

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

Rules Governing Rendering of  
Sewer Service

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

- \* Indicates new rate or text
- + Indicates change

DATE OF ISSUE April 22, 2019  
Month Day Year

DATE EFFECTIVE May 22, 2019  
Month Day Year

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

Canceling

P.S.C. MO No. 6 1<sup>st</sup> revised  
P.S.C. MO No. 1 Original

Sheet No. Title Page  
Sheet No. Title Page

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

Rules Governing Rendering of  
Sewer Service

Confluence Rivers Utility Operating Company, Inc.

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

\* Indicates new rate or text

+ Indicates change

DATE OF ISSUE April 22, 2019  
Month Day Year

DATE EFFECTIVE May 22, 2019  
Month Day Year

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

CANCELLED  
July 1, 2020  
Missouri Public  
Service Commission  
WR-2020-0053; YS-2020-0156

FILED  
Missouri Public  
Service Commission  
WM-2018-0116; YS-2019-0189

P. S. C. MO. No. \_\_\_\_\_  
Cancelling P. S. C. MO. No. \_\_\_\_\_

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

The Willows Utility Company  
Name of Corporation

# SCHEDULE OF RATES

## FOR

SEWER  
~~WATER~~

APPLYING TO THE FOLLOWING TERRITORY \_\_\_\_\_  
Chalet City West Subdivision, Greene County, Missouri  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ISSUED March 1, 1980  
month day year

EFFECTIVE April 1, 1980  
month day year

BY James F. Morris, President  
Name of Officer title

2200 E. Sunshine Springfield, MO 65804  
Address of Officer

CANCELLED  
May 22, 2019  
Missouri Public  
Service Commission  
WM-2018-0116; YS-2019-0189

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,  
GREENE COUNTY, MISSOURI

Name of Issuing Corporation

Commissioner of Public Service

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**Public Service Commission**

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**FILED**  
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DATE OF ISSUE MAR - 1 1980 DATE EFFECTIVE APR - 1 1980  
month day year month day year  
ISSUED BY James F. Morris, President, 2200 E. Sunshine  
name of officer title address Springfield, MO 65804

THE WILLOWS UTILITY COMPANY  
Name of Issuing Corporation

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

MAP OF SERVICE AREA

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Public Service Commission**

(attached)

**FILED**

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

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T 28 N

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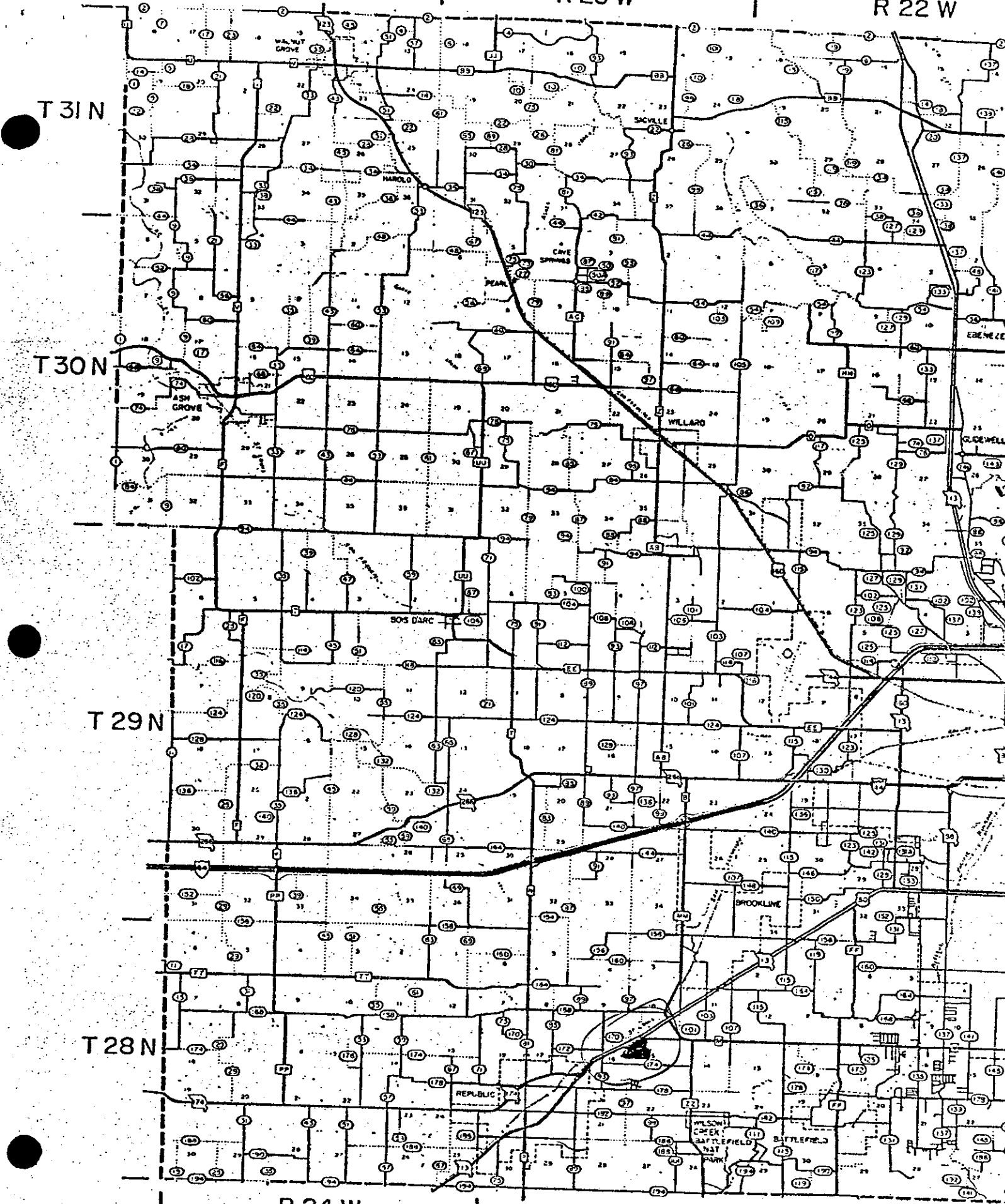
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Cancelling P.S.C.MO. No. \_\_\_\_\_

