

Lake Region Water & Sewer Company

For: Missouri Service Areas

Water Tariff Title Page

LAKE REGION WATER & SEWER COMPANY

**SCHEDULE OF RATES AND RULES GOVERNING
THE PROVISION AND TAKING OF WATER SERVICE**

* Indicates New Rate or Text
+ Indicates Changed Rate or Text

Issue Date: January 4, 2007

Effective Date: February 3, 2007

Issued By: John R. Summers, General Manager

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

FORM NO. 13 P.S.C. MO. NO. 1 First ~~(Original)~~ Sheet No. A
(Revised)
CANCELING P.S.C. MO. NO. 1 (Original) Sheet No. A
(Revised)
Lake Region Water & Sewer Co. For Missouri Service Areas
Name of Issuing Corporation Community, Town or City

Missouri Public
Service Commission

~~WATER SERVICE~~

REC'D APR 16 1999

ADOPTION NOTICE

Lake Region Water & Sewer Co. hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules, notices or other instruments filed with the Missouri Public Service Commission prior to May 16, 1999, and currently in effect, by Four Seasons Water & Sewer Co.

This adoption notice is filed to reflect the change of corporate name from Four Seasons Water & Sewer Co. to Lake Region Water & Sewer Co., such change having been made effective on March 18, 1999.

Missouri Public
Service Commission

FILED MAY 16 1999

DATE OF ISSUE April 16, 1999 DATE EFFECTIVE May 16, 1999

ISSUED BY Roy Slates President P. O. Box 608 Lake Ozark, MO 65049
Name of Officer Title Address

FORM NO. 13 P.S.C. MO. NO. 1 (Original) Sheet No. A

(Revised)

CANCELING P.S.C. MO. NO. _____ (Original) Sheet No. _____

(Revised)

FOUR SEASONS WATER & SEWER COMPANY For MISSOURI SERVICE AREA **RECEIVED**

Name of Issuing Corporation

Community, Town or City

JUL 10 1997

MO. PUBLIC SERVICE COMM

ADOPTION NOTICE

Four Seasons Water & Sewer Co. hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs, schedules, rules, notices or other instruments filed with the Missouri Public Service Commission prior to August 22, 1997, and currently in effect, by Four Seasons Lakesites Water & Sewer Co.

This adoption notice is filed to reflect the change of corporate name from Four Seasons Lakesites Water & Sewer Co. to Four Seasons Water & Sewer Company, such change having been made effective on March 4, 1997.

CANCELLED

MAY 16 1999

By 151 R S A
Public Service Commission
MISSOURI

*Name Change to
Lake Region
W&S*

DATE OF ISSUE July 22, 1997

DATE EFFECTIVE August 22, 1997

FILED

ISSUED BY Peter N. Brown, P. O. Box 608, Lake Ozark, MO 65049

Name of Officer

Title

President

Address

AUG 22 1997

MISSOURI
Public Service Commission

P.S.C. MO No. 1

First Revised Sheet No. 1
Replacing Original Sheet No. 1

Lake Region Water & Sewer Company

For: Missouri Service Areas

Rules Governing Rendering of Water Tariff Service

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10	2. General Rules and Regulations
11	3. Company Employees and Customer Relations
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* Indicates New Rate or Text

+ Indicates Changed Rate or Text

Issue Date: January 4, 2007

Effective Date: February 3, 2007

Issued By: John R. Summers, General Manager

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

CANCELLING P.S.C.MO.: _____

RECEIVED**FOUR SEASONS LAKESTITES WATER AND SEWER COMPANY**

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997**Rules Governing Rendering of
Water Service****MISSOURI
Public Service Commission****INDEX****Sheet No.**

1	Index
2	Legal Description of Service Area
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Rule No.

8-9	1. Definitions
10	2. General Rules and Regulations
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27	12. Meter Tests and Test Fees
28	13. Bill Adjustments Based on Meter Tests
29-31	14. Extension of Water Mains

*Indicates new rate or text
+Indicates change

FILED**JUL 11 1997****MO PUBLIC SERVICE COM**DATE OF ISSUE July 2, 1997

month day year

DATE EFFECTIVE

July 11, 1997

month day year

ISSUED BY:

Name of Officer: _____

Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049**Cancelled**

February 3, 2007

Missouri Public
Service Commission

P.S.C. MO No. 1

Second Revised Sheet No. 2
Replacing First Revised Sheet No. 2

Lake Region Water & Sewer Company

For: Missouri Service Areas

**Rules Governing Rendering
of Water Service**

Legal Description of the Service Area: Water – Shawnee Bend

+

Lake Region Water & Sewer Company general description for water service area on Shawnee Bend, Lake of the Ozarks, Camden and Miller Counties, Missouri.

Generally includes all of the Shawnee Bend peninsula east of and including Section 6, Township 39 North, Range 16 West, excluding the subdivision of Shawnee Bend No. 5; and, lots 2 thru 17 and lots 20 thru 55 of the Shawnee Bend No. 6 subdivision, more particularly described as:

Beginning at the shoreline (662 contour) at the northerly most corner of Lot 1 of Shawnee Bend No. 5, then following the north line of Lot 1 to the north right-of-way of Shawnee Bend Road, then following this right-of-way in an easterly direction to a point adjacent to the northwest corner of Lot 122 Shawnee Bend No. 5, then crossing Shawnee Bend Road to the said northwest corner of Lot 122, then following the westerly line of Lot 122 southerly to the shoreline (662 contour) then following the shoreline westerly through Section 2, Section 3, Section 4, section 5 and Section 6 to a point 200 feet west of the west section line of Section 6, the Rangeline, Township 39 north, Range 16 west, then leaving the shoreline and going north on a line parallel and 200 feet west of said Rangeline to the shoreline on Davey Hollow Cove, then following the shoreline in a generally and resultant easterly direction (to and through Section 6, Section 5, Section 4, Section 3, section 2, and Section 1 of Township 39 North, Range 16 West, and through Section 32, Section 33, Section 34, Section 35 and Section 36 of Township 40 North, Range 16 West, and through Section 31, Township 40 North, Range 15 West) to the Point of Beginning.

* Indicates New Rate or Text

+ Indicates Changed Rate or Text

Issue Date: January 4, 2007

Effective Date: February 3, 2007

Issued By: John R. Summers, General Manager

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

CANCELLED
July 21, 2017
Missouri Public
Service Commission
WM-2017-0186; JW-2002-0030

WA-2005-0463

Filed
Missouri Public
Service Commission

CANCELLING P.S.C.MO.: Original Sheet No. 2

FOUR SEASONS WATER AND SEWER COMPANY

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

RECEIVED

Rules Governing Rendering of
Water Service

JUL 10 1997

Legal Description of Service Area

MO. PUBLIC SERVICE COMMISSION

Four Seasons Water and Sewer Company general description for water service area, Shawnee Bend, Camden and Miller Counties, Missouri.

Generally includes all of the Shawnee Bend peninsula east of Section 5, Township 39 North, Range 16 west, excluding the subdivisions of Shawnee Bend No. 3, Shawnee Bend No. 4, and Shawnee Bend No. 5, more particularly described as:

Beginning at the shoreline (662 contour) at the northerly most corner of Lot 1 and 2 of Shawnee Bend No. 5, then following the north line of Lot 1 to the right-of-way of Shawnee Bend Road, then following this right-of-way in an easterly direction to a point adjacent to the northwest corner of Lot 122 Shawnee Bend No. 5, then crossing Shawnee Bend Road to the said corner of Lot 122, then following the westerly line of Lot 122 to the shoreline (662 contour), then follow the shoreline (662 contour) west through Section 3 and Section 4, to a point 1,250 feet east of the west section line of Section 5, Township 39 north, Range 16 west, then leaving the shoreline (662 contour) and going north to the north right-of-way of Shawnee Bend Road (proposed State Route 42), then east along the north right-of-way of Shawnee Bend Road (proposed State Route 42), to the west boundary of Lot 56 Shawnee Bend No. 6 then including only Lots 56, 57, 58, 18, 19 and 1 of Shawnee Bend No. 6, then leaving Shawnee Bend No. 6 along the east boundary of Lot 1 at the shoreline (662 contour), then following the shoreline (662 contour) back to the point of beginning.

