

Missouri-American Water Company
 NAME OF ISSUING CORPORATION

FOR Missouri Service Area
 COMMUNITY, TOWN, OR CITY

| Rules & Regulations Governing Rendering of Sewer Service | |
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| <p><u>Rule 1 Definitions</u></p> <p>A. "ALTERNATIVE COLLECTION SYSTEM" is any wastewater collection system other than conventional eight (8) inch diameter or larger gravity piping with manholes located at changes in direction, pipe size, and grade. Examples of alternative collection systems include but are not limited to those utilizing septic tanks used for partial treatment and solids retention, pressurized collecting sewers utilizing pump units, and vacuum sewers.</p> <p>B. An "APPLICANT" is a person, firm, corporation, governmental body, or other entity that has applied for sewer service and/or an extension of collecting sewers along with additional plant facilities if required; two or more such entities may make one application for a sewer extension, and be considered one APPLICANT. An "ORIGINAL APPLICANT" is an APPLICANT who entered into any contract or agreement with the Company for an extension of collecting sewers and/or additional plant facilities, contributed funds or utility plant assets to the Company under the terms of the contract or agreement, and is eligible for refunds under the terms of the contract or agreement as additional Applicants connect to such extensions or plant facilities.</p> <p>C. An "APPLICATION FOR EXTENSION" is a written request by a potential customer and/or a Developer requesting extension of collecting sewers under the terms of Rule 12.</p> <p>D. An "APPLICATION FOR SERVICE," or "Application" is a written request by a potential Customer requesting sewer service, or by a developer requesting a collecting sewer extension and/or service sewer connections to homes or buildings that will be offered for sale. The application form will be prepared by and available from the Company.</p> <p>E. "APPURTENANCES" are valves, pumps, fittings, pipes, hoses, plumbing or metering devices connected to sewers, basins, tanks, storage vessels, treatment units and discharge or delivery structures, or used for transferring products of wastes.</p> <p>F. "AUTHORIZED REPRESENTATIVE" any designated and duly authorized person or persons appointed by the Company to perform the assigned functions.</p> <p>G. "BASE WATER USAGE" shall be the Customer's water consumption corresponding to the Company's billing periods for the months of January, February and March.</p> | |

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| <p>H. The "BILLING PERIOD" shall be defined as a normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days for a monthly billed customer nor more than one hundred (100) days for a quarterly billed customer, except for initial, corrected or final bills.</p> <p>I. "B.O.D." denotes Biochemical Oxygen Demand. It is the quantity of oxygen utilized in the biochemical oxidation of waste matter under standard laboratory conditions expressed in milligrams per liter.</p> <p>J. "CERTIFICATED AREA" is the service area approved by the Missouri Public Service Commission as a defined area that will be serviced by the Company in accordance with these Rules and Regulations.</p> <p>K. "CIAC" is a Contribution-in-aid-of Construction, when either plant assets or cash or both are contributed to the Company by applicants for service or by developers.</p> <p>L. "C.O.D" denotes Chemical Oxygen Demand. It is the quantity of oxygen utilized in the chemical oxidation of waste matter under standard laboratory conditions, expressed in milligrams per liter.</p> <p>M. A "COLLECTING SEWER" is a pipeline, including force pipelines, gravity sewers, interceptors, trunk sewers, manholes, lampholes, and necessary appurtenances, including service tees and wyes, which is owned and maintained by the Company, located on public property or on private easements, and used to transport sewage waste from the Customer's service connection to the point of disposal. A "PRESSURE COLLECTING SEWER" is a collecting sewer pipeline, including tees, wyes, and saddles, operated under pressure from pump units owned and operated by customers connected to the pipeline, and is sometimes referred to generically as a COLLECTING SEWER. In some contexts, the Collecting Sewer is referred to as a "Sewer Main."</p> <p>N. "COMMERCIAL SERVICE" shall designate:</p> <p>(1) A retail or service business utilizing any building, portion of a building, rental unit, or combination of buildings in the same compound which does not manufacture any item or items on the premises.</p> <p>(2) A hotel, motel, tourist court, or recreational vehicle park which rents or leases rooms or spaces on a short-term basis to tenants that are not permanent residential occupants.</p> | |

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| O. | The "COMPANY" is Missouri-American Water Company, acting through its officers, managers, or other duly authorized employees or agents. |
| P. | A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for sewer service, or is receiving service from the Company, or whose facilities are connected for utilizing such service, and except for a guarantor is responsible for payment for service. |
| Q. | The "DATE OF CONNECTION" shall be the date the permit for a service connection is issued by the Company. In the event no permit is taken and a service connection is made, the date of connection shall be determined based on available information, such as construction/occupancy permits, or water or electric service turn-on dates, or may be the date of commencement of construction of the building upon the property. |
| R. | 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. |
| S. | "DISCONTINUANCE OF SERVICE" is intentional cessation of the use of sewer service by action of the Company not at the request of the Customer. Such DISCONTINUANCE OF SERVICE may be accomplished by methods including physical disconnection of the service sewer, or turn-off of water service by the water utility at the request of the Company. (see Rule 7) |
| T. | "DOMESTIC SEWAGE" is sewage, excluding storm and surface water, resulting from normal household activities; and, "NON-DOMESTIC SEWAGE" is all sewage other than DOMESTIC SEWAGE including, but not limited to, commercial or industrial wastes. See Rule 6 - Improper or Excessive Use. |
| U. | A sewer system "EXTENSION" may refer to continuation of piping, expansion of or an addition to the existing Company owned system, including manholes, cleanouts, appurtenances, lift stations, reconstruction of existing sewers including treatment facility, or the construction of an entirely new wastewater collection system and/or an entirely new wastewater treatment facility. |
| V. | A "FOUNDATION DRAIN" is a pipe installed inside or outside the foundation of a structure for the purpose of draining ground or subsurface water away from the foundation. |