{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

THE WILLOWS UTILITY COMPANY

CHALET CITY WEST SUB-

Name of Issuing Corporation

For \_\_\_\_\_ Community, Town or City  
DIVISION, GREENE COUNTY, MISSOURI

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MISSOURI  
Public Service Commission

**LEGAL DESCRIPTION**

Beginning at the NE corner of Sec. 16, Twn. 28N, Rng. 23W, thence South along the East line of said Sec. 16, S00°02'31" W 432.6 ft. to an iron pin for a new point of beginning; thence N62°31'53" E 110.53 ft. to an iron pin; thence N38°24'38" E 73.41 ft. to an iron pin; thence N27°28'07" W, 110 ft. to an iron pin on the South right-of-way of U.S. Hwy. 60; thence N62°31'53" E, 110.32 ft. along said right-of-way to a Hwy. right-of-way marker; thence N77°26'56" E, 241.83 ft. to an iron pin; thence N 89°37'27" E, 302.26 ft. to an existing nail; thence S00°28'40" E, 559.69 ft. to an existing iron pin; thence N 89°19'48" E, 386.99 ft. to an existing iron pin on the East line of the NW 1/4 of the NW 1/4 of Sec. 15, Twn. 28N, Rng. 23W; thence S00°13'16" E along the said East line 747.43 ft. to a stone at the SE corner of the said NW 1/4, NW 1/4; thence S89°37'41" W, 1332.74 ft. to an iron pin at the SW corner of the said NW 1/4, NW 1/4; thence S89°31'39" W, 1331.76 ft. to an iron pin at the SW corner NE 1/4, NE 1/4 Sec. 16 Twn. 28N, Rng 23W; thence N00°02'05" E, 367.70 ft. along the West line of the said NE 1/4, NE 1/4 to an iron pin at the South line of Hwy. 60; thence N62°32'18" E, 566.01 ft. along said right-of-way to an iron pin; thence leaving said right-of-way S27°28'00" E, 94.35 ft. to an iron pin; thence along a curve concave to the Southwest having a radius of 103.68 ft., a length of 46.76 ft. and a chord bearing S88°12'17" E, 46.36 ft. to an iron pin; thence S 75°17'06" E, 48.15 ft. to an iron pin; thence along a curve concave to the Northeast having a radius of 76.39 ft., a length of 55.26 ft. and a chord bearing N83°59'23" E 54.07 ft. to an iron pin; thence N 62°48'08" E, 192.32 ft. to an iron pin; thence N36°08'53" E, 180.00 ft.; thence N27°28'07"W, 90.00 ft. to an iron pin on the South right-of-way of U.S. Hwy. 60; thence N62°31'53" E, 119.78 ft. along said right-of-way to an iron pin; thence leaving said right-of-way S27°28'07" E, 70.50 ft. to an iron pin; thence along a curve concave to the Northeast having a radius of 69.50 ft., a length of 109.17 ft. and a chord bearing S72°28'07" E, 98.29 ft. to an iron pin; thence N62°31'53" E, 193.27 ft. to an iron pin at the new point of beginning, said tract containing 51.2 acres in Greene County, Missouri.