FILED

AUG 22 1997

*Indicates new rate or text
+Indicates change

MISSOURI
Public Service CommissionDATE OF ISSUE July 22, 1997
month day yearDATE EFFECTIVE August 22, 1997
month day year

ISSUED BY:

Name of Officer: Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

Cancelled

February 3, 2007

Missouri Public
Service Commission

CANCELLING P.S.C.MO.:

RECEIVED

FOUR SEASONS LAKESITES WATER AND SEWER COMPANY

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

Rules Governing Rendering of
Water ServiceMISSOURI
Public Service CommissionLegal Description of Service Area

Four Seasons Water and Sewer Company general description for water service area, Shawnee Bend, Camden County, Missouri.

Beginning at the shoreline (662 contour) at the lot corner between Lot 1 and 2 of Shawnee Bend No. 5, then following the property line between these two lots to the right-of-way of a private road, then following this right-of-way to the North right-of-way of Shawnee Bend Road, then following this right-of-way West to a point at the intersection of Shawnee Bend Road and Osage Road, then cross Shawnee Bend Road to the South right-of-way, then follow this right-of-way Southeast along Osage Road and Lot 122 of Shawnee Bend No. 5 to the West right-of-way of Pawnee Road, then follow this right-of-way South along Pawnee Road and Lot 122 Shawnee Bend No. 5 to the lot corner of Lot 121 and 122 at the right-of-way of Pawnee Road, then follow the lot line between these two lots to the lot corner at the shoreline (662 contour) between Lot 122 and 121 of Shawnee Bend No. 5, then follow the shoreline (662 contour) West to a point 1,250 feet before coming to the West section line of Section 5, Township 39, North, Range 16 West, then leaving the shoreline (662 contour) and going North to the North right-of-way of Shawnee Bend Road (proposed State Route 42), then East along the North right-of-way of Shawnee Bend Road (proposed State Route 42) to the West boundary of Lot 56 Shawnee Bend No. 6 then including only Lots 56, 57, 58, 18, 19 and 1 of Shawnee Bend No. 6, then leaving Shawnee Bend No. 6 along the East boundary of Lot 1 at the shoreline (662 contour), then following the shoreline (662 contour) back to the point of beginning.

CANCELLED

AUG 22 1997
By 1st R.S.
Public Service Commission
MISSOURI

FILED

JUL 11 1997

95-164

MO PUBLIC SERVICE COMM

*Indicates new rate or text
+Indicates change

DATE OF ISSUE July 2, 1997

month day year

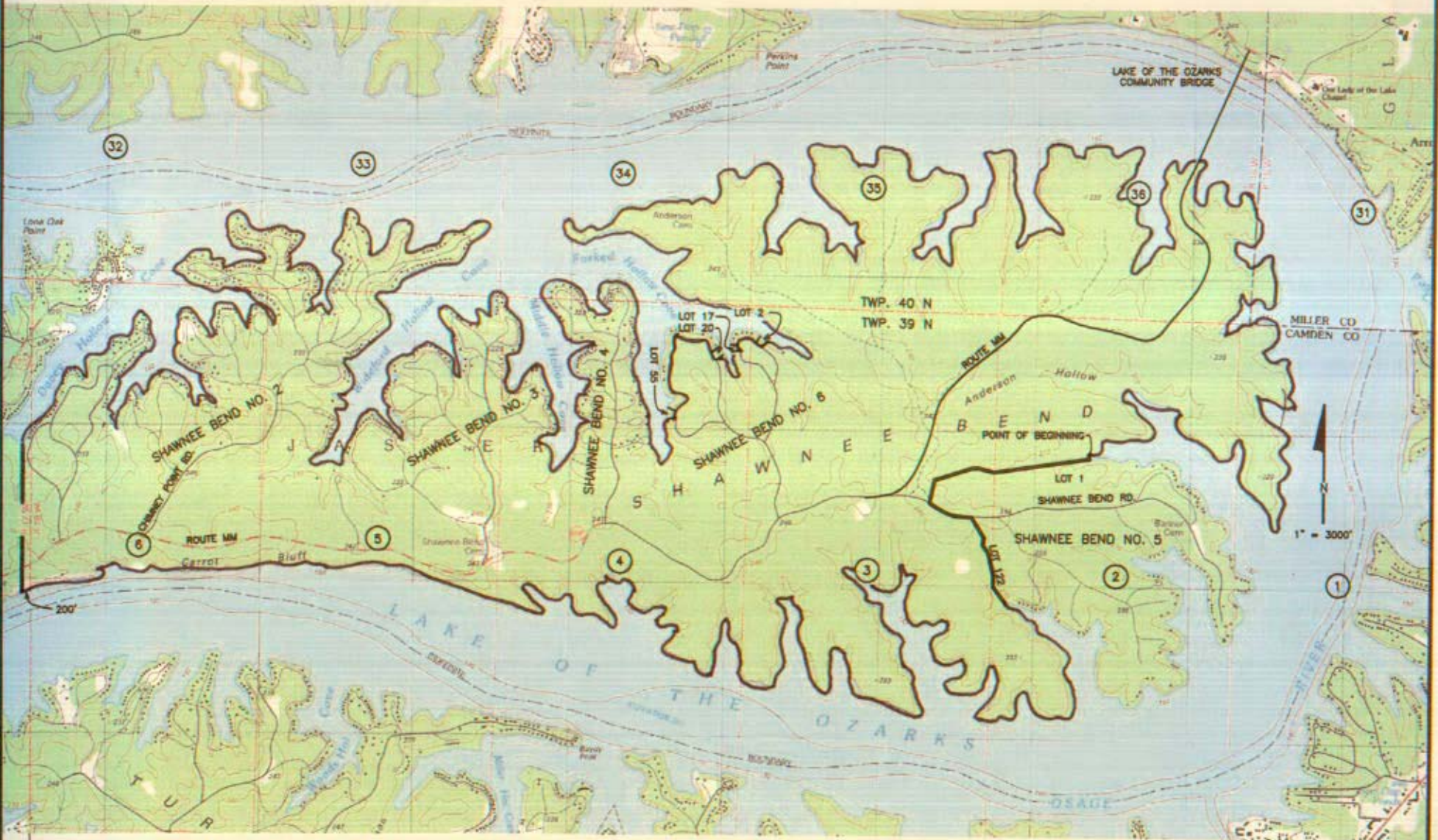
DATE EFFECTIVE July 11, 1997

month day year

ISSUED BY:

Name of Officer: Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

Peter N. Brown



R. 17 W
R. 16 W

DATE OF ISSUE 1-4-2007 DATE EFFECTIVE 2-3-2007

ISSUED BY:

NAME OF OFFICER: John Summers TITLE: General Manager ADDRESS: P.O. Box 608 Lake Ozark, Missouri 65049

CANCELLED
July 21, 2017
Missouri Public
Service Commission
WM-2017-0186; JW-2002-0030

WA-2005-0463

Filed
Missouri Public
Service Commission

FORM NO. 13 P.S.C.M.O. No. 1

First Revised ~~ORIGINAL~~ SHEET No. 1

CANCELLING P.S.C.M.O.

