

Name of Utility: Confluence Rivers Utility Operating Company, Inc.
Service Area: Indian Hills Subdivision, Crawford County, MO

Rules Governing Rendering of
Water Service

Pursuant to the *Order Approving Merger* issued in Case No. WM-2021-0412, Confluence Rivers Utility Operating Company, Inc. hereby adopts, ratifies, and makes its own, in every respect, all tariffs with the Public Service Commission, State of Missouri, under the name Indian Hills Utility Operating Company, Inc., currently on file with and approved by the Commission, representing the rates, terms and conditions of the regulated water service previously provided by Indian Hills Utility Operating Company, Inc.

- * Indicates new rate or text
- + Indicates change

DATE OF ISSUE December 2, 2021
Month Day Year

DATE EFFECTIVE January 1, 2022
Month Day Year

ISSUED BY Josiah Cox, President, 1650 Des Peres Rd., Ste 303, St. Louis, MO 63131
name of officer, title, address

FILED
Missouri Public
Service Commission
WM-2021-0412; YW-2022-0180

CANCELLED - Missouri Public Service Commission - 12/01/2023 - WR-2023-0006 - JW-2024-0065

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Confluence Rivers Utility Operating Company, Inc.

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

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Issue Date: February 21, 2018 Effective Date: March 17, 2018
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ISSUED BY Josiah Cox, President, 500 Northwest Plaza Drive, Suite 500, St. Ann, MO 63074
Name and Title of Issuing Officer Mailing Address

Name of Utility: Indian Hills Utility Operating Company, Inc.
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Rules and Regulations Governing Rendering of
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INDEX

Sheet No.

- 1 Index
- 2 Map of Service Area
- 3 Legal Description of Service Area
- 4 Schedule of Rates
- 5 Schedule of Service Charges

Rule No.	Rule Title
71.	Definitions
102.	General Rules and Regulations
113.	Company Employees and Customer Relations
124.	Applications for Service
135.	Inside Piping and Water Service Lines
176.	Improper or Excessive Use
187.	Discontinuance of Service by Company
238.	Termination of Water Service at Customer's Request
249.	Interruptions in Service
2510.	Bills for Service
2911.	Meters and Meter Installations
3212.	Meter Tests and Test Fees
3313.	Bill Adjustments Based on Meter Tests
3414.	Extension of Water Mains

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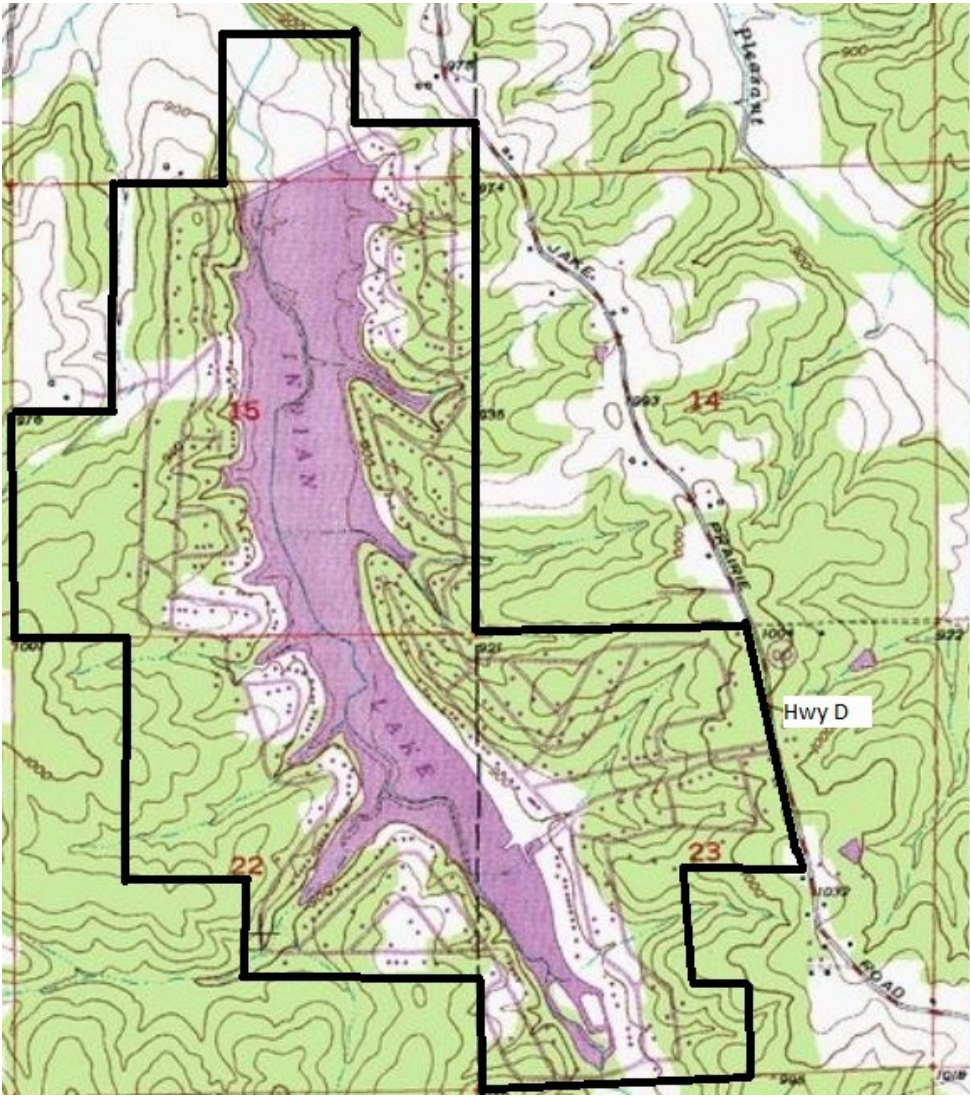
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Map of Service Area