**FILED**  
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Public Service Commission

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DATE OF ISSUE MAR - 1 1980  
month day year

DATE EFFECTIVE APR - 1 1980  
month day year

ISSUED BY James F. Morris,  
name of officer

President, title  
2200 E. Sunshine, address  
Springfield, MO 6580

THE WILLOWS UTILITY COMPANY For Chalet City West Subdivision  
 Name of Issuing Corporation Community, Town or City  
Green County, Missouri

SEWER SERVICE SCHEDULE		RECEIVED
		FEB 14 1995
RATE SCHEDULE		MISSOURI Public Service Commission
<u>Sewer</u>		
Flat monthly rate to residential units	\$ 15.00	
Minimum rate for commercial units Commercial users shall also pay \$1.00 for each 1,000 gallons of water used over 6,000 gallons.	\$ 15.00	
Sewer inspection fee on new service (one time fee, and will include "y" branch)	\$ 25.00	
<p>The service charges cited in this Schedule and the Rules and Regulations are "net" and do not include any applicable municipal, state or federal taxes computed on the Company's collections of such charges. Any such taxes will be added in collection or billing service charges, as appropriate.</p>		
		<b>FILED</b> APR 1 1995 95 - 240 <b>MO. PUBLIC SERVICE COMM</b>
*Indicates new rate or text +Indicates change		

DATE OF ISSUE February 14, 1995 DATE EFFECTIVE April 1, 1995  
 month day year month day year

ISSUED BY \_\_\_\_\_ name of officer \_\_\_\_\_ title \_\_\_\_\_  
 address \_\_\_\_\_

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

CANCELLED  
 July 1, 2020  
 Missouri Public  
 Service Commission  
 WR-2020-0053; YS-2020-0156



THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community Town or City  
GREENE COUNTY MISSOURI

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Public Service Commission

Sewer Service Schedule

RATE SCHEDULE

SEWER

Flat monthly rate to residential units.	\$ 10.00
Minimum rate for commercial units.	10.00
Commercial users shall also pay \$1.00 for each 1,000 gallons of water used over 6,000 gallons.	
Sewer inspection fee on new service (one time fee and will include "y" branch).	25.00

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

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

CANCELLED

APR 1 1995  
BY *let R.S.#3*  
Public Service Commission  
MISSOURI

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APR 1 - 1980  
Public Service Commission

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

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City  
GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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

Rule 1 GENERAL

- (a) Every customer, upon signing an application for service rendered by the Company shall be considered to have expressed consent to be bound by these rates, rules and regulations.
- (b) The Company's rules and regulations governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate service or rate determination areas are set forth in rate schedules and constitute a part of these rules and regulations.
- (c) The Company reserves the right, subject to authority of the Public Service Commission of Missouri, to prescribe additional rates, rules or regulations or to alter existing rates, rules or regulations as it may from time to time deem necessary or proper.
- (d) At the effective date of these rules and regulations, all new and existing facilities, construction contracts, and written agreements shall conform to these rules and regulations in accordance with the Statutes of the State of Missouri and authority of the Public Service Commission of Missouri.

**FILED**  
**APR 1 - 1980**  
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ISSUED BY James F. Morris,  
name of officer

President, 2200 E. Sunshine  
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THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City

GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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Rule 2 DEFINITIONS.