Original Sheet No. 3

FOUR SEASONS

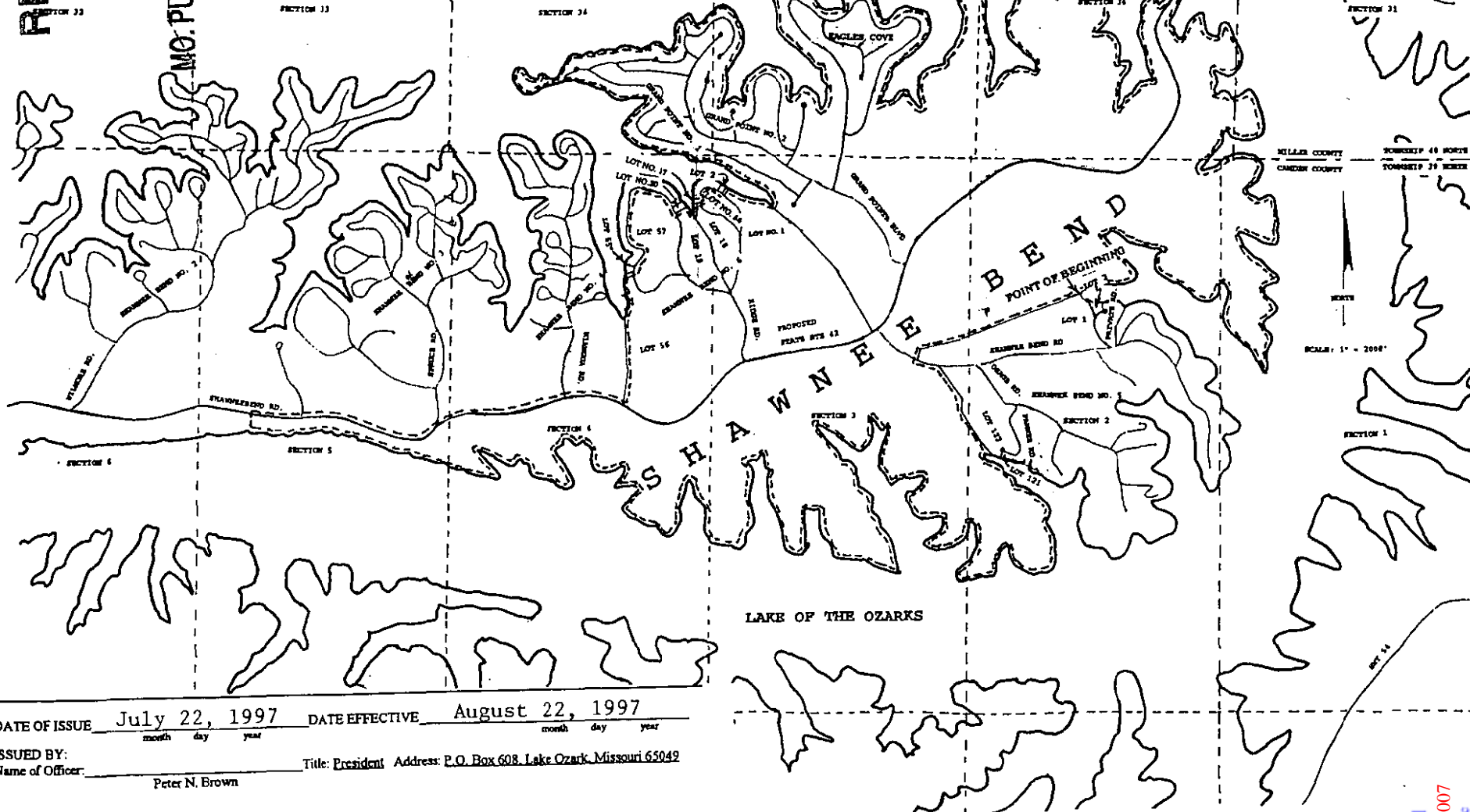
WATER AND SEWER COMPANY

For SHAWNEE BEND SERVICE AREA

Name of Issuing Corporation

Rules Governing Rendering of
Water Service

LAKE OF THE OZARKS



DATE OF ISSUE July 22, 1997 DATE EFFECTIVE August 22, 1997
month day year month day year

ISSUED BY:

Name of Officer: Peter N. Brown Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

RECEIVED

JUL 10 1997

MO. PUBLIC SERVICE COMMISSION

FILED

AUG 22 1997

MISSOURI
Public Service Commission

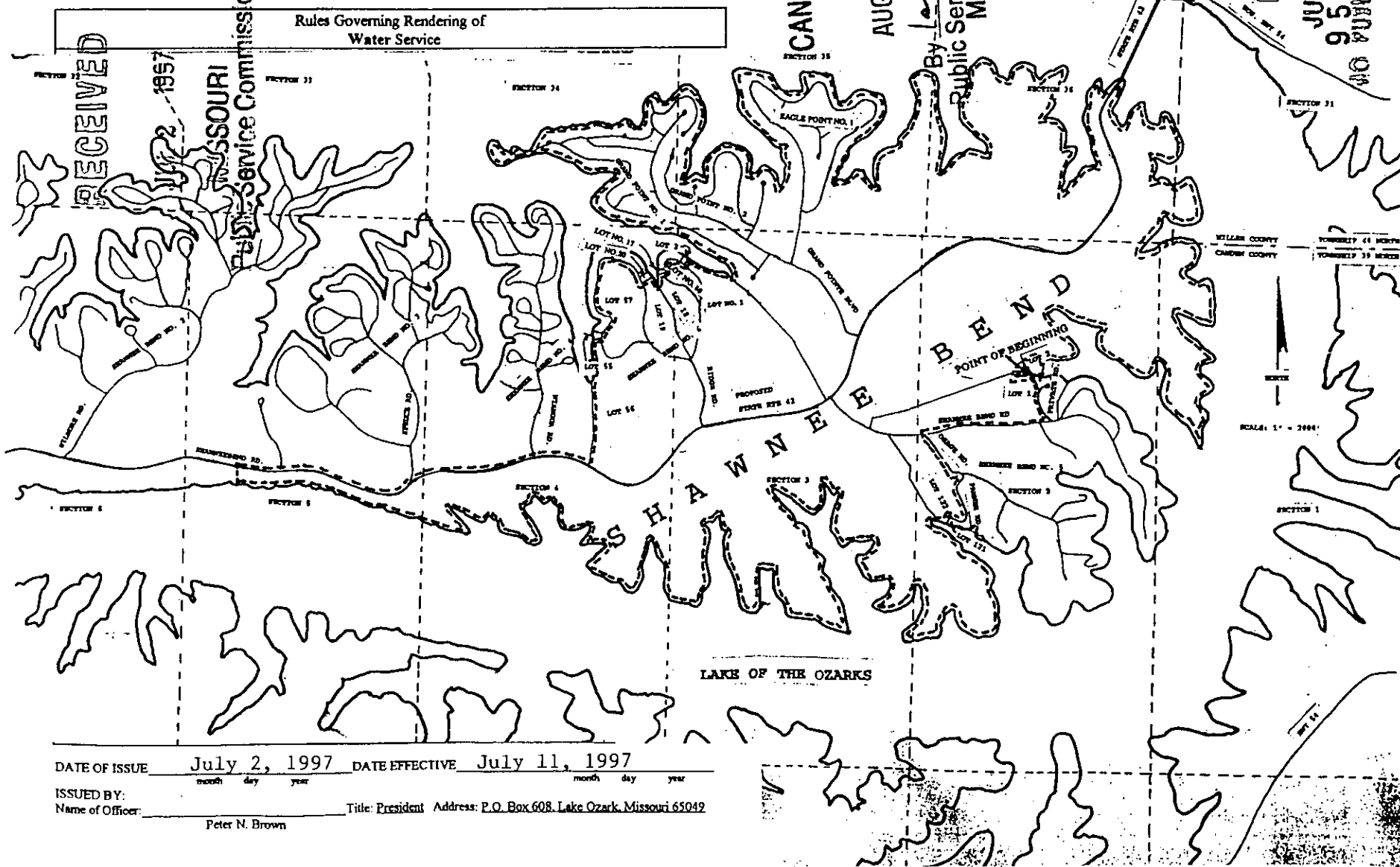
Cancelled
February 3, 2007
Missouri Public
Service Commission

FORM NO. 13 P.S.C.M.O.: No. 1 ORIGINAL SHEET No. 3

CANCELLING P.S.C.M.O.: _____

FOUR SEASONS LAKESITES WATER AND SEWER COMPANY For MISSOURI SERVICE AREAS
Name of Issuing Corporation

Rules Governing Rendering of
Water Service



DATE OF ISSUE July 2, 1997 DATE EFFECTIVE July 11, 1997
month day year month day year

ISSUED BY: _____ Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049
Name of Officer: Peter N. Brown

Lake Region Water & Sewer CompanyFor: Missouri Service Area**Rules & Regulations Governing
the Rendering of Water Service****Schedule of Rates (continued)**

RATE SCHEDULE W-1-----Residential Service

AVAILABLE:

This service is available at points on the Company's existing distribution facilities located within the Company's certificated area:

APPLICABLE:

This rate schedule applies to water service supplied at one point of delivery to residential customers for domestic use by the customer or members of customer's household for nonbusiness, noncommercial or nonindustrial purposes. Such domestic use shall include water which is ultimately used or consumed for household purposes such as bathing, cooking and sanitary uses. Such sales shall include, but not be limited to, water service provided through a single or master meter for residential apartments or condominiums, including service for common areas and facilities and vacant residential units. Sales of water to customers who purchase water for domestic use under this rate schedule shall be classified by the Company as "residential" sales exempt from state sales tax. This tariff is intended to satisfy the provisions of Section 144.030(23) RSMo, by establishing a classification system permitting the sales and purchases of metered water for domestic use under this tariff to be classified as "residential" and exempt from sales tax. Taxes other than state sales taxes may still be applicable to such sales.