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Rules and Regulations Governing Rendering of Water Service	
<u>Legal Description of Service Area</u>	
<p>All that part of the north half of Section 23, lying west of State Route DD; all of the south half of the southwest quarter of Section 23; the northwest quarter of the southwest quarter of Section 23; and the west three-fourths of the northeast quarter of the southwest quarter of Section 23; the north half of the southeast quarter of Section 22; the northeast quarter of Section 22; the east half of the northwest quarter of Section 22; the east half of Section 15, and the east half of the west half of Section 15, and the west half of the southwest quarter of Section 15; and the south half of the southeast quarter of the southeast quarter of Section 10, and the southwest quarter of the southeast quarter of Section 10, all being located in Township 39 North, Range 5 West of the 5th P.M., containing approximately 1,320 acres.</p>	
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Rules and Regulations Governing Rendering of Water Service									
<u>Schedule of Rates</u>									
<p>Availability:</p> <p>These rates are available to any water customer on Company's mains for supplying water service requested</p> <p>Summer (Months of April through September)</p> <table style="width: 100%; margin-left: 40px;"> <tr> <td>Minimum Monthly Charge</td> <td style="text-align: right;">\$50.90</td> </tr> <tr> <td>Water Usage Charge, per 1,000 Gallons</td> <td style="text-align: right;">\$11.55</td> </tr> </table> <p>Winter (Months of October through March)</p> <table style="width: 100%; margin-left: 40px;"> <tr> <td>Minimum Monthly Charge</td> <td style="text-align: right;">\$50.90</td> </tr> <tr> <td>Water Usage Charge, per 1,000 Gallons</td> <td style="text-align: right;">\$ 7.70</td> </tr> </table> <p>Taxes:</p> <p>Any applicable Federal, State, or local taxes computed on billing basis shall be added as separate items in rendering each bill.</p> <p>* Indicates new rate or text + Indicates change</p>		Minimum Monthly Charge	\$50.90	Water Usage Charge, per 1,000 Gallons	\$11.55	Minimum Monthly Charge	\$50.90	Water Usage Charge, per 1,000 Gallons	\$ 7.70
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Water Service

Schedule of Service Charges

The following Service Charges apply as authorized and Described elsewhere in the Company's filed Rule and Regulations:

<u>New Service Connection</u>	Actual Cost
Consists of the costs incurred by the Company for construction including parts, material, labor and equipment, but excluding the cost of the meter. See Rule 5 B.	
<u>Service Connection Inspection</u>	\$75.00
See Rule 5 B. 2 and 5 B. 3.	
<u>Water Service Line Inspection</u>	\$75.00
See Rule 5 C.	
<u>Turn-Off/Turn-On at Customer Request</u>	
\$60.00 8 am to 5 pm Monday through Friday	
\$125.00 before 8 am and after 5 pm and on Saturday & Sunday	
<u>Turn-Off/Turn-On by Company Associated with Rule 7</u>	
\$35.00 Termination of Service, \$60.00 Restoration of Service	
<u>On-site Collection</u>	\$60
This charge will be added to the current bill if the Company personnel is on-site to disconnect the service when the Customer pays the bill. The disconnection fee may not be assessed if the service is not physically disconnected.	
<u>Meter Test</u>	\$120
See Rule 12 B.	
<u>Late Charges</u>	\$5.00 or 3%
The late charge is calculated monthly with the greater amount above being added to the delinquent bill in accordance with Rule 10 G.	
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- includes resubdivision thereof.
- O. "TERMINATION OF SERVICE" is cessation of service requested by the Customer.
 - P. "TURN-OFF" is the act of turning water service off by physically turning a valve such that water is unavailable to a Customer's premises.
 - Q. "TURN-ON" is the act of turning water service on by physically turning a valve to allow water to be available to a Customer's premises.
 - R. The word "UNIT" or "LIVING UNIT" shall be used herein to define the premises or property of a single water consumer, whether or not that consumer is the Customer. It shall pertain to any building whether multi-tenant or single occupancy, residential or commercial, or owned or leased. Each domicile within a multi-tenant building is a separate unit. Each mobile home in a mobile home park and each rental unit of a multi-tenant rental property are considered as separate units for each single family or firm occupying same as a residence or place of business.
 - S. The "WATER SERVICE LINE" is a pipe with appurtenances installed, owned and maintained by the Customer, used to conduct water to the Customer's unit from the property line, curb stop or outdoor meter setting, including the connection to the curb stop or meter setting. If the property line is in a street, then the water service line shall be deemed to begin at the edge of the street abutting the Customer's property.

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Rules and Regulations Governing Rendering of Water Service	
<p>Rule 3 <u>COMPANY EMPLOYEES AND CUSTOMER RELATIONS</u></p> <p>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.</p> <p>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.</p> <p>C. The Company shall not be responsible for damages caused by any failure to maintain water pressure or water quality, or for interruption, if such failure or interruption is without willful default or negligence on its part.</p> <p>D. The Company shall not be liable for damages due to, or interruptions caused by, defective piping, fittings, fixtures and appliances on the Customer's premises and not owned by the Company.</p> <p>E. The Company shall not be liable for damages due to Acts of God, civil disturbances, war, government actions, or other uncontrollable occurrences.</p> <p>* Indicates new rate or text + Indicates change</p>	

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<p>Rule 4 <u>APPLICATIONS FOR SERVICE</u></p> <ul style="list-style-type: none"> 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. 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 in accordance with Rule 14. C. When, in order to provide the service requested a main extension or other construction or equipment expense is required, the Company may 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. <p>* Indicates new rate or text + Indicates change</p>	

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Rule 5 INSIDE PIPING AND WATER SERVICE LINES

- A. The Company will provide water service at the outdoor meter, at the curb stop if an indoor meter setting is utilized; or at the property line if neither an outdoor meter nor a curb stop exists at or near the property line, or at the edge of the street if such property line is in the street. Separate buildings shall be served through separate water service lines if they are not on one lot that cannot be subdivided.
- B. The service connection from the water main to the Customer's property line shall be owned and maintained by the Company. Construction of the service connection, outdoor meter setting and curb stop shall be accomplished in one of the following ways at the Customer's option:
 - 1. The Company will construct the service connection, outdoor meter setting and curb stop, as necessary, and make the connection to the main, within three (3) business days of an application for service, or within the time period specified in an application for service (See Rule 4). The Customer shall be responsible for payment of the New Service Connection Fee, as specified by or provided for in the Schedule of Service Charges; or,
 - 2. The Customer may install, or have installed by a professional contractor or plumber, the service connection from the water main to the meter setting, and make the connection to the main, subject to prior approval of the Company; or,
 - 3. The Customer may install, or have installed by a professional contractor or plumber, the service connection from the water main to the meter setting, and the Company will tap the main and connect the service connection. The Customer shall be responsible for payment of a New Service Connection Fee as specified by or provided for in the Schedule of Service Charges.