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

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month day year

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month day year

ISSUED BY James F. Morris,

name of officer

President,

title

2200 E. Sunshine,

Springfield, MO 65804

address

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City  
GREENE COUNTY MISSOURI

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**Public Service Commission**

Rules and Regulations Governing  
Rendering of Service

Rule 2

DEFINITIONS. (continued)

- (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 shall be the date of commencement of construction upon the property.
- (h) "DOMESTIC SEWAGE" is sewage, excluding storm and surface water, resulting from normal household activities.
- (i) "NON-DOMESTIC SEWAGE." All sewage other than domestic sewage, including, but not limited to, commercial or industrial wastes. (See Rule 6 pertaining to Improper Waste and Excessive Use.)
- (j) "FOUNDATION DRAIN". A pipe installed inside or outside the foundation of a structure for the purpose of draining ground or subsurface water away from the foundation.
- (k) "PH." The relative degree of acidity or alkalinity of water as indicated by the hydrogen ion concentration. PH is indicated on a scale reading from 1-14, with 7 being neutral, below 7 acid, and above 7 alkaline; more technically defined as the logarithm of the reciprocal of the hydrogen ion concentration.
- (l) "B.O.D." (Denotes Biochemical Oxygen Demand). The quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory conditions expressed in milligrams per liter.
- (m) "SUSPENDED SOLIDS." The concentration of insoluble materials suspended or dispersed in waste expressed in milligrams per liter on a dry weight basis as determined by standard procedures.

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DATE OF ISSUE **MAR - 1 1980**  
month day year

DATE EFFECTIVE **APR - 1 1980**  
month day year

ISSUED BY **James F. Morris,**

**President,**

name of officer

title

**2200 E. Sunshine,**  
**Springfield, MO 65804**  
address

CANCELLED  
July 1, 2020

Missouri Public  
Service Commission

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City  
GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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**FEB 29 1980**

Rule 3 LIABILITY OF THE COMPANY

- (a) Employees or agents of the Company are expressly forbidden to demand or accept compensation for any service 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 letter or intent of these rules and regulations.

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Public Service Commission

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**APR 1 - 1980**

**Public Service Commission**

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DATE EFFECTIVE APR - 1 1980  
month day year

ISSUED BY James F. Morris,  
name of officer

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

THE WILLOWS UTILITY COMPANY

Name of Issuing Corporation

For CHALET CITY WEST SUBDIVISION,  
Community, Town of Chalet  
GREENE COUNTY, MISSOURI

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

Rules and Regulations Governing  
Rendering of Service

Rule 4 APPLICATIONS FOR SERVICE

- (a) A written application for service, signed by the Customer, accompanied by the appropriate fees and other information requested by these rules and regulations, will be required from each Customer before service is provided to any premises. Said application must state the name of the owner of said premises and, in the case of a commercial Customer, must also state the quantity and strength of effluent to be discharged from said premises into Company's sewer system. Every Customer upon signing an application for any service rendered by the Company or upon taking of service, shall be considered to have expressed consent to the Company's rates, rules and regulations. The Company shall have the right to reject any application, for failure to comply with the rules and regulations herein. In any case, where unusual construction or equipment expense is necessary to furnish the service, the Company may require a contract for such reasonable period of time as is specified by the Company at the time of the making of such contract.
- (b) A commercial or industrial Customer shall, upon request of the Company, present in writing to the Company a list of the devices which are to be attached to the Company's lines, giving the location of any buildings. The Company will then advise the form and the character of the water and waste collection facilities available.
- (c) No substantial addition to the water using equipment or appliances connected to the sewer system of the Company shall be made except upon written notice to and with the written consent of the Company.

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

CANCELLED  
July 1, 2020  
Missouri Public  
Service Commission

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City

GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
Rendering of Service

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MISSOURI  
Public Service Commission

Rule 4 APPLICATIONS FOR SERVICE (continued)

- (d) Any change in the location of an existing service connection requested by the customer shall be made at his expense.
- (e) Customer service connections will not be extended along public streets or roadways or through property of others in connecting with collecting sewers. If a service connection is requested at a point not already served by a collecting sewer of adequate capacity, the collecting sewer shall be extended as may be necessary.
- (f) New service connections shall be authorized when a service connection fee is paid to the Company based on the schedule of fees.
- (g) When a service is to be connected the plumber employed by the Customer shall obtain the connecting accessories from the Company. The plumber shall advise the Company when he expects to have service installed so a representative of the Company can inspect the installation.
- (h) When water usage determines sewer charges then the Company reserves the right to refuse sewer service to any applicant unless said applicant agrees to install a water meter accessible to the Company, in order that there will be a basis for sewer charges.

