

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 22Original Sheet No. R 10.1

Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Water)

d/b/a Liberty Utilities or LibertyAll Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE

- A. The charges for water service shall be at the rates specified in the Schedule of Rates 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 and Regulations.
- B. A Customer who has made application for, or is receiving the benefit of, water service to a unit shall be responsible for payment for all water service provided to the Customer at said unit from the date of connection until the date requested by the Customer by proper notification to the Company to terminate 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 nonpayment nor reason to permit an extension of the date when the account would be considered 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, 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.
- 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 may render bills monthly, quarterly, or annually.

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ISSUED BY: Charlotte Emery, Sr. Director Rate and Regulatory Affairs, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 22Original Sheet No. R 10.2

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Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

G. Bills shall be due twenty-one (21) calendar days from the date of rendition, unless such due date falls on a Sunday, 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. 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.

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 or quarterly 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:

1. Still has an unpaid account with a utility providing the same type of service accrued within the last five (5) years.
2. Has diverted or interfered with the same type of service in an unauthorized manner within the last five (5) years.
3. Is unable to establish an acceptable credit rating with the Company. If the applicant has insufficient credit history to determine a credit score, then the applicant shall be deemed to have established an acceptable credit rating if the customer meets any of the following criteria:
 - a. Owns or is purchasing a home.
 - b. Is and has been regularly employed full time for at least one (1) year.
 - c. Has a regular source of income; or
 - d. Can provide adequate credit references from a commercial credit source.

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Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

- J. The Company may require a security deposit or other guarantee of payment as a condition of continued service if:
1. The water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or
 2. The utility service to the unit has been diverted or interfered with in an unauthorized manner; or
 3. 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. The Company may not require a deposit from a customer if such customer has consistently made a payment for each month during the twelve (12) consecutive months, provided that each payment is made by the delinquent date; and each payment made is at least seventy five dollars (\$75), or twenty five percent (25%) of the total outstanding balance, provided that the outstanding balance is three hundred dollars (\$300) or less, or to any customer making payments under a payment plan previously arranged with the Company.
 4. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.
- 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. Pursuant to the variance granted in WE-2026-0067, Interest shall be payable annually to the service account of the Customer on a billing period basis (when each bill is issued) 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 (1) percentage point. Interest may be credited to the Customer's account.
- M. Upon discontinuance or termination of service other than for change of service address, the deposit, with accrued interest, will be credited to the final bill and the balance, if any, will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- N. 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 reestablished, and the deposit and any interest due shall be refunded. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. The utility may withhold full refund of the deposit pending resolution of a disputed matter.

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Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

- O. Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or nonexistence of a deposit on the customer's bill, in which event the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:
1. Name of customer.
 2. Date of payment.
 3. Amount of payment.
 4. Identifiable name, signature, and title of the Company employee who received the payment.
 5. Statement of the terms and conditions governing the payment, retention, and return of deposit.
- P. Company will provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund of the deposit.
- Q. Company will apply deposit standards uniformly as a condition of utility service to all residential customers.
- R. Company will provide means whereby a residential customer, required to make a deposit, may pay such a deposit in installments unless the Company can show:
1. Applicant or Customer has in an unauthorized manner, interfered with, or diverted the same type of service within the last five years; or
 2. The Applicant or Customer has in an unauthorized manner interfered with, diverted, or used the service of the Company situated on or about or delivered to the premises; or
 3. A likelihood that the Applicant or Customer does not intend to pay for the service.
- S. In lieu of a security deposit required by these rules, Company may accept the written guarantee of a responsible party as surety for a customer service account.
- T. A guarantee accepted by the Company is subject to the following terms and conditions:
1. It will be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company will not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit.

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Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

2. Credit will be established for the customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve successive months. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill will be satisfactory if made within ten days of resolution or withdrawal of the dispute.
- U. 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.
- V. Each billing statement rendered by the Company will be computed on the actual usage during the billing period except as follows:
1. Company may render a bill based on estimated usage:
 - a. When extreme weather conditions, emergencies labor agreements, or work stoppages prevent actual meter readings.
 - b. When Company is unable to obtain a meter reading for reasons beyond Company's reasonable control, including an inability to access the customer's premises as necessary. If the Company is unable to obtain an actual correct meter reading for these reasons, where practicable, it will undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, preaddressed postcards upon which the customer may note the reading, unless the customer requests otherwise.
 - c. When the Company does not obtain an accurate or correct meter reading due to equipment or mechanical failure, when the Company could not reasonably detect such failure given variability in usage at that customer location.
 - d. When the Company is unable to accurately obtain a meter reading due to human or billing system error or equipment or mechanical failure, including a remote meter reading device's failure to transmit a reliable reading.
 - e. When the Company does not obtain an accurate or correct meter reading due to failure to detect and verify usage at the customer's location, i.e., vacant with usage.
 2. Company will not render a bill based on estimated usage for more than three consecutive billing periods, except under conditions described in paragraph W. of this tariff rule.

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Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

3. Under no circumstances will Company render a bill based on estimated usage:
 - a. Unless the estimating procedures employed by the Company and any substantive changes in those procedures have been approved by the Commission.
 - b. As a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading.

4. When Company renders an estimated bill in accordance with these rules, it will:
 - a. Maintain accurate records of the reasons therefor and efforts made to secure an actual reading.
 - b. Clearly and conspicuously note on the bill that it is based on estimated usage.
 - c. Use customer supplied readings, whenever viable, to determine usage.

5. When Company underestimates a customer's usage, the customer will be given the opportunity to pay the adjusted bill over a period at least double the period covered by the adjusted bill.

6. In estimating readings, the Company will base the estimate on the previous year's usage and the number of days in the billing cycle. Estimated usage shall be calculated as follows: the previous year's gallons of consumption divided by the previous year's number of billing days will equal the usage per day (UPD). The UPD multiplied by the current number of days in the billing cycle will equal the billing estimate. When the previous year's usage data is unavailable, an estimate may be made using the previous month's usage.

- W. If Company is unable to obtain an actual meter reading for three consecutive billing periods, the Company will advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that estimation may not reflect the actual usage and that the customer may read and report water usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated will be explained. Company will attempt to secure an actual meter reading from customers reporting their own usage at least annually. Such attempts shall include personal contact with the customer to advise the customer of the regular meter reading day.

- X. If a customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company will notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section C following.

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Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

- Y. Company will bill its customers on a cyclical basis so each individual customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle.
- Z. Every bill for utility service will clearly state:
1. The beginning and ending meter readings of the billing period and the dates thereof.
 2. The date when the bill will be due and the date when it will be considered delinquent.
 3. Any previous balance.
 4. The amount due for water usage.
 5. The amount due for other authorized charges.
 6. The total amount due.
 7. The telephone number the customer may call from the customer's service location without incurring toll charges and the address of the Company designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided.
 8. License, occupation, gross receipts, franchise, and sales taxes.
- AA. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, the Company will first credit all payments to the balance outstanding for utility charges.
- AB. All billing matters shall be handled in accordance with the Missouri Public Service Commission's Rules and Regulations regarding Utility Billing Practices, 20 CSR 13.

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