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| <p>W. An “INDUSTRIAL CUSTOMER” is a customer that discharges pollutants into a Company owned collecting sewer from any nondomestic source, utilizing any building portion of a building, or combination of buildings in the same compound, and whose primary discharge is from the manufacture, fabrication, and/or assembly of any product utilizing water for any related process with wastewater discharge.</p> <p>X. “INDUSTRIAL WASTE” is any organic or inorganic waste as a by-product of process water which cannot be treated effectively and safely in the biologic processes normally employed in the treatment of domestic sewage. The receiving and treatment of such wastes will be at the discretion of the Company by the terms of these rules and regulations.</p> <p>Y. “INSPECTOR” is an officer, manager, employee or agent of the Company designated by the Company to conduct inspections of Customer sewer and plumbing components.</p> <p>Z. A “MOBILE HOME” shall be defined as a dwelling unit normally mounted on a trailer for the purpose of transporting.</p> <p>AA. A “MOBILE HOME PARK” is an area comprised of two or more spaces for the semi-permanent setup of mobile homes.</p> <p>BB. A “MULTI-FAMILY DWELLING UNIT” is a unit within one or more structures which stand alone, enclosed with exterior walls, are segregated from adjoining structures by internal walls, and are designed for permanent occupancy as two or more single-family residences.</p> <p>CC. “NON-DOMESTIC SEWAGE” is all sewage other than domestic sewage including, but not limited to, commercial or industrial wastes (See Rule 6 pertaining to Improper or Excessive Use.)</p> <p>DD. The term “POLLUTANT” is dredged spoil; solid waste; incinerator residue; filter backwash; sewage; garbage; sewage sludge; munitions; chemical wastes; biological materials; radioactive materials (except those regulated under the Atomic Energy Act of 1954, as amended [42 U.S.C. section 2011 <i>et seq.</i>]); heat; wrecked or discarded equipment; rock; sand; cellar dirt; and industrial, municipal, and agricultural waste discharged into water.</p> | |

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| <p>EE. “pH” is 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.</p> <p>FF. A “PUMP UNIT” is a self-contained facility consisting generally of a tank and an electric pump and may include liquid level controls, an alarm, and check valves; the Pump Unit may either separate solid from liquid waste retaining the solid waste in the tank and pumping the liquid waste under pressure to collecting sewer pipelines (septic tank effluent pump or STEP), or may pump waste water including solids to a collecting sewer or pressure collecting sewer (grinder pump). The device also contains level controls for interim storage of liquid waste and intermittent pump operation as a function of liquid level with appropriate malfunction alarms, pressure controls and check valves to ensure cooperative operations with similar units. Ownership and maintenance responsibility of pump units varies among the Company’s service areas.</p> <p>GG. “REPLACEABLE PARTS” shall consist of the motors, pumps, grinders, liquid level controls, heaters, pressure release valves, gate valves, check valves, vacuum/air relief valves, alarm systems, electrical protective and switching equipment that may be included as part of the Customer’s service sewer. These components are normally associated with pump units or other devices used along with an alternative collection system.</p> <p>HH. “RESIDENTIAL SERVICE” is utility service provided to a person(s) occupying a living unit including within a commercial building consisting of one or more rooms, with space for eating, living, sleeping and permanent provision for cooking and sanitation.</p> <p>II. A “RETURNED DEPOSIT” is an item that is returned to the Company from any bank unpaid for any reason.</p> <p>JJ. A “SADDLE” is a fitting that connects the Customer’s Service Sewer to the collecting sewer whether it be a gravity collecting sewer or a pressure collecting sewer; the saddle clamps around the collecting sewer pipeline into which pipeline a hole is cut, and the Service Sewer is connected to the Saddle thereby connecting it to the collecting sewer.</p> | |

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| <p>KK. "SEASONAL CUSTOMER" is a Customer who is absent from the premises and may request the Company turn off water service temporarily. All Rates, Rules and Regulations within this tariff continue to apply to "Seasonal Customers" during periods of seasonal absence or turn-off. (see Rule 8C. Termination of Service)</p> <p>LL. "SERVICE CONNECTION" is the connection of a service sewer to the Company collecting sewer either at the bell of wye branch or the bell of a saddle placed on the barrel of the collecting sewer; or at the connection to a Company owned pump unit.</p> <p>MM. A "SERVICE SEWER" or "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 service connection. For Customers connected to a pressure collecting sewer and utilizing a pump unit, the portion of the Service Sewer between the pump unit and the collecting sewer is a pressurized portion of the Service Sewer. In addition to other parts and fittings this shall include a stop cock accessible to the Company for turn-off of sewage flow and a check valve to prevent backflow of waste-water under pressure in the pressure collecting sewer. The SERVICE SEWER is constructed, owned and maintained by the Customer, with the exception of pressurized portions of service sewers in certain service areas, as provided for within these rules and regulations.</p> <p>NN. "SEWAGE" shall mean herein a combination of water carried waste from residences, business building, institutions, and industrial establishments, together with such ground, surface and storm water as may be present.</p> <p>OO. A "SEWER SYSTEM" shall refer to the collecting sewer piping, wyes, manholes, cleanouts, lampholes, lift stations, pumps, treatment facilities, components and appurtenances either in part or whole, used for the purpose of collecting, transporting, and/or treating sewage.</p> <p>PP. 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 re-subdivision thereof.</p> | |

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| <p>QQ. “SUSPENDED SOLIDS” is the concentration of insoluble materials suspended or dispersed waste expressed in milligrams per liter on a dry weight basis as determined by standard procedures.</p> <p>RR. The Company’s “TECHNICAL SPECIFICATIONS” shall consist of the minimum acceptable construction standards for the material and installation practices associated with the installation of sewer piping and appurtenances and will be available at the Company’s office.</p> <p>SS. The word “UNIT” or “LIVING UNIT” shall be used herein to define the premises or property of a single sewer user, whether or not that sewer user is the Customer. It shall pertain to any unit whether multi-tenant/multi-family or single occupancy, residential or commercial, owned or leased. Each mobile home in a mobile home park, and each rental unit of a multi-tenant/multi-family rental property are considered as separate Units for each single family or firm occupying same as a residence or place of business.</p> <p>TT. A “TEE” is a three-way one-piece pipe fitting in the shape of the letter “T” that is a part of the Collecting Sewer pipeline and to which the Customer’s Service Sewer is connected.</p> <p>UU. A “WASTEWATER TREATMENT FACILITY” a facility used for the treatment and disposal of sewage waste waters where this process includes either mechanical means for mixing, aerating and otherwise reducing wastes; or earthen cells wherein the processes of nature, with or without mechanical support, reduce wastewater to meet regulatory requirements for ultimate discharge.</p> <p>VV. A “WYE” or “WYE BRANCH” or “Y” or “Y BRANCH” is a three-way one-piece pipe fitting in the shape of the letter “y” that is a part of the collecting sewer pipeline, and to which the Customer’s service sewer is connected. A wye connection is the responsibility of the Company.</p> | |

