

Missouri-American Water Company
 NAME OF ISSUING CORPORATION

FOR Missouri Service Area
 COMMUNITY, TOWN, OR CITY

Rules & Regulations Governing
 Rendering of Sewer Service

Rule 10. Bills for Service

- A. 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.
- B. The landlord or property lessor shall be considered the Customer receiving sewer service for all rented or leased multi-family dwelling units, or units of commercial properties, that do not have an individual service sewer for each unit. The sewer service billing for each unit within the multi-family dwelling will be sent to the landlord or lessor who is then responsible for payment.
- C. All notices of delinquent bills, or discontinuance of service, or disconnection shall also be sent to the owner of the property.
- D. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods. The Company shall offer the customer the option to pay the adjusted bill over a period at least double the period covered by the adjusted bill. When there is evidence of tampering or diversion found, the Company will calculate the billing adjustment for the entire period during which the condition existed.
- E. For Customers whose sewer bills are based on water usage, and where it is not feasible to obtain regular meter readings or when conditions beyond the control of the Company, such as weather conditions, emergencies, work stoppages, and the inability to gain access to the meter prevent obtaining an actual meter reading, an estimated reading will be used to compute an estimated bill for Customer's sewer service.
- F. Estimated bills shall not be rendered as a Customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual reading.
- G. The charges for sewer service shall be at the rates specified in the Schedule of Rates in these Rules and Regulations. Service charges for connection or disconnection are set forth in the Schedule of Service Charges.

* Indicates new rate or text
 + Indicates change

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727 Craig Road, St. Louis, MO 63141

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