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<p>C. A service connection installation constructed by the Customer as provided for in paragraphs B. 2. or 5 B. 3., above, is subject to inspection by the Company. The Service Connection Inspection Fee as specified in the Schedule of Service Charges shall apply if the Company must make a trip solely to conduct an inspection of a service connection constructed by the Customer, and shall not apply if the inspection of a service connection is accomplished at the same time as a tap is made for the Customer, or the same time as an inspection of the water service line as provided for in paragraph D., below, or if the Company installs the service connection as provided in 5 B. 1., above.</p> <p>D. Water service line construction and maintenance from the property line, curb stop or meter setting, including the connection to the curb stop or meter setting, to the building shall be the responsibility of the Customer, and is subject to inspection by the Company. The Customer shall be responsible for any applicable fees as listed in the Schedule of Service Charges. Customers shall be responsible for the cost of repairing any damage to the Company's mains, curb stops, valve boxes, meters, and meter installations caused by the Customer, Customer's agent, or tenant.</p> <p>E. Existing water service lines and service connections 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.</p> <p>F. The water service line shall be brought to the unit at a depth of not less than thirty-six inches (36") and have a minimum inside diameter of three-quarters inch (3/4"). The Customer is responsible for the determination of whether or not a larger size is needed to provide adequate flow to the unit. A valve must be installed in the service line where it enters the unit. This valve must be kept in good repair in order to shut off the water supply and drain the inside plumbing, if necessary.</p> <p>G. Water service lines and inside piping shall be of material conforming to recognized standards for potable water service and shall have a pressure rating</p> <p>* Indicates new rate or text + Indicates change</p>	

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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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Rule 6 IMPROPER OR EXCESSIVE USE

- A. No Customer shall be wasteful of the water supplied to the unit by the Customer's willful action or inaction. It shall be the responsibility and duty of each Customer to maintain all piping and fixtures at the unit in a good and efficient state of repair at all times.
- B. No Customer shall make or cause to be made a cross connection between the potable water supply and any source of chemical or bacterial contamination or any other water supply. The Company shall deny or discontinue service where Customer's water service line or inside piping may, in the opinion of the Company, cause a cross-connection with non-potable water or otherwise jeopardize the health and safety of other Customer's or the Company's facilities.
- C. The Customer shall not make or cause to be made a connection to a device that will result in excessive water demand or excessive shock, such as water-hammer, to the Company's mains.
- D. The Customer shall not tamper with, remove, or willfully damage a water meter or attempt to operate the shutoff cock on the service connection or meter yoke, or allow any such action. Licensed plumbers may operate such valves in order to work on the Customer's premises and to test their work, but must leave such valves open or closed as found.
- E. The Customer shall not 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.
- 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 Company.

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Rules and Regulations Governing Rendering of Water Service	
<p>apply, and notice to the Customer shall be provided by rules and procedure applicable to the Customer's sewer service in lieu of notification required by these Rules and Regulations.</p> <p>B. None of the following shall constitute sufficient cause for the Company to discontinue service:</p> <ol style="list-style-type: none"> 1. The failure of the Customer to pay for merchandise, appliances, or service not subject to Commission jurisdiction as an integral part of the utility service provided by the Company; or 2. The failure of the Customer to pay for service received at a separate metering point, residence, or location. In the event of discontinuance or termination of service at a separate residential metering point, residence, or location in accordance with these Rules and Regulations, the Company may transfer and bill any unpaid balance to any other residential service account of the Customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule; or 3. The failure of the customer to pay for a different class of service received at the same or different location. The placing of more than one (1) meter at the same location for the purpose of billing the usage of specific devices under operational rate schedules or provisions is not construed as a different class of service for the purpose of this rule; or 4. The failure to pay the bill of another customer, unless the customer whose service is sought to be discontinued received substantial benefit and use of the service billed to the other customer; or 5. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant of the living unit; or <p>* Indicates new rate or text + Indicates change</p>	

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- J. 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.
- K. The Company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- L. The Company shall deal with Customers, handle Customer accounts, and manage discontinuance of service procedures in accordance with the Missouri Public Service Commission's Utility Billing Practices.
- M. Applicable Turn-off and turn-on charges are specified in the Schedule of Service Charges.

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Rule 8 TERMINATION OF WATER SERVICE AT CUSTOMER'S REQUEST

- A. Service will be terminated at the Customer's request, by giving not less than twenty-four (24) hours notice to the Company during its regular office hours. The Company shall, on the requested day, read the Customer's meter and charges for water service rendered up to and including the time of termination shall be computed and will become due and payable immediately.
- B. A Customer may request temporary turn-off by the Company for the Customer's own convenience; however, the Customer shall still be charged for service at the appropriate rate as specified in the Schedule of Rates during the time the service is turned off.
- C. Turn-off and turn-on charges shall apply, and are specified in the Schedule of Service Charges.
- D. A Customer who requests termination of service, but returns to the premises and requests water service within nine (9) months of such termination, at the Company's discretion may be deemed to have been a seasonal customer, and applicable charges incurred during the period of absence may apply.