The rates for service in this schedule consist of a minimum charge which is payable whether or not there is any water usage during a month.

Minimum Monthly Charges:

5/8" Meter (Includes 3,000 gal/month)	\$14.79	+
3/4" Meter (Includes 4,500 gal/month)	\$19.04	+
1" Meter (Includes 7,500 gal/month)	\$27.53	+
1.5" Meter (Includes 15,000 gal/month)	\$48.76	+
2" Meter (Includes 24,000 gal/month)	\$74.23	+
4" Meter (Includes 75,000 gal/month)	\$218.57	+
6" Meter (Includes 150,000 gal/month)	\$430.85	+

Commodity Charge - \$2.84 per 1,000 gallons over the minimum prorated to the actual volume of consumption. +

+ is changed rate or text

Issue Date: May 5, 2014Effective Date: June 4, 2014Issued By: Vernon Stump, PresidentLake Region Water & Sewer Company

P.O. Box 9, Lake Ozark, MO 65049

FILED

Missouri Public
Service Commission

WR-2013-0461; YW-2014-0447

P.S.C. MO No. 1

First Revised Sheet No. 4

Replacing Original Sheet No. 4

Lake Region Water & Sewer Company

For: Missouri Service Area

**Rules & Regulations Governing
the Rendering of Water Service**

Schedule of Rates (continued)

RATE SCHEDULE W-1-----Residential Service

AVAILABLE:

This service is available at points on the Company's existing distribution facilities located within the Company's certificated area:

APPLICABLE:

This rate schedule applies to water service supplied at one point of delivery to residential customers for domestic use by the customer or members of customer's household for nonbusiness, noncommercial or nonindustrial purposes. Such domestic use shall include water which is ultimately used or consumed for household purposes such as bathing, cooking and sanitary uses. Such sales shall include, but not be limited to, water service provided through a single or master meter for residential apartments or condominiums, including service for common areas and facilities and vacant residential units. Sales of water to customers who purchase water for domestic use under this rate schedule shall be classified by the Company as "residential" sales exempt from state sales tax. This tariff is intended to satisfy the provisions of Seciton 144.030(23) RSMo, by establishing a classification system permitting the sales and purchases of metered water for domestic use under this tariff to be classified as "residential" and exempt from sales tax. Taxes other than state sales taxes may still be applicable to such sales.

The rates for service in this schedule consist of a minimum charge which is payable whether or not there is any water usage during a month.

Minimum Monthly Charges:

5/8" Meter (Includes 3,000 gal/month)	\$12.99
3/4" Meter (Includes 4,500 gal/month)	\$16.72
1" Meter (Includes 7,500 gal/month)	\$24.18
1.5" Meter (Includes 15,000 gal/month)	\$42.82
2" Meter (Includes 24,000 gal/month)	\$65.19
4" Meter (Includes 75,000 gal/month)	\$191.95
6" Meter (Includes 150,000 gal/month)	\$378.37

Commodity Charge - \$2.49 per 1,000 gallons over the minimum prorated to the actual volume of consumption.

Issue Date: August 23, 2010

Effective Date: September 6, 2010

Issued By: Vernon Stump, President

Lake Region Water & Sewer Company

P.O. Box 9, Lake Ozark, MO 65049

CANCELLED

June 4, 2014

Missouri Public

Service Commission

WR-2013-0461; YW-2014-0447

FILED

Missouri Public

Service Commission

WR-2010-0111; YW-2011-0081

CANCELLING P.S.C.MO.:

RECEIVED**FOUR SEASONS LAKESITES WATER AND SEWER COMPANY**

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997**Rules Governing Rendering of
Water Service****MISSOURI
Public Service Commission****SCHEDULE OF RATES****RATE SCHEDULE W-1-----Residential Service****AVAILABLE:**

This service is available at points on the Company's existing distribution facilities located within the Company's certificated area.

APPLICABLE:

This rate schedule applies to water service supplied at one point of delivery to residential customers for domestic use by the customer or by members of customer's household for nonbusiness, noncommercial or nonindustrial purposes. Such domestic use shall include water which is ultimately used or consumed for household purposes such as bathing, cooking and sanitary uses. Such sales shall include, but not be limited to, water service provided through a single or master meter for residential apartments or condominiums, including service for common areas and facilities and vacant residential units. Sales of water to customers who purchase water for domestic use under this rate schedule shall be classified by the Company as "residential" sales exempt from state sales tax. This tariff is intended to satisfy the provisions of Section 144.030(23) RSMo, by establishing a classification system permitting the sales and purchases of metered water for domestic use under this tariff to be classified as "residential" and exempt from sales tax. Taxes other than state sales taxes may still be applicable to such sales.

The rates for service in this schedule consist of a minimum charge which is payable whether there is any water usage during a month or not.

Minimum Monthly Charges:

5/8" meter (Includes 3,000 gal/month)	\$11.29
3/4" meter (Includes 4,500 gal/month)	\$14.53
1" meter (Includes 7,500 gal/month)	\$21.01
1.5" meter (Includes 15,000 gal/month)	\$37.21
2" meter (Includes 24,000 gal/month)	\$56.65

Commodity Charge - \$2.16 per 1,000 gallons over the minimum prorated to the actual volume of consumption.

*Indicates new rate or text

+Indicates change

FILED**JUL 11 1997****MO. PUBLIC SERVICE CO.**DATE OF ISSUE July 2, 1997

month day year

DATE EFFECTIVE July 11, 1997

month day year

ISSUED BY:

Name of Officer:

Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

CANCELLED

September 6, 2010

Missouri Public

Service Commission

WR-2010-0111; YW-2011-0081

P.S.C. MO No. 1

Second Revised Sheet No. 5

Replacing First Revised Sheet No. 5

Lake Region Water & Sewer Company

For: Missouri Service Area

**Rules & Regulations Governing
the Rendering of Water Service**

Schedule of Rates (continued)

RATE SCHEDULE W-2-----Industrial/Commercial

AVAILABILITY

This service is available at points to industrial/commercial customers proximate to the Company's distribution facilities within the Company's certificated area.

APPLICABLE:

The rates for service in this schedule consist of a minimum charge which is payable whether or not there is any water usage during a month.

Minimum Monthly Charges:

5/8" Meter (Includes 3,000 gal/month)	\$14.79	+
3/4" Meter (Includes 4,500 gal/month)	\$19.04	+
1" Meter (Includes 7,500 gal/month)	\$27.53	+
1.5" Meter (Includes 15,000 gal/month)	\$48.76	+
2" Meter (Includes 24,000 gal/month)	\$74.23	+
4" Meter (Includes 75,000 gal/month)	\$218.57	+
6" Meter (Includes 150,000 gal/month)	\$430.85	+

Commodity Charge - \$2.84 per 1,000 gallons over the minimum prorated to the actual volume of consumption. +

+ is changed rate or text

Issue Date: May 5, 2014

Effective Date: June 4, 2014

Issued By: Vernon Stump, President

Lake Region Water & Sewer Company

P.O. Box 9, Lake Ozark, MO 65049

FILED

**Missouri Public
Service Commission**

WR-2013-0461; YW-2014-0447

P.S.C. MO No. 1

First Revised Sheet No. 5

Replacing Original Sheet No. 5

Lake Region Water & Sewer Company

For: Missouri Service Area

**Rules & Regulations Governing
the Rendering of Water Service**

Schedule of Rates (continued)

RATE SCHEDULE W-2-----Industrial/Commercial

AVAILABILITY

This service is available at points to industrial/commercial customers proximate to the Company's distribution facilities within the Company's certificated area.

APPLICABLE:

The rates for service in this schedule consist of a minimum charge which is payable whether or not there is any water usage during a month.

Minimum Monthly Charges:

5/8" Meter (Includes 3,000 gal/month)	\$12.99
3/4" Meter (Includes 4,500 gal/month)	\$16.72
1" Meter (Includes 7,500 gal/month)	\$24.18
1.5" Meter (Includes 15,000 gal/month)	\$42.82
2" Meter (Includes 24,000 gal/month)	\$65.19
4" Meter (Includes 75,000 gal/month)	\$191.95
6" Meter (Includes 150,000 gal/month)	\$378.37

Commodity Charge - \$2.49 per 1,000 gallons over the minimum prorated to the actual volume of consumption.

