

Name of Utility: Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities or Liberty
Service Area: Missouri Service Area

Rules and Regulations Governing Rendering of
Water Service

Rule 15 ADVANCED METERING INFRASTRUCTURE (AMI) OPT-OUT

- A. Customers receiving Residential Service have the option of opting out of AMI meter reading and electing non-standard metering service. In such instances, the two-way communication portion of the AMI meter will be disabled. Alternatively, if requested by the customer, and if a non-AMI meter is available to the Company, a non-AMI meter will remain or be installed. Customers requesting non-standard metering service after initial AMI installation will be charged a one-time setup charge per meter. For all customers requesting non-standard metering services, a monthly recurring Non-Standard Meter Charge will apply. Charges are listed on the Schedule of Service Charges.
- B. For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to disable the two-way communication or install a non-AMI meter): the one-time setup fee will not be assessed, but the ongoing monthly fee will still be applicable.
- C. In circumstances where a customer has multiple meters located at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters of that customer located on the same premises.
- D. In the normal course of business, Company replacements of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company’s notice. Company’s notification will include information for the customer to understand the financial impact of the opt-out status.

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ISSUED BY Sheri Richard Director Rates and Regulatory Affairs
name of officer title

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address