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| <p><u>Rule 2. General Matters</u></p> <p>A. Every applicant, upon signing an Application for Service, or an Application for Extension, or any Customer accepting service rendered by the Company, shall be considered to have expressed consent to be bound by these Rates, Rules and Regulations.</p> <p>B. The Company's Rules and Regulations governing rendering of service are set forth in the numbered sheets of this tariff. The rates applicable to appropriate classes of service in particular service areas are set forth in the Schedule of Rates and constitute a part of these Rules and Regulations.</p> <p>C. The Company reserves the right, subject to approval from the Missouri Public Service Commission, 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.</p> <p>D. After the effective date of these rules, all new facilities, construction contracts and written agreements shall conform to these Rules and Regulations, in accordance with the statutes of the State of Missouri, and the Rules and Regulations of the Missouri Public Service Commission. Pre-existing facilities that do not conform with these Rules and Regulations may remain, if said facilities do not cause any service problems or improper use, and reconstruction is impractical.</p> <p>E. The point of sewer service provided by the Company shall be at the service connection; except in certain service areas the point of sewer service provided by the Company shall be at the connection to a Company-owned pump unit, as stated in these rules and regulations.</p> <p>F. Upon provision of reasonable notice, the Company shall have the right to enter the Customer's premises or property for the purpose of inspecting for compliance with these rules. Company personnel shall identify themselves and such inspections shall be conducted during reasonable hours.</p> | |

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| <p><u>Rule 3 Limited Authority of Company Employees</u></p> <p>A. Employees or agents of the Company are expressly forbidden to demand or accept any compensation for any service rendered to its Customers except as covered in the Company's Rules and Regulations.</p> <p>B. No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement or representation contrary to the letter or intent of these Rules and Regulations.</p> <p>C. The Company shall not be responsible for damages due to any failure to remove waste water from the premises, or for interruption if such failure or interruption is without willful default or negligence on its part.</p> <p>D. The Company shall not be liable for damages because of any interruption of sewer service, or for damages caused by defective piping, fittings, fixtures or appliances not owned by the Company.</p> <p>E. The Company shall not be liable for damages due to damages from Acts of God, civil disturbances, war, government actions, and other uncontrollable occurrences.</p> | |

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| <p><u>Rule 4. Applications for Sewer Service</u></p> <p>A. A written application for service, signed by the Customer, and accompanied by the appropriate fees as provided in the Schedule of Rates, the Schedule of Service Charges, Rule 12 - Extension of Collecting Sewers, and other information required by these Rules, must be received from each Customer. Said application must be filed in writing three (3) business days in advance stating the street, house number, name of the applicant, name of the property owner, and the time, at which connection is to be made.</p> <p>B. The Company shall have the right to refuse service for failure to comply with the rules herein, or if the Customer owes a past due bill not in dispute for sewer service at any location within the Company's service area.</p> <p>C. In any case where a collecting sewer extension or unusual construction or equipment expense is necessary to furnish the service, the Company may require a contract for service specifying a reasonable period of time for the Company to provide the service.</p> <p>D. If the Customer is a tenant, the Company shall notify the owner of the property or owner's property manager or other agent, if known to the Company, that such owner or property manager may be responsible for payment of the sewer service bill associated with the application.</p> <p>E. A prospective Commercial or Industrial Customer shall, upon request of the Company, present in writing to the Company a list of devices that will discharge to the collecting sewers, the amount and specifications of any discharge, and the location of any buildings. The Company will then advise the Customer of the form and the character of the wastewater collection facilities available. If a sewer extension as provided for in Rule 12 - Extension of Collecting Sewers will be necessary, or if the Customer will be required to own, operate, and maintain a pretreatment facility, the Customer will also be so advised.</p> <p>F. When sewer charges are based on water usage, the Company reserves the right to deny sewer service to any applicant unless said applicant agrees to install a water meter accessible by the Company, so that there will be a basis for sewer charges. The Company and Customer may agree to an estimated water use amount, on an interim basis for a period not to exceed six (6) months, to allow time to install suitable metering equipment.</p> | |

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| <p>G. New service connections shall be authorized when the service inspection fee is paid to the Company based on the charges listed within these Rules and Regulations and all conditions of these Rules and Regulations pertaining to the service connection are met.</p> <p>H. The Company will determine or approve the location of the service connection. Service sewers 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 in accordance with Rule 12 - Extension of Collecting Sewers, unless in the Company's judgment such a collecting sewer would serve no other future purpose and a service sewer may be constructed to serve the Customer's premises in a reasonable manner.</p> <p>I. For any commercial or industrial Customers whose sewer service charge is determined on the basis of water use, who uses in excess of 7,000 gallons of water per month, and can show to the satisfaction of the Company that a portion of the water as measured by the water meter or meters does not and cannot enter the sanitary sewerage system, the Company may determine in such manner and by such method as it may deem practicable the percentage of metered water entering the sanitary sewerage system. Such percentage, when so determined, shall then constitute the basis of sewerage service charges, provided, however, that the Company in its discretion may require or permit the installation of additional meters at the expense of the Customer or other interested party in such a manner as to determine the quantity of water actually entering the sewerage system, in which case the quantity of water actually entering the sanitary sewerage system shall be used to determine the sewer charge.</p> <p>J. The Company may require the Customer to periodically verify the accuracy of any Customer supplied water meter used in determining the Customer's discharge to the sewer system.</p> <p>K. No substantial addition to the water using equipment or appliances connected to the sewer system shall be made by Commercial or Industrial Customers except upon written notice to and with the written consent of the Company.</p> | |

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| <p><u>Rule 5 Inside Piping and Customer Service Sewer</u></p> <p>A. The Customer will provide the service sewer at own 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 may deny service or may discontinue service where footing drains, downspouts, sump pumps, 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.</p> <p>B. The Customer is obligated to construct, repair, and maintain the Service Sewer from the Service Connection to the building, with exceptions applicable in certain service areas as provided for in these rules and regulations, and make the connection to the Collecting Sewer or Company-owned pump unit, as applicable, with the approval of the Company. The Customer shall notify the Company prior to cleaning or repairing the service sewer.</p> <p>C. When a service sewer is to be connected to the collecting sewer or Company-owned pump unit, the plumber shall advise the Company forty-eight (48) hours in advance of when the connection is expected to be made so a representative of the Company can inspect the installation and connection. All excavations required for the installation of a Customer’s service sewer and connection to the collecting sewer shall be open trench work unless otherwise approved the Company. No backfill shall be placed until the work has been inspected by the Company. Pipe laying and backfill shall be performed in accordance with the latest published engineering specifications of the manufacturer of the materials used, these Rules, and all applicable local plumbing codes. In the event the Customer or the Customer's agent shall damage a tee branch, wye branch or saddle, or cause damage to the collecting sewer or pump unit, then the Customer shall be responsible for the cost to repair any such damage, including replacement of pipe or appurtenances as necessary.</p> <p>D. Plumbing specifications of all governmental agencies having jurisdiction, and these Rules and Regulations, in effect at the time of connection, must be met. The Company may deny service or may discontinue service where foundation 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.</p> | |