Issue Date: August 23, 2010

Effective Date: September 6, 2010

Issued By: Vernon Stump, President

Lake Region Water & Sewer Company

P.O. Box 9, Lake Ozark, MO 65049

CANCELLED

June 4, 2014

Missouri Public

Service Commission

WR-2013-0461; YW-2014-0447

FILED

Missouri Public

Service Commission

WR-2010-0111; YW-2011-0081

CANCELLING P.S.C.MO.:

RECEIVEDFOUR SEASONS LAKESITES WATER AND SEWER COMPANY

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

Rules Governing Rendering of
Water Service**MISSOURI**
Public Service Commission**SCHEDULE OF RATES** (continued)

RATE SCHEDULE W-2-----Industrial/Commercial

AVAILABILITY:

This service is available at points to industrial/commercial customers proximate to the Company's distribution facilities within the Company's certificated area.

Minimum Monthly Charges:

5/8" meter (includes 3,000 gal/month)	\$11.29
3/4" meter (includes 4,500 gal/month)	\$14.53
1" meter (includes 7,500 gal/month)	\$21.01
1.5" meter (includes 15,000 gal/month)	\$37.21
2" meter (includes 24,000 gal/month)	\$56.65
4" meter (includes 75,000 gal/month)	\$166.81
6" meter (includes 150,000 gal/month)	\$328.81

Commodity Charge - \$2.16 per 1,000 gallons over minimum prorated to the actual volume of consumption.

FILED

JUL 11 1997

95-164

MO. PUBLIC SERVICE COM.

*Indicates new rate or text

+Indicates change

DATE OF ISSUE July 2, 1997

month day year

DATE EFFECTIVE July 11, 1997

month day year

ISSUED BY:

Name of Officer: Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

Peter N. Brown

CANCELLED

September 6, 2010

Missouri Public
Service Commission

WR-2010-0111; YW-2011-0081

CANCELLING P.S.C.MO.: _____

FOUR SEASONS LAKESITES WATER AND SEWER COMPANY

For

RECEIVED
MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

Rules Governing Rendering of
Water Service

MISSOURI

Public Service Commission

SCHEDULE OF RATES (continued)SALES, GROSS RECEIPTS, OCCUPATION OR FRANCHISE TAXES:

There shall be added to the customer's bill as a separate item an amount equal to the proportionate part of any sales, license, occupation, franchise or other similar fee or tax now or hereafter imposed upon the Company by any municipality or any other governmental authority, whether imposed by statute, ordinance, franchise or otherwise, in which the fee or tax is based upon a percentage of gross receipts, revenue or income from the provision of service by the company. When such tax or fee is a stated amount, a pro rata portion of such tax or fee shall be included as a separate item on the customer's bill and shall be calculated by applying thereto the same percentage factor as the total annual amount of the tax bears to the gross receipts of the company from the provision of service during the preceding calendar year to customers located within the boundaries of the taxing entity. These tax or fee amounts shall be added to the customer's bill only within the boundaries of the entity imposing the tax or fee. This provision does not apply to the "assessment" rendered by the Public Service Commission to the Company.

FILEDJUL 11 1997
95-164

MO. PUBLIC SERVICE CO.

*Indicates new rate or text
+Indicates changeDATE OF ISSUE July 2, 1997
month day yearDATE EFFECTIVE July 11, 1997
month day year

ISSUED BY:

Name of Officer: _____

Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

CANCELLED

July 21, 2017

Missouri Public
Service Commission

WM-2017-0186; JW-2002-0030

Lake Region Water & Sewer Company

For: Missouri Service Areas

**Rules Governing
Rendering of Water Service****Schedule of Service Charges****CONNECTION CHARGES:**

All residential customers shall pay a one time connection charge of \$610.00 for the installation of a 5/8" meter setting (meter, ring, lid, pit, check valve, yoke, saddle corp stop, curb stop) and service connection. This fee shall be paid when the customer makes application for service. This charge includes all accessories and inspections as hereinafter referenced.

All non-residential service connections or any connections with a meter size greater than 3/4" shall be charged at the actual cost to the company in making said connections in accordance with Rules 4 and 14. This fee shall be paid when the Customer makes application for service.

MM-CHIMNEY POINT CIAC: MM-Chimney Point Pipeline

*

The following charges shall apply to service connections utilizing the MM-Chimney Point water main extension (the MM-Chimney Point Pipeline), whether they be direct or indirect connections:

For residential buildings,
whether single family or multi-family \$625 per unit

For commercial or industrial buildings and wholesale customers the connection charge shall be calculated by multiplying \$625 by a water usage factor, with the usage factor to be determined by dividing the subject customer's expected monthly usage by 7,000 gallons; provided, however, that the usage factor shall not be less than 1.

This charge is in addition to connection or other charges authorized by the Company's tariffs. The charge shall be paid by the customer when making application for service.

Exceptions to this charge:

This charge shall not be applied to the first 215 living units constructed within the "Majestic Pointe Condominium Project" or the first 200 living units constructed within the "Shawnee Bend Project" which projects are located within the Company's service area.

Questions regarding the applicability and collection of this charge shall be resolved consistent with the provisions of Section 12 of the company/developer contract that was filed in PSC Case No. WA-2005-0463.

* Indicates New Rate or Text

+ Indicates Changed Rate or Text

Issue Date: January 4, 2007

Effective Date: February 3, 2007

Issued By: John R. Summers, General Manager

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

CANCELLING P.S.C.MO.: _____

RECEIVEDFOUR SEASONS LAKESITES WATER AND SEWER COMPANY

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997Rules Governing Rendering of
Water Service**MISSOURI**
~~Public Service Commission~~SCHEDULE OF SERVICE CHARGES**CONNECTION CHARGES:**

All residential customers shall pay a one time connection charge of \$610.00 for the installation of a 5/8" meter setting (meter, ring, lid, pit, check valve, yoke, saddle corp stop, curb stop) and service connection. This fee shall be paid when the customer makes application for service. This charge includes all accessories and inspections as hereinafter referenced.

All non-residential service connections or any connections with a meter size greater than 3/4" shall be charged at the actual cost to the Company in making said connections in accordance with Rules 4 and 14. This fee shall be paid when the Customer makes application for service.

DISCONNECT FOR NON-PAYMENT, SPECIAL REQUEST SERVICE TERMINATION OR RECONNECTION CHARGE:

Upon request of the customer, the company will either terminate or reconnect a water service. The cost for either service during normal working hours of 8:30 A.M. to 4:00 P.M. Monday through Friday excluding holidays, shall be \$31.00 payable in advance. The cost during other than normal working hours shall be \$70.00. Routine request for termination or reconnection which allows the Company five (5) business days lead time will be done at no charge.

LATE PAYMENT CHARGE: \$6.50 per notice per month

May be assessed in accordance with Rule 10.

Applies only when disconnect is mailed.

Only one charge applies to a customer that is billed for water and sewer service on the same bill.

RETURN CHECK CHARGE: \$15.00

May be assessed in accordance with Rule 10.

Only one charge per returned check

METER TESTING CHARGE: \$55.00

May be assessed in accordance with Rule 12

*Indicates new rate or text

+Indicates change

FILED**JUL 11 1997**
95-164**MO. PUBLIC SERVICE CO.**DATE OF ISSUE July 2, 1997 DATE EFFECTIVE July 11, 1997
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ISSUED BY:

Name of Officer: _____ Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

Peter N. Brown

Cancelled

February 3, 2007

Missouri Public
Service Commission

P.S.C. MO No. 1

~~Second~~

~~First~~ Revised Sheet No. 7-A

Replacing

~~Original~~ Sheet No. 7-A
~~First~~

Lake Region Water & Sewer Company

For: Missouri Service Areas

**Rules Governing
Rendering of Water Service**

SCHEDULE OF SERVICE CHARGES

DISCONNECT FOR NON-PAYMENT, SPECIAL REQUEST SERVICE TERMINATION OR RECONNECTION CHARGE:

Per Rule 7 and/or upon request of the customer, the company will either terminate or reconnect a water service. The cost for either service during normal working hours of 8:30 AM to 4:00 PM Monday through Friday excluding holidays, shall be \$31.00 payable in advance. The cost during other than normal working hours shall be \$85.00 +. Routine request for termination or reconnection which allows the Company five (5) business days lead time will be done at no charge.

