to the customer or is based upon the number of connections to the water system. Bills will be increased the proportionate amount only in the service areas where such tax is applicable.

- \* Indicates new rate on text.
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FORM NO. 13 P.S.C.MO. No. 1  
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Original Sheet No. 4  
Loma Linda Development  
Newton County, Missouri  
(Community, Town or City)

SCHEDULE OF RATES

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UNMETERED SERVICE

The monthly rate for unmetered service is \$ 18.19.

METERED SERVICE

The minimum monthly rate for metered service, which includes 7,000 gallons per month is as follows:

Meter size 5/8" or less .....	\$ 18.19
1".....	21.27
1.5".....	26.39
2.0".....	32.54
3.0".....	46.89
4.0".....	67.39

Consumption in excess of 7,000 gallons per month will be billed at the rate of \$ 1.19 per thousand gallons.

GOLF COURSE IRRIGATION RATE

Untreated water used during off peak demand periods when the backup well is not required to provide an adequate supply of water to the Company's other customers will be billed at a rate of \$ 0.50 per thousand gallons.

GROSS RECEIPTS, OCCUPATION, FRANCHISE OR OTHER TAXES AND FEES

There shall be added to the Customer's bill, as a separate item, an amount equal to the proportionate part of any license, occupation, franchise or other similar fee or tax now or hereafter imposed upon Company by any municipality or any other governmental authority, whether imposed by ordinance, franchise or otherwise, in which the fee or tax is based upon a percentage of gross receipts, net receipts or revenues from the sale of water service rendered by the Company to the Customer or is based upon the number of connections to the water system. Bills will be increased the proportionate amount only in service areas where such tax is applicable.

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JUN 27 1995  
BY Pat R. S. #4  
Public Service Commission  
MISSOURI

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Loma Linda Estates, Inc.  
d/b/a Loma Linda Water Co.For Loma Linda Development  
Community, Town or City  
Newton County, Missouri

Name of Issuing Corporation

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## SCHEDULE OF RATES

APR 28 1995

## METERED SERVICE

MISSOURI  
Public Service Commission

The minimum monthly rate is as follows:

Meter size 5/8" or less . . . . .	\$ 5.48
1" . . . . .	13.70
1.5" . . . . .	27.41
2.0" . . . . .	43.85
3.0" . . . . .	82.23
4.0" . . . . .	137.04

Commodity Charge per 1,000 gallons . . . 2.47

CANCELLED

## GOLF COURSE IRRIGATION RATE

Untreated water used during off peak demand periods when the backup well is not required to provide water to the Company's other customers will be billed at a rate of \$ 0.93 per thousand gallons.

NOV 1 1996  
2nd R.S. # 4  
Missouri Public Service Commission

## GROSS RECEIPTS, OCCUPATION, FRANCHISE OR OTHER TAXES AND FEES

There shall be added to the Customer's bill, as a separate item, an amount equal to the proportionate part of any license, occupation, franchise or other similar fee or tax now or hereafter imposed upon Company by any municipality or any other governmental authority, whether imposed by ordinance, franchise or otherwise, in which the fee or tax is based upon a percentage of gross receipts, net receipts or revenues from the sale of water service rendered by the Company to the Customer or is based upon the number of connections to the water system. Bills will be increased the proportionate amount only in service areas where such tax is applicable.

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month day year month day yearISSUED BY Joseph D. Blau, President, Route 5, Box 1000, Joplin, MO 64804  
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Cancelling P.S.C.MO. No. 1 Original SHEET No. 5Loma Linda Estates, Inc.  
d/b/a Loma Linda Water Co. For Loma Linda Development  
Newton County, Missouri**RECEIVED**

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## SCHEDULE OF SERVICE CHARGES

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Initial Connection Fee .....	\$ 175.00
(applies when a new service connection must be made)	
Disconnection Fee .....	10.00
Re-connection Fee .....	10.00

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CANCELED

May 12, 2011

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64804

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Original Sheet No. 5  
Loma Linda Development  
Newton County, Missouri  
(Community, Town or City)

SCHEDULE OF SERVICE CHARGES

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Disconnection Fee .....\$ 10.00

Re-connection Fee ..... 10.00

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BY 1st R.S. #5  
Public Service Commission  
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MO. PUBLIC SERVICE COMM.



RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 1 DEFINITIONS

Loma Linda Estates, Inc. d/b/a

Loma Linda Water Company

OCT 26 1993

- (a) The "COMPANY" is the acting through its officers, managers, or other duly authorized employees or agents.

MO. PUBLIC SERVICE COMM.

- (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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 1 DEFINITIONS (Continued)

MO. PUBLIC SERVICE COMM.

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.

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Original Sheet No. 8  
Loma Linda Development  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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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. MO. PUBLIC SERVICE COMM.
- (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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Original Sheet No. 9  
Loma Linda Development  
Newton County, Missouri  
(Community Town of City)

RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 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.

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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 4 APPLICATIONS FOR SERVICE

MO. PUBLIC SERVICE COMM.

- (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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 5 INSIDE PIPING AND CUSTOMER WATER SERVICE  
LINES

OCT 26 1993

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

MO. PUBLIC SERVICE COMM.

- (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) The Company will not 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 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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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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 6 IMPROPER OR EXCESSIVE USE

MO. PUBLIC SERVICE COMM.

- (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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Newton County, Missouri  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 6 IMPROPER OR EXCESSIVE USE (continued)

OCT 26 1993

- (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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Newton County, Missouri**RECEIVED**

SEP 22 1996

## RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

MISSOURI  
Public Service CommissionRule 7 DISCONTINUANCE OF WATER 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 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.