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| <p>E. A separate and independent service sewer shall generally be required for every building. Exceptions are:</p> <ol style="list-style-type: none"> 1. When one unit stands at the rear of another unit on an interior lot where a proper service sewer cannot be constructed through an adjoining easement. In that situation, the service sewer from the front unit may be extended to the rear unit and it will be considered as one service sewer. 2. When two or more units are a part of a complex that cannot be subdivided. <p>F. The gravity service sewer shall be constructed using ductile iron pipe, polyvinyl chloride pipe (PVC), SDR 35 ASTM D-3034 specification or equal; or other suitable material approved by the Company and must meet local plumbing code if applicable. Only those jointing materials and methods that are approved by the Company may be used. Joints shall be tight and waterproof. Any part of the service sewer that is located within ten (10) feet of a water main or water service pipe shall be constructed of ductile iron or PVC pressure pipe equal to or greater than the design pressure of the water main. The pipe shall be bedded according to the manufacturer's specifications and on undisturbed earth or fill compacted to at least ninety-five percent (95%) proctor density. Fill may be non-organic soil or aggregate. Construction of any Customer service sewer that includes a creek crossing must be approved by the Company, and could be required to be ductile iron pipe or welded steel pipe with concrete encasement in the creek banks and with manholes on each side of the creek.</p> <p>G. The size and slope of the gravity 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 gravity sewer pipe shall not be less than one-eighth (1/8) inch per foot.</p> <p>H. Whenever possible, the 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 except where the service sewer enters the building area. The depth shall be sufficient to afford protection from frost. The 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.</p> | |

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| <p>I. In all buildings in which any building drain is too low to permit adequate gravity flow to the collecting sewer or Company-owned pump unit, sanitary sewage carried by such drain shall be lifted by approved artificial means and discharged to the service sewer. No water operated sewage ejector shall be used. Pumps and pressure piping as discussed in Rule 11 may be required. For this situation, regardless of other rules regarding pump units, the cost for the installation of such equipment and the subsequent maintenance, operation and replacement shall be the responsibility of the Customer.</p> <p>J. 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.</p> <p>K. The connection of the service sewer to the collecting sewer shall be made at the tee branch or wye branch, if such branch is available at a suitable location. If the collecting sewer is vitrified clay pipe of twelve inch (12”) diameter or less and there is no properly located tee branch or wye branch at a suitable location, such a branch shall be furnished and installed by the Customer at a location specified by the Company and by an installation method approved by the Company. If the collecting sewer is greater than twelve inches (12”) in diameter, or is PVC of any size, a neat hole may be cut at a location specified by the Company, and a saddle shall be furnished installed by the Customer to which the service sewer will be connected. The invert of the service sewer at the point of connection shall be at the centerline or higher elevation of the collecting sewer. The connection shall be secure and watertight. The wye branch, tee branch, or saddle shall become a part of the Company’s Collecting Sewer and owned by the Company after installation.</p> <p>L. A sewer disconnection device, i.e. Elder Valve, stop cock, gate valve, or other device approved by the Company, may be required, at the discretion of the Company, to be installed by the Customer on all new Customer service sewers, or on an existing Customer service sewer if a replacement or repair near the property line is necessary. A disconnection device shall be installed by the Company on the Customer service sewer, if no such valve exists and if the Customer’s sewer service must be discontinued by physical disconnection or turnoff for any reason.</p> | |

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| <p>M. The Customer is obligated to construct, repair, and maintain the service sewer from the service connection to the building of the Customer, or from a Company-owned pump unit in some service areas as provided for by these rules and regulations. Such construction and maintenance by the Customer shall be subject to the approval of an authorized inspector of the Company and shall be in accordance with these Rules and Regulations, as well as construction information of the Company in force at that time.</p> <p>N. The Company will locate the point to which the service sewer connection will be made at the collecting sewer. All connections are subject to inspection and approval by the Company. An application/permit for new connection must be filed in writing forty-eight (48) hours in advance stating the location, name of the applicant, name of the property owner, and the time at which connection is to be made. The Company will not be required to supply sewer service until each connection has been inspected and approved by it.</p> <p>O. Any change in the location of an existing service connection and/or service sewer requested by the Customer shall be made at the Customer's expense.</p> <p>P. Company personnel may not work on piping or facilities not owned by the Company, unless installing a shut off valve at the Customer's expense which will be part of the service sewer, or if authorized by the Customer. Except, the Company will work on Customer-owned Pump Units as provided for within these Rules and Regulations.</p> <p>Q. The Company shall have the right to enter the Customer's premises or property, after reasonable notice, for the purposes of inspection to ensure compliance with these Rules and Regulations. Company personnel shall identify themselves and make these inspections only at reasonable hours.</p> <p>R. Customer Service Sewers may not be extended along public streets or roadways or through property of others in connecting with the Company's collecting sewers. The service sewer may, however, extend through the collecting sewer easement and roadway easement as necessary in order to be connected to a collecting sewer located across and adjacent to a street in front of the Customer's living unit. The service sewer must be laid in a straight line and at right angles to the collecting sewer 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.</p> | |