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Public Service Commission

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ISSUED BY James F. Morris,  
name of officer

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

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City

GREENE COUNTY, MISSOURI

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MISSOURI Public Service Commission

Rules and Regulations Governing Rendering of Service

Rule 5

INSIDE PIPING AND CUSTOMER SEWER SERVICE

(a) The Customer will provide the Service Sewer at his expense and risk. As a condition of service, inside requirements of all governmental units having jurisdiction and the Company's Rules and Regulations, must be met at the time of connection to the system. The Company shall deny service or may discontinue service where footing drains, downspouts, or other sources of surface or storm water are permitted to enter the sewer system through either the inside piping or through the building sewer.

(b) A separate and independent Customer Service Sewer shall be required for every building; except where one building stands at the rear of another on an interior lot and no private sewer is available or can be constructed to the rear building through an adjoining alley, court, yard, or driveway, the Customer's service sewer from the front building may be extended to the rear building and the whole considered as one Customer's service sewer.

(c) Existing service sewers may be used in connection with new buildings only when they are found on examination and test to meet all requirements of the Company.

(d) The Customer's service sewer shall be cast iron soil pipe, ASTM specification or equal; vitrified clay sewer pipe, ASTM specification or equal; or other suitable material approved by the Company. Joints shall be tight and waterproof. Any part of the Customer's service sewer that is located within ten (10) feet of a water service pipe shall be constructed of cast iron soil pipe with leaded joints.

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



THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City

GREENE

COUNTY MISSOURI

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Rules and Regulations Governing Rendering of Service

FEB 29 1980

Rule 5 INSIDE PIPING AND CUSTOMER SEWER SERVICE (continued)

MISSOURI Public Service Commission

pipes with leaded joints may be required where the Customer's service sewer is exposed to damage by tree roots. If installed in filled or unstable ground, the Customer's service sewer shall be of cast iron soil pipe, except that non-metallic material may be accepted if laid on a suitable bed or cradle as approved by the said Company.

- (e) The size and slope of the Customer's service sewer shall be subject to the approval of the Company, but in no event shall the diameter be less than four (4) inches. The slope of such four (4) inch pipe shall not be less than one-eighth (1/8) inch per foot.
(f) Whenever possible the Customer's service sewer shall be brought to the building at an elevation below the basement floor. No building sewer shall be laid parallel to or within three (3) feet of any bearing wall. The depth shall be sufficient to afford protection from frost. The Customer's service sewer shall be laid at a uniform grade and in straight alignment insofar as possible. Changes in direction shall be made only with properly curved pipes and fittings.
(g) In all buildings in which any building drain is too low to permit adequate gravity flow to the collecting sewer, sanitary sewage carried by such drains shall be lifted by approved artificial means and discharged to the building sewer. No water operated sewage ejector shall be used.
(h) All excavations required for the installation of a Customer's service sewer shall be open trench work unless otherwise approved by the Company.

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Public Service Commission

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MAR - 1 1980

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ISSUED BY James F. Morris,

name of officer

President,

title

2200 E. Sunshine, Springfield, MO 65804

address

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City  
GREENE COUNTY, MISSOURI

Rules and Regulations Governing  
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Public Service Commission

Rule 5 INSIDE PIPING AND CUSTOMER SEWER SERVICE  
(continued)

Pipe laying and backfill shall be performed in accordance with the latest published Engineering Specifications of the Manufacturer of the materials used and all applicable local plumbing codes, except that no backfill shall be placed until the work has been inspected by the Company. Only those jointing materials and methods which are approved by the Company may be used.

(i) The connection of the Customer's service sewer into the main shall be made at the "Y" branch, if such branch is available at a suitable location. If the Company's main is twelve (12) inches in diameter or less and there is no properly located "Y" branch in the Company's main at the location specified by the Company, a "Y" branch must be installed. Where the Company's main is greater than twelve (12) inches in diameter, and no properly located "Y" branch is available, a neat hole may be cut in the Company's sewer to receive a saddle, to which the Customer's service will be connected. The invert of the Customer's service sewer at the point of connection shall be at the centerline or higher elevation than the invert of the Company's collecting sewer. A smooth neat joint shall be made, and the connection made secure and watertight by encasement in concrete.