+ LATE PAYMENT CHARGE:

Bills will be prepared and distributed monthly. Bills will be rendered net, bearing the last date on which payment is due, which is 21 days after the date mailed. If not paid by the due date, 10% is added to the first \$15.00 of each bill and 5% on amounts in excess of \$15.00. Only one charge applies to a customer that is billed for water and sewer service on the same bill.

RETURN CHECK CHARGE: \$25.00
May be assessed in accordance with rule 10.
Only one charge per returned check.

METER TESTING CHARGE: \$55.00
May be assessed in accordance with Rule 12.

+ is changed rate or text

Issue Date: May 5, 2014
Month/Day/Year

Effective Date: June 4, 2014
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Issued By: Vernon Stump, President

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

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P.S.C. MO No. 1

First Revised Sheet No. 7-A

Replacing

Original Sheet No. 7-A

Lake Region Water & Sewer Company

For: Missouri Service Areas

**Rules Governing
Rendering of Water Service**

SCHEDULE OF SERVICE CHARGES

**DISCONNECT FOR NON-PAYMENT, SPECIAL REQUEST SERVICE TERMINATION OR
RECONNECTION CHARGE:**

+ Per Rule 7 and/or upon request of the customer, the company will either terminate or reconnect a water service. The cost for either service during normal working hours of 8:30 AM to 4:00 PM Monday through Friday excluding holidays, shall be \$31.00 payable in advance. The cost during other than normal working hours shall be \$70.00. Routine request for termination or reconnection which allows the Company five (5) business days lead time will be done at no charge.

LATE PAYMENT CHARGE: \$6.50 per notice per month

May be assessed in accordance with Rule 10.

Applies only when disconnect is mailed.

Only one charge applies to a customer that is billed for
water and sewer service on the same bill.

RETURN CHECK CHARGE: \$25.00 +

May be assessed in accordance with rule 10.

Only one charge per returned check.

METER TESTING CHARGE: \$55.00

May be assessed in accordance with Rule 12.

* Indicates New Rate or Text

+ Indicates Changed Rate or Text

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Issued By: Vernon Stump, President

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

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Lake Region Water & Sewer Company

For: Missouri Service Areas

**Rules Governing
Rendering of Water Service****Schedule of Service Charges****DISCONNECT FOR NON-PAYMENT, SPECIAL REQUEST SERVICE TERMINATION OR RECONNECTION CHARGE:**

Upon request of the customer, the company will either terminate or reconnect a water service. The cost for either service during normal working hours of 8:30 A.M. to 4:00 P.M. Monday through Friday excluding holidays, shall be \$31.00 payable in advance. The cost during other than normal working hours shall be \$70.00. Routine request for termination or reconnection which allows the Company five (5) business days lead time will be done at no charge.

LATE PAYMENT CHARGE: \$6.50 per notice per month

May be assessed in accordance with Rule 10.

Applies only when disconnect is mailed.

Only one charge applies to a customer that is billed
for water and sewer service on the same bill.**RETURN CHECK CHARGE:** \$15.00

May be assessed in accordance with Rule 10.

Only one charge per returned check

METER TESTING CHARGE: \$55.00

May be assessed in accordance with Rule 12.

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Issue Date: January 4, 2007

Effective Date: February 3, 2007

Issued By: John R. Summers, General Manager

Lake Region Water & Sewer Company
P.O. Box 9, Lake Ozark, MO 65049

CANCELLING P.S.C.MO.:

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For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

**Rules Governing Rendering of
Water Service****MISSOURI
Public Service Commission****Rule 1 DEFINITIONS**

- (a) An "APPLICANT" is a person, firm, corporation, governmental body, or other entity which has applied for service; two or more APPLICANTS may make one application for a main extension.
- (b) The "COMPANY" is Four Seasons Lakesites Water & Sewer Company acting through its officers, managers, or other duly authorized employees or agents.
- (c) A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the company for water service or is receiving service from the company, or whose facilities are connected for utilizing such service.
- (d) The "DATE OF CONNECTION" shall be the date of the permit for installation and connection issued by the company. In the event no permit is taken and a connection is made, the date of connection may be the date of commencement of construction of the building upon the property.
- (e) A "DEVELOPER" is any person, firm, corporation, partnership or any entity that, directly or indirectly, holds title to, or sells or leases, or offers to sell or lease, or advertises for sale or lease, any lots in a subdivision.
- (f) "DISCONTINUANCE OF SERVICE" is the intentional cessation of service by the company not requested by the customer.
- (g) The "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.
- (h) The "METER" is a device used to measure and record the quantity of water that flows through the service line, and is installed in the meter setting.
- (i) The "METER SETTING" includes the meter box, meter yoke, lid, double check valve,

*Indicates new rate or text

+Indicates change

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Name of Officer:

Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

CANCELLED

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CANCELLING P.S.C.MO.:

FOUR SEASONS LAKESITES WATER AND SEWER COMPANY

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Name of Issuing Corporation

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JUL 2 1997

Rules Governing Rendering of
Water Service**MISSOURI**

Public Service Commission

Rule 1 DEFINITIONS (continued)

and appurtenances, all of which shall be owned, installed, and maintained by the company.

- (j) The "SERVICE CONNECTION" is the pipeline connecting the main to the customer's water service line, or outdoor meter setting including all necessary appurtenances. This service connection will be installed and owned 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.
- (k) A "SUBDIVISION" is any land in the state of Missouri which is divided or proposed to be divided into two or more lots or other divisions of land, whether contiguous or not, or uniform in size or not, for the purpose of sale or lease, and includes resubdivision thereof.
- (l) "TERMINATION OF SERVICE" is cessation of service requested by the customer.
- (m) 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 rental unit of a multi-tenant rental property is considered as a separate unit for each single family or firm occupying same as a residence or place of business.
- (n) The "WATER SERVICE LINE" is a pipe with appurtenances installed, owned and maintained by the customer, used to conduct water to the customer's unit from the property line or outdoor meter setting, including the connection to the meter setting. If the property line is in a street, then the water service line shall be deemed to begin at the edge of the street abutting the customer's property.

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Name of Issuing Corporation

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Rules Governing Rendering of
Water Service**MISSOURI**

Public Service Commission

Rule 2 GENERAL

- (a) Every applicant, upon signing an application for any water service rendered by the company, or any customer upon taking of water service, shall be considered to have expressed consent to be bound by these rates and rules.
- (b) The company's rules governing rendering of service are set forth in these numbered sheets. The rates applicable to appropriate water service or service in particular service areas are set forth in rate schedules and constitute a part of these rules.
- (c) The company reserves the right, subject to authority of the Missouri Public Service Commission, to prescribe additional rates and rules or to alter existing rates and rules as it may from time to time deem necessary and proper.

*Indicates new rate or text

+Indicates change

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Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049CANCELLED
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FOUR SEASONS LAKESITES WATER AND SEWER COMPANY

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Name of Issuing Corporation

JUL 2 1997Rules Governing Rendering of
Water Service**MISSOURI**

Public Service Commission

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.
- (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.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 4 APPLICATIONS FOR SERVICE

- (a) A written application for service, signed by the customer, stating the type of service required and accompanied by any other pertinent information, will be required from each customer before service is provided to any unit.
- (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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Name of Issuing Corporation

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 5 INSIDE PIPING AND WATER SERVICE LINES

- (a) The company will provide water service at the outdoor meter, or at the property line. There shall be one service line for each customer. Separate buildings shall be served through separate water service lines. An exception is a residential garage, or secondary use.
- (b) The service connection from the water main to the customer's property line shall be constructed, owned, and maintained by the company. The meter installation and setting shall be constructed and maintained by the company. Water service line construction and maintenance from the property line or 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 mains, meters, and meter installations caused by the customer, his agent, or tenant.
- (c) The water service line shall be brought to the unit at a depth of not less than 36 inches and have a minimum inside diameter of 3/4 inch. The customer is responsible for the determination of whether or not a larger size is needed to provide adequate flow to the unit. When in doubt, a 1 inch inside diameter is recommended. 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.
- (d) 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.
- (e) The company will not install a service connection to a vacant lot.
- (f) Any change in the location of an existing service connection requested by the customer shall be made at his expense.