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Rule 10	<u>BILLS FOR SERVICE</u>
A.	The charges for water service shall be at the rates specified in the Schedule of Rates in these Rules and Regulations. Other applicable service charges are set forth in the Schedule of Service Charges in these Rules and Regulations.
B.	A Customer who has made application for, or is receiving the benefit of, water service to a unit shall be responsible for payment for all water service provided to the Customer at said unit from the date of connection until the date requested by the Customer by proper notification to the Company to terminate service.
C.	Each Customer is responsible for furnishing the Company with the 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, by ordinary mail, or by electronic methods employed by the Company. Payment must be received by the close of business on the date due, unless the date due falls on a non-business day in which case payment must be received by the next business day.
E.	Neither the Company nor the Customer will be bound by bills rendered under mistake of fact as to the quantity of service rendered or as a result of clerical error. Customers will be held responsible for charges based on service provided.
F.	A separate bill shall be rendered for each Customer with itemization of all water service charges. All bills for service shall state the due date. The Company shall render bills monthly.
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CANCELLED - Missouri Public Service Commission - 12/01/2023 - WR-2023-0006 - JW-2024-0065

Rules and Regulations Governing Rendering of Water Service	
<p>Rule 11 <u>METERS AND METER INSTALLATIONS</u></p> <p>A. When water meters are utilized for billing, the Company shall furnish and install a suitable meter for each Customer, and the Company's installed meter shall be the standard for measuring water used to determine the bill. All meters shall be furnished, installed, maintained and removed by the Company and shall remain its property.</p> <p>B. The Company shall have the right to determine, on the basis of the Customer's flow requirements, the type and size of meter to be installed and location of same. No meter size selection will be based solely on the size of the Customer's service line. 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 larger or smaller meter shall be paid by the Customer.</p> <p>C. Domestic water service to any one Customer at a single premises shall be furnished through a single service connection. Individual units of a multi-unit building may have separate connections and meter installations only if each unit has separate plumbing, ground-level space, an individual service connection and meter installation location, and frontage to a Company-owned main. For multi-unit buildings with one service connection and meter installation, the inside piping may be rearranged at the Customer's own expense so as to separate the units and meter tenants, then divide the bill accordingly.</p> <p>D. The owners of premises wherein meters are located shall be held responsible for the safekeeping of the Company's meters and metering appurtenances, and are required to keep meters located within their property accessible to the Company for reading and for meter changeouts. If a Customer limits accessibility, or fails to protect a meter against damage, the Company may discontinue service and/or refuse to supply water until accessibility is restored and the Company is paid for any 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.</p> <p>* Indicates new rate or text + Indicates change</p>	

March 17, 2018

Issue Date:	February 21, 2018 Month /Day/Year	Effective Date:	March 23, 2018 Month /Day/Year
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ISSUED BY	Josiah Cox, President, 500 Northwest Plaza Drive, Suite 500, St. Ann, MO 63074 Name and Title of Issuing Officer	Mailing Address
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Name of Utility: Indian Hills Utility Operating Company, Inc.
Service Area: Indian Hills Subdivision, Crawford County, MO

Rules and Regulations Governing Rendering of
Water Service

Rule 14 EXTENSION OF WATER MAINS

- A. This rule shall govern the extension of mains by the Company within its certified area where there are no water mains.
- B. Upon receipt of a written application for a main extension, the Company will provide the applicant(s) an itemized estimate of the cost of the proposed extension. Said estimate shall include the cost of all labor and materials required, including valves, fire hydrants, booster stations, storage facilities, reconstruction of existing mains (if necessary), and the direct costs associated with supervision, engineering, permits, and bookkeeping. The estimate will not include unanticipated costs such as rock excavation.
- C. Applicant(s) shall enter into a contract with the Company for the installation of said extension and shall tender to the Company the amount determined in paragraph B. above. Any applicable New Service Connection Fee will become due after the cost incurred by the Company has been ascertained, as per Rule 5 B. 1. or 3., and as specified in the Schedule of Service Charges. The contract may allow the Customer to contract with an independent contractor for the installation and supply of material, except that mains of twelve inches (12") or greater diameter must be installed by the Company, and the reconstruction of existing facilities must be done by the Company.
- D. The cost to single-family residential applicant(s) connecting to a main extension for which other applicant(s) paid an amount determined in paragraph B., above, subject to subsequent adjustments for actual cost, shall be as follows:
 - 1. For single-family residential applicant(s) applying for service in a platted subdivision, the Company shall divide the actual cost of the extension by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing mains shall be excluded.

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