

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 1 DEFINITIONS

- A. An "APPLICANT" is a person, firm, corporation, governmental body, or other entity which has applied for service; two or more APPLICANTS may make one application for a main extension.
- B. A "Collective Account" means multi-address accounts with single "parent" customer; multiple "child" invoices grouped into single invoice (e.g. landlords, commercial chains, multi-home customer)
- C. The "COMPANY" is Liberty Utilities (Missouri Water), LLC. d/b/a Liberty Utilities, acting through its officers, managers, or other duly authorized employees or agents.
- D. The "CURB STOP" is a valve on the Service Connection, located at or near the Customer's property line, and used to shut off water service to the premises. The Curb Stop is owned and maintained by the Company.
- E. A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for water service or is receiving service from Company, or whose facilities are connected for utilizing such service.
- F. The "DATE OF CONNECTION" shall be the date of the permit for installation and connection issued by the Company. In the event no permit is taken and a connection is made, the date of connection may be the date of commencement of construction of the building upon the property.
- G. 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.
- H. "DISCONTINUANCE OF SERVICE" is the intentional cessation of service by the Company not requested by the Customer.
- I. "Joint Billing Customer" means a single address, multi-service accounts (both water and electric services) grouped into single invoice.
- J. The "MAIN" is a pipeline which is owned and maintained by the Company, located on public property or private easements, and used to transport water throughout the Company's service area.

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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 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 billing period 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.