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Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

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Rules Governing Rendering of
Water Service**MISSOURI**
~~Public Service Commission~~Rule 5 INSIDE PIPING AND WATER SERVICE LINES (continued)

- (g) The company shall have the right to enter the customer's premises for the purposes of inspection to ensure compliance to these rules. Company personnel shall identify themselves and make these inspections only at reasonable hours.
- (h) Water service lines and service connections may not be extended along public streets or roadways or through property of others in connecting with the company's mains. The service connection may, however, extend through the water main easement and roadway easement as necessary in order to be connected to a main located across and adjacent to a street in front of the customer's living unit. The service connection and service line must be laid in a straight line and at right angles to the main and the face of the structure or as nearly so as possible. Any deviation from this because of physical obstruction will be at the discretion of the company.
- (i) Any customer having a plumbing arrangement, or a water-using device that could allow backsiphonage of any chemical, petroleum, process water, water from a questionable supply, or other substance that could create a health hazard or damage to the water system; or, any customer's plumbing classified as an actual or potential backflow hazard in the regulations of the Missouri Department of Natural Resources, 10 CSR 60 - 11, 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. The company reserves the right to require backflow prevention devices from all customers categorically regardless of what a cross connection survey may reveal.

The cost of installation, inspection and certification of the backflow prevention device shall be borne by the customer. In situations where the Company reasonably determines that such a device is needed, but the Customer refuses to install a backflow prevention device, the Company may install the device and place the applicable cost on the Customer's next regular bill as a separate line item. Failure of the customer to pay this amount shall be grounds for discontinuance of service by the Company.

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Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049CANCELLED
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Missouri Public
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RECEIVEDFOUR SEASONS LAKESITES WATER AND SEWER COMPANY

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Rules Governing Rendering of
Water ServiceMISSOURI
Public Service CommissionRule 5 INSIDE PIPING AND WATER SERVICE LINES (continued)

- (j) Installation of pressure reduction devices is at the discretion of and cost to the customer. Any maintenance or repairs to pressure reducing devices or equipment is the responsibility of the customer. Any pressure reducing device installed by the Customer shall be located within the Customer's premises.

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Name of Officer: _____ Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

Peter N. Brown

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Missouri Public
Service Commission

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RECEIVED**FOUR SEASONS LAKESITES WATER AND SEWER COMPANY**

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

**Rules Governing Rendering of
Water Service****MISSOURI
Public Service Commission****Rule 6 IMPROPER OR EXCESSIVE USE**

- (a) No customer shall be wasteful of the water supplied to the unit by his willful action or inaction. It shall be the responsibility and duty of each customer to maintain all piping and fixtures at the unit in a good and efficient state of repair at all times.
- (b) No customer shall make or cause to be made a cross connection between the potable water supply and any source of chemical or bacterial contamination or any other water supply. The company shall deny or discontinue service where customer's water service line or inside piping may, in the opinion of the company, cause a cross connection with non-potable water or otherwise jeopardize the health and safety of other customers or the company's facilities.
- (c) The customer shall not make or cause to be made a connection to a device that will result in excessive water demand or excessive shock, such as water-hammer, to the company's mains.
- (d) The customer shall not tamper with, remove, or willfully damage a water meter or attempt to operate the shutoff cock on the meter yoke, or allow any such action.
- (e) The customer shall not attempt to take unmetered water from the company mains either by an unauthorized tap or direct connection to service connection nor by connection to a fire hydrant or blowoff.
- (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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Name of Officer:

Peter N. Brown

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

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Missouri Public
Service Commission

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RECEIVEDFOUR SEASONS LAKESITES WATER AND SEWER COMPANY

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionDISCONTINUANCE OF SERVICE BY COMPANY

(a) The company may discontinue water 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 on file with and approved by the Public Service Commission, or for any condition which adversely affects the safety of the customer or other persons, or the integrity of the utility's delivery system.
7. Non payment of a sewer bill issued by the company, or by a sewer utility requesting discontinuance of water service by an approved agreement between the company and such sewer utility. When water service is discontinued for this reason, any service charges for turn on/off or disconnection/reconnection within these rules shall not 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.
8. No advance notice to the customer of discontinuance is required when the customer's premises is unoccupied and it becomes apparent to the Company that broken pipes are causing the escape of water on the customer's premises.

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Name of Officer: Peter N. Brown Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

CANCELED

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RECEIVEDFOUR SEASONS LAKESITES WATER AND SEWER COMPANY

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JUL 2 1997Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 7 DISCONTINUANCE OF SERVICE BY COMPANY (continued)

- (b) The company may discontinue service after notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. If written notice is hand delivered to the customer, it shall be done at least ninety-six (96) hours prior to discontinuance. If the company intends discontinuance of service to a multi-tenant dwelling, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance. Service of notice by mail is complete upon mailing. Discontinuance shall not occur more than eleven (11) business days after the date given as the discontinuance date. See 4 CSR 240-13.050(3).
- (c) The company shall make reasonable effort to communicate with the customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reason(s) for discontinuance of service, and the resolution. Reasonable efforts shall include either an additional written notice, a doorhanger notice, or at least two telephone call attempts reasonably calculated to reach the Customer. 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) provided the company is aware or has been informed that such occupant(s) exist.
- (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 from 8:30 A.M. to 4:00 P.M. Central time. Company personnel shall identify themselves and announce the intention to disconnect service, or leave a conspicuous notice of the disconnect.
- (f) The provisions of paragraphs (c) and (e) above may be waived if safety of company

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Name of Officer: _____

Title: President Address: P.O. Box 608, Lake Ozark, Missouri 65049

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Peter N. Brown

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RECEIVEDFOUR SEASONS LAKESITES WATER AND SEWER COMPANY

For

MISSOURI SERVICE AREAS

Name of Issuing Corporation

JUL 2 1997

Rules Governing Rendering of
Water ServiceMISSOURI
Public Service CommissionRule 7 DISCONTINUANCE OF SERVICE BY COMPANY (continued)

personnel while at the premises is a consideration.

- (g) Discontinuance of service to a unit for any reason shall not prevent the company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the customer.
- (h) In case the company discontinues its service for any violation of these rules, then any monies due the company shall become immediately due and payable.
- (i) The company has the right to refuse or to discontinue service to any unit to protect itself against fraud or abuse.
- (j) The company shall deal with customers and handle customer accounts in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240 - 13.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 8 TERMINATION OF SERVICE AT CUSTOMER'S REQUEST

- (a) Service will be terminated at the customer's request, by giving not less than twenty-four (24) hours written 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 termination 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. If the customer is requesting seasonal termination of service for a second or vacation home, the customer may tender such request in writing in person at the office or via certified mail with a return receipt requested so as to have the capacity to show proof such request was made. Similarly, when such customer requests reinstatement of the seasonal termination, such request shall be made via certified mail with return receipt requested or in writing in person at the office of the company. Requests for termination of service may be initiated by telephone, but the customer must confirm within 36 hours by certified mail. Written documentation is required. The Company will not be responsible for any losses for not following customer's instructions unless instructions are in writing and there is proof the Company received the instructions.

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Rules Governing Rendering of
Water Service**MISSOURI**
~~Public Service Commission~~Rule 9 INTERRUPTIONS IN SERVICE

- (a) The company reserves the right to discontinue water in its mains at any time, without notice, for making emergency repairs to the water system.
- (b) Whenever service is interrupted for repairs, all customers affected by such interruptions will be notified in advance whenever it is possible to do so. Every effort will be made to minimize interruption of service.
- (c) No refunds of charges for water service will be made for interruptions of service unless due to willful misconduct of the company.
- (d) In order to avoid service problems when extraordinary conditions exist, the company reserves the right, at all times, to determine the limit of and regulate in a reasonable and non-discriminatory manner, and where practical, the maximum amounts of water drawn from the company mains. This includes situations where the company discontinues service at an unoccupied dwelling unit during months when it is possible frozen pipes have burst and created a hazard to the customer's residence. In such situations the company will make reasonable efforts to contact the customer or a representative of the customer in a timely manner in an effort to minimize negative effects of such hazard.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 10 **BILLS FOR SERVICE**

- (a) The charges for water service shall be at the rates specified in the rate schedules on file with the Missouri Public Service Commission. Other service charges, such as for turn-off or turn-on, are set forth in the Schedule of Service Charges in these rules.
- (b) A customer who has made application for water service to a unit shall be responsible for payment for all water service provided to him at said unit from the date of connection until the customer requests termination of service, (See Rule 8) or the company discontinues 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 is 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 due date.
- (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 have the right to render bills monthly.
- (g) Bills for residential service shall be due twenty-one (21) calendar days from the date of rendition, unless such due date falls on a weekend, 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.