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| <p><u>Rule 6. Improper Waste or Excessive Use</u></p> <p>A. In the event that the Customer to be served proposes to discharge, or actually consistently discharges, an abnormally high volume waste or waste exceeding the maximum limits described in Rule 6F.1-9 below, the Company may require:</p> <ol style="list-style-type: none"> 1. The Customer to install a pretreatment facility, grease trap or other device on the premises, to prevent the exceeding of discharge limits, or other adverse impacts upon the Company's system. The installation of any such device as well as its operation and maintenance shall be the responsibility of the Customer, and subject to approval and inspection by the Company. 2. The Customer to enter into a special contract with the Company for treatment of the Customer's discharge, that could require an enlargement of the Company's existing sewage treatment plant or the construction of a temporary sewage treatment plant, and/or the construction or reconstruction of sewer lines or pump facilities, in a form approved by the Missouri Public Service Commission with a rate applicable to the Customer to be included within this Schedule of Rates, Rules, and Regulations, that is fair and reasonable to both parties and so as not to constitute a burden upon the Company or the existing Customers of the Company. <p>B. No Customer shall discharge or cause to be discharged any storm water, surface water, ground water, swimming pool water, roof runoff, sub-surface drainage, or cooling water into the collecting sewers.</p> <p>C. The Customer shall not tamper with, by-pass, remove, or willfully damage a water meter that is used for calculation of sewer bills, or allow any such action.</p> <p>D. The Customer shall not attempt to discharge sewage either by an unauthorized service connection or direct unauthorized connection to a service sewer.</p> <p>E. Customers will not be permitted to allow discharge in any way from premises other than the service address, nor to permit the use of their drains or connections to the service sewer for waste discharge by others, without permission from the Company.</p> | |

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| F. | <p>No Customer shall discharge wastewater which contains pollutants of such a character that would cause the treatment facility to violate its National Pollutant Discharge Elimination System ("NPDES") permit. Except as may be provided in paragraph A.2., above, the Customer shall be required to take any action necessary to meet the following described wastewater limits before the wastewater is discharged into the collection sewer:</p> <ol style="list-style-type: none"> 1. Maximum temperature of 150 degrees Fahrenheit. 2. Maximum strength of four-hundred (400) parts per million Biological Oxygen Demand (B.O.D.), three-hundred (300) parts per million by weight of suspended solids, or six-hundred (600) parts per million Chemical Oxygen Demand (C.O.D.). 3. A maximum of one-hundred (100) parts per million, by weight, any fat, oil or grease. 4. A maximum of twenty-five (25) parts per million, by weight, any soluble oils. 5. No gasoline, benzene, naphtha, fuel oil, or other flammable or explosive liquid, solid or gas. 6. No garbage that has not been properly shredded. 7. No 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 proper operation of the sewer system. 8. No waste-water having a pH less than 5.0 or greater than 9.0, or having any other corrosive property, capable of causing damage or hazard to structures, equipment or personnel of the Company. 9. No waste-water containing heavy metals or other toxic material in sufficient quantity to disrupt the operation of treatment facilities, or exceeding any limits which may be specified in a service contract for any such substance. |

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| <p>G. When required by the Company, the Customer service sewer carrying industrial wastes shall include a suitable control manhole in the Customer service sewer to facilitate observation, sampling and measurement of the wastes. Such manhole, when required, shall be accessible and safely located and shall be constructed in accordance with plans approved by the Company. The manhole shall be installed by the Customer at their expense, and shall be maintained by them so as to be safe and accessible at all times.</p> <p>H. All measurements, tests and analysis of the characteristics of wastes and waters to which reference is made in Rule 5, shall be determined in accordance with "Standard Methods of Analysis of Water, Sewage and Industrial Wastes" as published by the American Public Health Association and shall be determined at the control manhole provided for in Rule 5, or upon suitable samples taken at said control manhole. In the event that no special manhole has been required, the control manhole shall be considered to be the nearest downstream manhole in the Company's collecting sewer to the point at which the service sewer is connected.</p> | |

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| <p><u>Rule 7 Discontinuance of Service</u></p> <p>A. The Company may discontinue service for any of the following reasons:</p> <ol style="list-style-type: none"> 1. Non-payment of a delinquent account not in dispute; or 2. Resale of sewer service; or 3. Failure to post a security deposit or guarantee acceptable to the utility; or 4. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the Customer's premises; or 5. Misrepresentation of identity in obtaining utility service; or 6. Enclosing or obstructing any meter so as to make reading or repairs unreasonably difficult, or 7. Failure to comply with the terms and conditions of a settlement agreement; or 8. Refusal after reasonable notice 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; or 9. To Protect the Company against fraud or abuse; or 10. Violation of any of these Rules and Regulations on file with and approved by the Missouri 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 sewer system. <p>B. Discontinuance of service to a premises 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 any and all monies due from the Customer.</p> | |

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| <p>C. If the Company discontinues its service for any violation of these Rules and Regulations, then any and all monies due the Company shall become immediately due and payable.</p> <p>D. Discontinuance of service may be accomplished by, but not limited to, physical disconnection or turn-off of the Customer's service sewer from the Company's collecting sewer. Discontinuance of sewer service for non-payment of a sewer bill may be accomplished by physical disconnection or turn-off, or discontinuance by turn-off of water service by the Customer's water utility at the request of the Company. In such cases where discontinuance is accomplished by turn-off of water service:</p> <p style="margin-left: 40px;">1. If sewer billing is combined with water billing, Customers will be notified by the water utility by the terms of its rules normally practiced for discontinuance of water service; or</p> <p style="margin-left: 40px;">2. If sewer billing is not combined with water billing, Customers will be notified by the terms of paragraphs F. and H., below, and not by those of any water utility.</p> <p>E. Reconnection of any Customer after discontinuance of service by authority of this rule will be made subject to payment of the cost of reconnection.</p> <p>F. Where the owner of rental property is the Customer and has been notified of the intent of disconnection, the tenants shall be given the opportunity in a reasonable and timely manner to pay delinquent bills in lieu of disconnection of service.</p> <p>G. None of the following shall constitute sufficient cause for the Company to discontinue service:</p> <p style="margin-left: 40px;">1. The failure of the Customer to pay for merchandise, appliances, or service not subject to Commission jurisdiction as an integral part of the utility service provided by the Company; or</p> | |

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| <p>2. The failure of the Customer to pay for service received at a separate point of service, residence, or location. In the event of discontinuance or termination of service at a separate residential point of service, residence, or location in accordance with these rules, the Company may transfer and bill any unpaid balance to any other residential service account of the Customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule; or</p> <p>3. The failure of the Customer to pay for a different class of service received at the same or different location. The placing of more than one (1) service connection at the same location for the purpose of billing the usage of specific devices under operational rate schedules or provisions is not construed as a different class of service for the purpose of this rule; or</p> <p>4. The failure to pay the bill of another Customer, unless the Customer whose service is sought to be discontinued received substantial benefit and use of the service billed to the other Customer; or</p> <p>5. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant of the living unit; or</p> <p>6. The failure to pay a bill correcting a previous underbilling, whenever the Customer claims an inability to pay the corrected amount, unless a utility has offered the Customer a payment arrangement equal to the period of underbilling.</p> | |