++ (b) The Company may discontinue service after written notice by first class mail if such notice is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. If written notice is hand delivered to the customer, it shall be done at least ninety-six (96) hours prior to discontinuance.

\* Indicates new rate or text  
+ Indicates change

**FILED**

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CANCELED

May 12, 2011

DATE OF CANCELLATION

9/26/96

DATE EFFECTIVE

11/1/96

MO.PUBLICSERVICECOMM

Service Commission

ISSUED BY: J. Joseph Blau

Blau, President, Route 5, Box 1000, Joplin, MO

64804

FORM NO. 13 P.S.C.MO. No. 1  
Loma Linda Estates, Inc. d/b/a For  
Loma Linda Water Company  
(Issuing Corporation)

Original Sheet No. 16  
Loma Linda Development  
Newton County, Missouri  
(Community, Town or City)

RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

RECEIVED

Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY

OCT 26 1993

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

MO. PUBLIC SERVICE COMM.

1. Nonpayment of a delinquent account not in dispute.
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.

(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 mailing.

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Public Service Commission  
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MO. PUBLIC SERVICE COMM.

Cancelling P.S.C.MO. No. 1 Original SHEET No. 17

**RECEIVED**

Loma Linda Estates, Inc.

d/b/a Loma Linda Water Co.

For Loma Linda Development

Newton County, Missouri SEP 23 1996

**RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE** MISSOURI Public Service Commission**Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY (continued)**

- \* (c) The Company shall make reasonable efforts, at least twenty-four (24) hours preceding discontinuance, to contact the customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. 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 efforts 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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY (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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FORM NO. 13 P.S.C.MO. No. 1  
Loma Linda Estates, Inc. d/b/a For  
Loma Linda Water Company  
(Issuing Corporation)

Original Sheet No. 18  
Loma Linda Development  
Newton County, Missouri  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 7 DISCONTINUANCE OF WATER SERVICE BY COMPANY (continued)

OCT 26 1993

- (1) 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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FORM NO. 13 P.S.C.MO. No. 1  
Loma Linda Estates, Inc. d/b/a For  
Loma Linda Water Company  
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Original Sheet No. 19  
Loma Linda Development  
Newton County, Missouri  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 8 DISCONTINUANCE OF WATER SERVICE AT CUSTOMER'S REQUEST

MO. PUBLIC SERVICE COMM.

- (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.

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Loma Linda Estates, Inc. d/b/a For  
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Original Sheet No. 20  
Loma Linda Development  
Newton County, Missouri  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

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. MO. PUBLIC SERVICE COMM.
- (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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Newton County, Missouri  
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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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FORM NO. 13 P.S.C.MO. No. 1  
Loma Linda Estates, Inc. d/b/a For  
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(Issuing Corporation)

Original Sheet No. 22  
Loma Linda Development  
Newton County, Missouri  
(Community, Town or City)

RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

MO. PUBLIC SERVICE COMM.

- (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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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MO. PUBLIC SERVICE COMM.

- (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 undisputed 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.
- (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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Loma Linda Estates, Inc. d/b/a

For

Loma Linda Development

Loma Linda Water Company

Newton County, Missouri

(Issuing Corporation)

(Community, Town or City)

## RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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MO. PUBLIC SERVICE COMM.

(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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 24 1993

Rule 11 METERS AND METER INSTALLATIONS

- (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. MO. PUBLIC SERVICE COMM.
- (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 through a single metering installation so long as there is only one connection to the water main. In those situations where any one Customer has more than one connection to the water main, each connection shall be considered a separate customer and will be subject to the minimum bill. A Customer, at his own expense, may rearrange his piping beyond the meter so that he utilizes only one connection to the main.
- (e) The meters and meter installations furnished by the Company shall remain its property, and the owners of the premises wherein they are located shall be 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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 11 METERS AND METER INSTALLATIONS (continued)

OCT 26 1993

- (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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Loma Linda Water Company  
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Loma Linda Development  
Newton County, Missouri  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 11 METERS AND METER INSTALLATIONS (continued)

OCT 26 1993

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.

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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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Rule 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.

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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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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 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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

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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 and 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. 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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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 14 EXTENSION OF WATER MAINS (continued)

MO. PUBLIC SERVICE COMM.

(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 total cost of the main extension divided by the total length of the main extension in feet times 100 feet.

(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:

\* Indicates new rate or text  
+ Indicates change

DATE OF ISSUE October 26, 1993

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ISSUED BY Joseph D. Blau, President, Rte. 5, Box 1000, Joplin, MO 64804  
(name of officer) (title) (address)

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May 12, 2011  
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RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

RECEIVED

Rule 14 EXTENSION OF WATER MAINS (continued)

OCT 26 1993

Meter Size

Flow Factor

MO. PUBLIC SERVICE COMM

	5/8	1
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 Applicants who paid for the extension moneys collected from Applicants in accordance with paragraph 3 above. The refund shall be paid within a reasonable time after the money is collected.

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FORM NO. 13 P.S.C.MO. No. 1  
Loma Linda Estates, Inc. d/b/a For  
Loma Linda Water Company  
(Issuing Corporation)

Original Sheet No. 33  
Loma Linda Development  
Newton County, Missouri  
(Community, Town or City)

RULES AND REGULATIONS GOVERNING RENDERING OF WATER SERVICE

OCT 26 1993

Rule 14 EXTENSION OF WATER MAINS (continued)

MO. PUBLIC SERVICE COMM.

- (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.

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