(j) The Customer is obligated to construct, repair and maintain the sewer service from the collecting sewer to the building of the applicant and such construction and maintenance by the Customer shall be subject to the approval of an authorized inspector of the Company and shall be in accord-

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name of officer

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

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION

Name of Issuing Corporation

Community, Town or City

GREENE COUNTY, MISSOURI

Rules and Regulations Governing Rendering of Service

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Rule 5 INSIDE PIPING AND CUSTOMER SEWER SERVICE (continued)

FEB 29 1980

ance with these Rules and Regulations as well as construction information of the Comp MISSOURI Public Service Commission at that time.

(k) The Company will locate the point to which service sewer connection will be made and the Company will furnish a "Y" branch, when a "Y" has not previously been installed, or other outlet at the collecting sewer which shall be located in the public right-of-way or Company easement. All taps are to be made by licensed plumbers, subject to inspection and approval by the Company. An application shall be accompanied by an inspection fee on new service of \$25.00, must be filed in writing 24 hours in advance stating the street, the house number, name of applicant, name of property owner, and time at which tap is to be made. The Company will not be required to supply sewer service until each such tap has been inspected and approved by it. In the event the Customer or the Customer's agent shall damage a "Y" branch or go onto the public right-of-way or company easement and cause damage to the main, then the Customer shall be responsible for the cost of repair or replacing any such damage.

FILED APR 1 - 1980 Public Service Commission

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DATE EFFECTIVE APR -1 1980 month day year

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

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION

Name of Issuing Corporation

Community, CHALET CITY  
GREENE COUNTY, MISSOURI

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Rules and Regulations Governing  
Rendering of Service

**FEB 29 1980**

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Public Service Commission

Rule 6 IMPROPER OR EXCESSIVE USE

(a) The following requirements for the use of sewer service provided by the Company shall be observed. Violation of the requirements will result in the discontinuance of service to the Customer or an additional charge for excess load, or the requirement that the Customer install facilities to prevent excessive loads and other adverse impact upon the Company's system.

(b) No person shall discharge or cause to be discharged any storm water, surface water, ground water, swimming pool waste water, roof runoff, sub-surface drainage, cooling water or polluted industrial process waters into Company's collecting sewers.

(c) No person shall discharge or cause to be discharged any of the following described waters or wastes into the Company's collection sewers:

(1) Any liquid or vapor having a temperature higher than 150 degrees F.

(2) Any water or waste which may contain more than 100 parts per million, by weight, of fat, oil or grease.

(3) Any water or waste which may contain more than 25 parts per million, by weight, of soluble oils.

(4) Any gasoline, benzene, naphtha, fuel oil, or other flammable or explosive liquid, solid or gas.

(5) Any garbage that has not been properly shredded.

(6) Any ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastics, wood or any other solid or viscous substance capable of causing obstruction to the flow in sewers or other interference with the

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THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community, Town or City  
GREENE COUNTY, MISSOURI

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Rule 6 IMPROPER OR EXCESSIVE USE  
(continued)

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proper operation of the sewage works  
(7) Any waters or wastes having a pH lower  
than 5.0 or higher than 9.0, or having any other  
corrosive property capable of causing damage or  
hazard to structures, equipment and personnel  
of the sewage works.

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY

- (a) The Company reserves the right to shut off services for any of the following reasons:
  - (1) For failure to comply with these rules and regulations.
  - (2) For nonpayment of utility bill (see Rule 9).
  - (3) For resale of sewer service.
  - (4) For an unauthorized sewer connection to Company mains.

(b) Discontinuance of service to a premise for violation of these Rules and Regulations shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the Customer.

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

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

(e) At least thirty (30) days prior to physical discontinuance of service, the Company will mail a written notice to the Customer by registered or certified mail, return receipt requested, with a copy thereof forwarded to the Public Service Commission. Said notice shall state the violation and service may be discontinued at any time after the expiration of the notice period, provided satisfactory arrangements for continuance of the service have not been made by the Customer and the Company. This thirty (30) day notice may be waived where discharge of materials which might be detrimental to the health and safety of the public or cause damage to the sewer system of the Company is discovered.