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| <p>H.</p> | <p>Unless discontinuance is accomplished by turn-off of water service and discontinuance notice is provided by the water utility, then at least thirty (30) days prior to discontinuance of service, the Company will mail a written notice to the Customer by certified mail, return receipt requested, and with a copy to the property owner if different than the Customer and if known by the Company. If the Company intends to discontinue service to a multi-tenant dwelling with occupants who are not Customers, a notice shall also be conspicuously posted in the building ten (10) days prior to the proposed discontinuance, along with information pertaining to how one or more of the tenants may apply to become Customers. Discontinuance shall occur within thirty (30) calendar days after the date given as the discontinuance date, shall occur between the hours of 8:00 a.m. and 4:00 p.m., and shall not occur on a day when the Company will not be available to reconnect service or on a day immediately preceding such a day. The thirty (30) day notice may be waived if there is any waste discharge that might be detrimental to the health and safety of the public, or cause damage to the sewer system. In the event of discontinuance of service without the thirty (30) day notice as above provided, the Customer and the Missouri Public Service Commission shall be notified immediately with a statement of the reasons for such discontinuance of service.</p> |
| <p>I.</p> | <p>A discontinuance notice provided to a Customer shall include:</p> <ol style="list-style-type: none"> 1. The name and address of the Customer, the service address if different than the Customer's address; and 2. A statement of the reason for the proposed discontinuance of service and the cost for reconnection; and 3. How the Customer may avoid the discontinuance; and 4. The possibility of a payment agreement if the claim is for a charge not in dispute and the Customer is unable to pay the charge in full at one time; and 5. A telephone number the Customer may call from the service location without incurring toll charges and the address and any available electronic contact information of the utility prominently displayed where the Customer may make an inquiry. |

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| <p>J. The Company shall make reasonable efforts to contact the Customer, at least twenty-four (24) hours prior to any discontinuance, regarding the reason(s) for discontinuance of service, and the resolution. 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 efforts to inform such occupant(s).</p> <p>K. 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 twenty-one (21) days, and the Company may require proof of a medical emergency.</p> <p>L. The Company shall have the right to enter the Customer's premises for purposes of discontinuance of service in compliance with these Rules and Regulations. Discontinuance of service will be made during reasonable hours. Company personnel shall identify themselves and announce the intention to discontinue service, or leave a conspicuous notice of the discontinuance. The Company shall have the right to communicate with the owner of the Customer's Unit for purposes of gaining access to the property for discontinuance of service in accordance with the Missouri Public Service Commission's billing practices, but any extra costs for arranging such access shall not be charged to the Customer's account.</p> <p>M. The provisions of paragraphs J. and L., above, may be waived if safety of Company personnel while at the premises is a consideration.</p> <p>N. The Company shall deal with Customers and handle Customer accounts in accordance with the Missouri Public Service Commission's Utility Billing Practices.</p> <p>O. Applicable turn-off and turn-on charges are specified in the Schedule of Service Charges.</p> | |

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Rule 8. Termination of Service

- A. Termination of service at the Customer's request may be accomplished at the expense of the Customer. If termination of service must be accomplished by physical disconnection, the Customer shall notify the Company of the date and time of the disconnection in writing at least five (5) days prior to the disconnection. If termination is accomplished by turn-off of water service, such notice shall be on or before the date of the water turn-off. Service may not be terminated for one unit of a multi-unit building if the building is served by one service sewer, unless accomplished by turnoff of water service to that unit. The method used for termination of service shall be determined by the Company. A Customer who is or has been taking sewer service at one or more units connected to the collecting sewer shall be held liable for payment of any applicable charges for service to such units from the date of connection until the date requested by the Customer in writing for service to be terminated, or until service is discontinued by the Company.

- B. A Customer may request temporary turn-off of water service or sewer service by the Company for the Customer's own convenience; however, the Customer shall still be charged for service at the appropriate rate as specified in the Schedule of Rates during the time the service is turned off. The method of temporary turnoff shall be approved by the Company, e.g. water turnoff, physical disconnecting, etc.

- C. A Customer who requests termination of sewer service, but returns to the premises and requests sewer service within nine (9) months of such termination, at the Company's discretion may be deemed to have been a seasonal Customer, and applicable charges incurred during the period of absence may apply.

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Rule 9. Interruptions in Service

- A. The Company reserves the right to limit sewer service in its collecting sewers at any time, in a reasonable and non-discriminatory manner, for the purpose of making repairs to the sewer system.
- B. The Company will periodically conduct testing of the sewer system which may include but not be limited to, smoke testing or dye testing, to identify possible sources of extraneous inflow to the collecting sewers. Reasonable effort will be taken by the Company to provide prior notification to effected Customers of this testing procedure.
- C. Whenever service is limited for repairs, all Customers affected by such limitation will be notified in advance whenever it is practicable to do so. Every effort will be made to minimize limitation of service. No refunds of charges for sewer service will be made for limitations 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 water usage and waste discharged in a reasonable and non-discriminatory manner.

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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.

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| <p>H. 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.</p> <p>I. Payments shall be made at a convenient location designated by the Company, by ordinary mail, or by electronic methods employed by the Company. Payment must be received by the close of business on the date due, unless the date due falls on a non-business day in which case payment must be received by the next business day.</p> <p>J. Separate bills shall be rendered for each location at which sewer service is provided, even though one entity may be the Customer at such separate locations. Bills may be combined for such locations at the request of the Customer.</p> <p>K. The Company shall have the right to render bills monthly in advance, or on a monthly basis in arrears when the sewer charges are based on water usage or sewer billing is combined with water billing. Bills shall have the due date indicated on the bill. Bills will be rendered net, bearing the last date on which payment will then be considered delinquent. The period after which the payment is considered delinquent is a minimum of 21 days after rendition of the bill. 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. Delinquent bills may be subject to a late charge as provided in the Schedule of Service Charges. The Company shall not be required to restore or connect any new service for such delinquent Customers until the unpaid account due the Company under these Rules and Regulations has been paid in full or arrangements satisfactory to the Company have been made to pay said account.</p> <p>L. 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.</p> <p>M. Customers terminating after taking service for less than one month shall pay not less than the monthly minimum.</p> | |

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- N. Unless sewer charges are billed in advance, the Company may require a security deposit or other guarantee as a condition of new service, continued service, or re-establishing service if the Customer:
1. Has a past-due bill which accrued within the last five (5) years and, at the time of the request for service, remains unpaid and not in dispute with a utility for the provision of the same type of service; or,
 2. Has, in an unauthorized manner, within the last five (5) years prior to applying for service, interfered with or diverted the service of a utility in the provision of the same type of service; or,
 3. Is unable to establish a credit rating with the Company. Adequate credit rating for a residential Customer shall be established if the Customer:
 - a. Owns or is purchasing a home; or,
 - b. Is and has been regularly employed full time for at least one (1) year; or,
 - c. Has an adequate and regular source of income; or
 - d. Can provide credit references from a commercial credit source.
 4. The sewer service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or,
 5. 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. Prior to requiring a Customer to post a deposit under this subsection, the utility shall send the Customer a written notice explaining the utility's right to require a deposit or guarantee, or include such explanation with each written discontinuance notice.