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Rules Governing Rendering of
Water ServiceMISSOURI
Public Service CommissionRule 10 **BILLS FOR SERVICE** (continued)

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. In addition the company shall add a late payment charge to bills which become delinquent. Such late payment charges are listed in the Schedule of Service Charges. The company shall not be required to restore or connect any new service for such delinquent customer(s) until the unpaid account due the company under these Rules has been paid in full or arrangements satisfactory to the company have been made to pay said account. The company shall have the right to charge to the Customer's account reasonable costs and fees incurred in collecting delinquent amounts in addition to late charges.

- (h) When bills are rendered for a period of less than a complete billing period due to the connection or termination of service, the billing shall be the monthly minimum plus an amount based on the water used at the commodity (water usage) rate or one-half (1/2) of the flat rate if applicable.
- (i) The company may require a security deposit or other guarantee as a condition of new service if the customer: still has an unpaid account with a utility providing the same type of service accrued within the last five (5) 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.
- (j) 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 monthly billing periods, or two (2) out of four (4) consecutive quarterly billing periods.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 10 **BILLS FOR SERVICE** (continued)

- (k) The amount of a security deposit shall not exceed utility charges applicable to one (1) billing period plus thirty (30) days, computed on estimated or actual annual usage.
- (l) Interest at the rate of six percent (6%) per annum compounded annually shall be payable on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest may be credited to the customer's account.
- (m) After a customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one year, credit shall be established or re-established, and the deposit and any interest due shall be refunded. The utility may withhold full refund of the deposit pending resolution of a disputed matter.
- (n) 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.
- (o) All billing matters involving residential customers shall be handled in accordance with the Public Service Commission's Utility Billing Practices, 4 CSR 240-13.
- (p) If a customer tenders a check to the company for payment of water service and such check is returned unpaid by the company's bank, the company may require payment for that bill to be made in the form of a cashier's check, money order, or cash, with the addition of a returned check charge, as shown in the Schedule of Service Charges.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 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.
- (b) All meters and meter installations shall be furnished, installed, maintained, owned and removed by the company.
- (c) The company shall have the right to determine on the basis of the customer's flow requirements the type and size of meter to be installed and location of same. If flow requirements increase or decrease subsequent to installation and a larger or smaller meter is requested by the customer, the cost of installing such meter shall be paid by the customer.
- (d) Service to any one customer shall be furnished through a single metering installation. Where a building is occupied by more than one tenant, the building shall be served by one meter and the Company will contract with only one Customer.
- (e) The meters and meter installations furnished by the company shall remain its property, and the owners of premises wherein they are located shall be held responsible for their safekeeping. For failure to protect same against damage, the company may refuse to supply water until the company is paid for such damage. The amount of the charge shall be the cost of the necessary replacement parts, the labor cost and charges for equipment used if necessary to make the repair.
- (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. The 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.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 11 METERS AND METER INSTALLATIONS (continued)

- (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.

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 12 METER TESTS AND TEST FEES

- (a) Any customer may request the company to make a special test of the accuracy of the meter through which water is supplied to him. This test will be made in accordance with water industry test procedures, and to check for accuracy as required by regulations of the Public Service Commission.
- (b) The company reserves the right to remove and test a meter at any time and to substitute another in its place. In case of a dispute involving a question as to the accuracy of the meter, a test will be made by the company upon the request of the customer without charge if the meter has not been tested within twelve (12) months preceding the requested test. If the meter has been tested within the twelve (12) previous months and is accurate within five percent (5%) then the meter testing charge shown in the Schedule of Service Charges will apply.
- (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 a two (2) inch inlet, which will be conducted by the meter manufacturer. A certified copy of the test report 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 by these Rules.

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Water Service

MISSOURI

Public Service Commission

Rule 13 BILL ADJUSTMENTS BASED ON METER TESTS

- (a) Whenever any test by the company of a meter while in service or upon its removal from service shall show such meter to have an average error of more than five percent (5%) on the test streams prescribed by the Public Service 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 Governing Rendering of
Water Service**MISSOURI**
~~Public Service Commission~~**Rule 14 EXTENSION OF WATER MAINS**

- (a) This rule shall govern the extension of mains by the company within its certificated 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. Applicable income tax cost will be added to this estimate calculated at the maximum rate.
- (c) When the applicant's property is too far from existing facilities and it is economical for a new source of supply to be constructed to serve the applicant's property, the applicant may be required, as a part of the extension agreement, to subsidize the costs associated with said new source until enough additional customers justify the cost to the company of owning and operating said source of supply. Such subsidization shall be based on a limit of capital investment by the company of \$1,000 per customer connected to the said new source, not to exceed the original cost to construct the well and applicable appurtenances and only during the first ten years following completion of an approved facility. Said new supply source (well) shall be in lieu of a main extension and to follow the same rules as a main extension.
- (d) Applicant(s) shall enter into a contract with the company for the installation of said extension and shall tender to the company a contribution in aid of construction equal to the amount determined in paragraph (b) above, plus any applicable customer connection fee. The contract may allow the customer to contract with an independent contractor for the installation and supply of material, except that mains of 12" or greater diameter must be installed by the company, and the reconstruction of existing facilities must be done by the company.
- (e) The cost to an applicant or applicants connecting to a main extension contributed by other applicant(s) shall be as follows:

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Rules Governing Rendering of
Water Service**MISSOURI**
Public Service CommissionRule 14 EXTENSION OF WATER MAINS (continued)

- (1) For single-family residential applicants that are applying for service in a platted subdivision, the company shall divide the actual cost of the extension by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing mains shall be excluded.
- (2) For single-family residential applicants that are applying for service in areas that are unplatted in subdivision lots, the applicants' cost shall be equal to the total cost of the main extension divided by the total length of the main extension in feet times 100 feet.
- (3) For industrial, commercial, or multifamily residential applicants, the cost will be equal to the amount calculated for a single-family residence in paragraphs e(1) or e(2) above multiplied times the flow factors of the applicants' meter. The flow factors of the various sizes of meters are as follows:

<u>Meter Size</u>	<u>Flow Factor</u>
5/8	1
3/4	1.5
1	2.5
1 1/2	5
2	8
3	15
4	25

(f) Refunds of contributions shall be made to applicant(s) as follows:

- (1) Should the actual cost of the extension be less than the estimated cost, the company shall refund the difference as soon as the actual cost has been ascertained.

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Rule 14 EXTENSION OF WATER MAINS (continued)

- (2) During the first ten years after the main extension is completed, the company will refund to the applicant(s) who paid for the extension moneys collected from applicant(s) in accordance with paragraph (e) above. The refund shall be paid within 30 days after the money is collected.
- (3) During the first ten years after a new source of supply is constructed, the company will refund to the applicant \$1,000 for each new customer connected to the system constructed in accordance with Rule 14(c), not to exceed the subsidization made by the applicant in lieu of a main extension.
- (4) The sum of all refunds to any applicant shall not exceed the total contribution which the applicant(s) has paid.
- (g) Extensions made under this rule shall be and remain the property of the company.
- (h) The company reserves the right to further extend the main and to connect mains on intersecting streets and easements. Connecting new customers to such further extensions shall not entitle the applicant(s) paying for the original extension to a refund for the connection of such customers. Ten (10) years after an extension, both the refunds to the original applicants and payment to the company by new customers, cease for that extension.
- (i) 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.
- (j) No interest will be paid by the company of payments for the extension made by the applicant(s).
- (k) 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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Rules Governing Rendering of
Water ServiceMISSOURI
Public Service CommissionRule 14 EXTENSION OF WATER MAINS (continued)

- (3) During the first ten years after the main extension is completed, the company will refund to the applicant(s) who paid for the extension moneys collected from applicant(s) in accordance with paragraph (d) above. The refund shall be paid within 30 days after the money is collected.
- (4) The sum of all refunds to any applicant shall not exceed the total contribution, adjusted for taxes associated with the extension, which the applicant(s) has paid.
- (g) Extensions made under this rule shall be and remain the property of the company.
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