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Rule 7 DISCONTINUANCE OF SERVICE BY COMPANY

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In the event of discontinuance of service to protect health and safety as above provided, the Customer and the Commission shall be notified immediately thereof with a statement concerning the reasons for such discontinuance.

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Rule 8 INTERRUPTIONS IN SERVICE

- (a) The Company reserves the right to limit service in its collecting sewers for the purpose of making repairs to the sewer system.
- (b) Whenever service is limited for repairs, all Customers affected by such limitation will be notified in advance whenever it is possible to do so. Every effort will be made to minimize limitation of service.
- (c) No refunds of charges for water service will be made for limitations of service unless due to willful misconduct of the Company.
- (d) In order to avoid overloading capacities of the Company's collecting sewers and treatment facilities, the Company reserves the right, at all times, to determine the limit of, and regulate, in a reasonable and nondiscriminatory manner, the maximum amounts or strength of the wastes discharged into the Company's collecting sewers.

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Rule 9 BILLS FOR SERVICE

MISSOURI Public Service Commission

- (a) The charges for sewer service shall be the rates specified in the applicable tariffs on file with the Missouri Public Service Commission. The point of assumption of sewer service shall be at the service connection. Service charges for connection or disconnection are set forth in Rule 10.
- (b) A Customer who has made application for service to a premise shall be held liable for all service furnished to such premise until the Customer notifies the Company in writing to discontinue service.
- (c) Customers are liable for payment for all monthly service charges for sewer service to the premises from the date of connection until the Company is given five (5) days' notice of the date, place and time of disconnection by registered mail and the Company has had an opportunity to observe the disconnect.
- (d) Bills for sewer service will be mailed or delivered to the Customer's last address as shown by the records of the Company, but failure to receive the bill will not relieve the Customer from the obligation to pay the same.
- (e) Payments shall be made at the office of the Company or at such other place as conveniently located as may be designated by the Company.
- (f) A separate bill shall be rendered for each Customer's sewer service.
- (g) The Company shall have the right to render bills quarterly in advance and such bills shall be due and payable on the due date indicated on the bill. However, the Company shall have the right to charge commercial customers on a monthly basis in arrears.

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Service Commission

THE WILLOWS UTILITY COMPANY

For CHALET CITY WEST SUBDIVISION,

Name of Issuing Corporation

Community of Chalet City  
GREENE COUNTY, MISSOURI

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MISSOURI  
Public Service Commission

Rule 9 BILLS FOR SERVICE (continued)

- (h) The Company or the Customer 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.
- (i) All bills for sewer service become delinquent after the due date stated on the bill. Service may be discontinued after thirty (30) days' written notice by certified mail from the Company.
- (j) 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 for the proportionate part of the monthly charge, or where water usage is the basis for the charge, at the appropriate rate for water used, or a proportionate part of the residential rate, whichever is applicable. Customers terminating with less than one month's service shall pay not less than the monthly minimum.

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Rule 10 SERVICE CHARGES

- (a) An application for a service connection or discontinuation of existing service during the Company's regular business hours without charge.
- (b) A connection of service to a specific Customer which was discontinued in accordance with Rule 7 will be at the expense of the Customer.
- (c) A serviceman call during the Company's regular business hours which results in collection of a delinquent account (in lieu of discontinuance in accordance with Rule 7) shall require collection of the delinquent amount plus a two dollar (\$2.00) net service charge.
- (d) A service call at any time other than during the Company's regular business hours for connection, or any other reason except a malfunction of Company facilities, shall require a service charge of Ten Dollars (\$10.00) net. In instances where such a service call is for collection of a delinquent account, this service charge shall be collected in addition to any other amounts due.
- (e) Company personnel will not work upon piping or facilities not owned by the Company.

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Rule 11 SPECIAL CONTRACT FOR EXCESSIVE CAPACITY

In the event that the Customer to be served proposes to discharge into Company's system abnormally high volume or strength of waste as to require an enlargement of Company's existing sewage treatment plant or the construction of a temporary sewage treatment plant, and/or the construction or reconstruction of sewer lines, service shall be provided to such Customer under the terms and conditions of a mutually satisfactory contract, in form approved by the Public Service Commission of Missouri, pursuant to which the cost of such improvements will be financed in such a manner as to be fair and reasonable to both parties and so as not to constitute a burden upon the Company or the existing Customers of the Company.

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