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| <p>O. The amount of a security deposit shall not exceed two (2) times the highest bill or four (4) times the average bill, whichever is stated in the utility's tariff for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)-month period at the service location or, in the case of a new customer, who is assessed a deposit, one-sixth (1/6) of the estimated annual bill for monthly billed customers or one-third (1/3) of the estimated annual bill for quarterly billed customers for utility charges at the requested service location.</p> <p>P. Interest shall be payable annually on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of the preceding calendar year, plus one percentage point. Interest may be credited to the Customer's account.</p> <p>Q. After a Customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one (1) 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.</p> <p>R. 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.</p> <p>S. All billing matters shall be handled in accordance with the Missouri Public Service Commission's Rules and regulations regarding Utility Billing Practices, 4 CSR 240-13.</p> | |

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Rule 11. Special Contract for Excess Capacity

- A. In the event that the Customer to be served proposes to discharge into the Company’s system an abnormally high volume waste or waste exceeding the maximum limits described in Rule 6F.1-9 above 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 or pump facilities, service shall be provided by the terms of a special contract approved by the Missouri Public Service Commission, 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.

- B. In the event the Customer’s waste discharge to the Company’s collecting sewer is of higher organic strength than 400 mg/l BOD, a surcharge may be applied by the terms of a special approved by the Missouri Public Service Commission. This surcharge will be determined on a case by case basis and will be directly equivalent to the cost of treating the excessive strength waste. Such strength will be determined by analysis of a 24 hour composite sampling of the Customer’s waste on a quarterly basis.

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Rule 12. Extension of Collecting Sewers

- A. Collecting sewers will be extended within the Company's certificated service area, at the Applicant's cost, if service is requested by the Applicant at a location where facilities do not exist (the "Applicant" is sometimes referred to in this rule as the "Original Applicant"). Construction or expansion of lift stations and treatment facilities, and enlargement of existing collecting sewers, could be included as a part of an extension of collecting sewers in some situations. The Applicant shall enter into a contract with the Company.
- B. The pipe used in making extensions shall be of a type and size which will be reasonably adequate for the area to be served. Such determination as to size and type of pipe shall be left solely to the judgment of the Company. If the Company desires a pipe size, lift station, treatment plant, or any other facility larger than reasonably required to provide service to the Applicant, the additional cost due to larger size shall be borne by the Company.
- C. The Applicant will connect said extension at the Company's direction, to its existing collecting sewers under the following terms and conditions:
 - 1. Applicant shall enter into a contract with the Company which provides that the applicant construct said collecting sewers and/or other facilities to meet the requirements of all governmental agencies and the Company's rules. Plans for the extension shall be submitted to the Company for approval prior to construction. Applicant's choice of construction contractor is subject to approval by the Company. Applicant shall contribute said facilities to the Company with a detailed accounting of the actual cost of construction, and contribute to the Company the estimated reasonable cost of the Company's full time inspection.
 - 2. The Company, or its representative, shall have the right to inspect the extension during installation and test the extension prior to connecting it to the existing collecting sewers and acceptance of ownership. Before final job reconciliation and final acceptance, the Company will require 30 days after installation, sewer extensions will be both mandrel and air tested before acceptance.

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| <p>3. Connection of the extension to existing Company collecting sewers shall be made by, or under direct supervision of, the Company or its representative.</p> <p>4. The Company shall have the right to refuse ownership and responsibility for the sewer extension until applicant has met the contractual obligations as provided in Paragraph D (1).</p> <p>D. The cost to additional applicants connecting to the sewer contributed by the original applicant shall be as follows:</p> <ol style="list-style-type: none"> 1. For a single-family residential applicant applying for service in a platted subdivision, the Company shall divide the actual cost of the extension, including income tax impact if any, by the number of lots abutting said extension to determine the per lot extension cost. When counting lots, corner lots which abut existing sewers shall be excluded. 2. For a single-family residential applicant requesting service to areas that are not platted in subdivision lots, the applicant's cost shall be equal to the total cost of the extension times 100 feet divided by the total length of the extension in feet. 3. For an industrial, commercial, or multi-family residential applicant, the cost will be equal to the amount calculated for a single-family residence in D (1) above or D (2) above, as appropriate, multiplied by a water usage factor. The water usage factor shall be determined by dividing the average monthly usage in gallons by 7,000 gallons, but shall not be less than 1. <p>E. Any extension made under this rule shall be and remain the property of the Company in consideration of its perpetual upkeep and maintenance.</p> <p>F. The Company reserves the right to connect additional extensions to a collecting sewer contributed by the applicant. The connection of new Customers to such additional extensions shall not entitle the applicant to any refund.</p> | |

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Rule 13. Alternative Collection Systems

A. General Rules – Applies to All Service Areas.

This Rule applies to those Customers served by Alternative Collection Systems, and to Customers in any of the Company’s service areas where the extent of pressure piping may be limited solely to the Customer’s service sewer. The provisions of this Rule are not applicable to customers on a conventional gravity collecting sewer with a conventional gravity service sewer, and are also not applicable to customers whose building drains are too low for gravity flow and require pumping as addressed in Rule 5.I. Applicable rate schedules as incorporated in these Rules and Regulations, and rules not applying specifically to gravity collecting sewers or gravity service sewers are applicable to Customers served by Alternative Collection Systems or utilizing pump units and pressure service sewers.

- a) Specific provisions that are applicable to customers in certain specific service areas and served by Alternative Collection Systems are outlined within this Rule. The Company will not assume any responsibility for pump units located in service areas other than those specific service areas with applicable rules included herein within this Rule.
- b) Collecting sewers and service sewers as addressed in this Rule may be associated and operated in conjunction with a STEP or grinder pump unit, septic tank with gravity flow, vacuum system, or other pump/pressure system. Except for the Benton County and Stonebridge service areas, the Customer shall furnish materials for construction of the pressurized portion of the service sewer. For the Benton County and Stonebridge service areas the Company shall furnish materials for construction of the pressurized portion of the service sewer. All components utilized in a pressurized system must meet the specifications approved by the Company which shall be on file at the Company’s office.
- c) The gravity service sewer from the building to the pump unit shall be owned and maintained by the customer.
- d) The Company will locate the point to which the service connection to the Alternative Collection System will be made. One connection to the collecting sewer shall not service more than one property except in service areas where the Company owns the pump units, in which case the service connection is at the pump unit. Except for the Stonebridge, Saddlebrooke, Emerald Point, Benton County, and Incline Village service areas, all taps to the pressure collecting sewer are the responsibility of the customer and are subject to Company inspection/approval. For the Stonebridge, Saddlebrooke, Emerald Point, Benton County, and Incline Village Service areas all taps to the pressure collecting sewer shall be done by the Company. Electricity costs for pump operation shall be the responsibility of the Customer in all service areas.

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| <p>e) The pressurized portion of the customer service sewer shall be constructed of copper, ductile iron or PVC pressure pipe. The gravity service sewer from the building to the Pump Unit or pretreatment unit in all cases shall be owned and maintained by the Customer. Service sewers are subject to inspection by the Company.</p> <p>f) For new service connections, a stop cock shall be installed on the pressurized portion of any customer-owned service sewer near the service connection in a location accessible to the Company and Customer, so that it may be operated by either the Customer or the Company. The stop cock shall include a provision for locking in the closed position.</p> <p>g) In addition to other methods outlined elsewhere within these Rules, specifically Rule 7, for Discontinuance of Sewer Service, sewer service may be physically disconnected by the Company by:</p> <ul style="list-style-type: none"> (1) Locking the stop cock on a pressure service sewer in the closed position; or (2) Locking an electrical disconnect to the Pump Unit; or (3) Use of a plug inserted in a disconnection cleanout of a gravity portion of the service sewer; or (4) Turn off using an Elder Valve or other similar valve on the gravity portion of the service sewer. <p>h) Service shall not be resumed again except upon payment of all delinquent charges, plus any applicable approved service charge to cover the costs of resuming service, in accordance with these rules.</p> <p>i) The Company shall be authorized to enter the premises or property of any Customer at any reasonable time for the purpose of inspection, repair or maintenance of any equipment utilized in sewage conveyance and treatment or pretreatment, whether owned by the Company or by the Customer.</p> | |

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- j) If a Customer does not timely undertake necessary repairs to a Pump Unit or a septic tank for which the Customer is responsible, and a failure of such a Pump Unit or septic tank is causing, or is reasonably expected to cause, a discharge of untreated sewage, then the Company may, at its option, discontinue sewer service as per Rule 7 – Discontinuance of Service, including exercising the provision of Rule 7 G. where thirty (30) day notice may be waived. Or, if practical and reasonably necessary, the Company may undertake repairs to the Customer’s pump unit and bill the Customer for reasonably incurred expenses for such repairs
- k) The Company shall present to the Customer, at the time application for service is made, information regarding what services are available from the Company, and what will be provided free of charge.

B. Specific Service Area Rules

1. STONEBRIDGE, BENTON COUNTY, EMERALD POINTE, & INCLINE VILLAGE

- a) The Company will own, operate, and maintain all pump units.
- b) For the Stonebridge and Benton County operations, the Company will construct pump units. Construction includes electric components and connection of electric supply at the Customer’s premises. The Customer will be required to provide an outdoor electric box / disconnect to which the pump unit may be connected. For pump units where multiple customers are connected, the Company will ensure electric is connected to an active home electrical system.
- c) For the Emerald Pointe operation, initial installation of a STEP / grinder pump unit shall be accomplished by the Customer or the Customer’s agent. The Pump unit, all associated components and plumbing parts must either be furnished through the Company, or meet its specifications which shall be on file at the Company's office, prior to installation, except all taps to the pressure collecting sewer shall be done by the Company, at the cost of the Customer as provided in the Schedule of Service Charges. Electrical parts and wiring necessary to connect the pump unit to the Customer’s building electric shall be the responsibility of the Customer. In certain areas, ownership of pump units may, previous to the effective date of these rules, lie with the Customer, or may be indeterminate. It is therefore the intent of these Rules and Regulations that the Company shall, in such areas, assume the responsibility and expense for maintenance of all pump units. When, in the opinion of the Company, such a pump unit is in need of replacement, the Company shall make the replacement at its own expense. The Company will hold title to all such pump units installed by the Company.

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- d) After installation of the pump unit, the customer shall contribute the pump unit to the Company, and the Company shall retain ownership of the pump unit.
- e) The pressure service sewer from the pump unit to the collecting sewer shall be maintained by the Company.

2. COLE, CALLAWAY, PETTIS, ARNOLD, SADDLEBROOKE, TIMBER SPRINGS & CENTENNIAL ACRES

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- a) The customer must furnish at his own expense, one (1) individual STEP pump unit or individual grinder pump unit, depending upon the specific collection system. The pump unit must be of suitable capacity, and must either be furnished through or approved by the Company prior to installation on the Customer's premises. Installation costs of the STEP or Grinder Pump, electrical service and service sewer between the dwelling and the STEP or Grinder Pump, and the service sewer between the STEP or Grinder Pump, and the Company's collecting sewer shall be the responsibility of the Customer, subject to inspection by the Company.
- b) For Customers connecting to a Company-owned Small Diameter Gravity collection system, the Customer shall furnish a septic tank, of adequate capacity to be used for pre-treatment, along with all materials necessary to install a gravity service sewer from the pretreatment septic tank unit to the Company's collecting sewer.
- c) All construction and maintenance of the pump unit and service sewer is the responsibility of the customer, and must be inspected and approved by the Company prior to connection to the collecting sewer. The Customer shall be liable to the Company for any damages to the Company's collecting sewers resulting from such work.
- d) The Company will inspect any customer's STEP Pump Unit or pre-treatment septic tank for excess solids retention at no additional expense to the Customer. The Customer shall be responsible for maintenance of pump units, septic tanks and all gravity and pressure service sewers. All service sewers shall be sized in accordance with applicable engineering criteria.

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