



May 12, 2025

**VIA ELECTRONIC FILING**

Chief RLJ Nancy Dippell, Secretary  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, 65102

Re: MoPSC Case No. WR-2024-0303  
Missouri American Water Company (Water)

Dear Judge Dippell,

On behalf of Missouri-American Water Company ("MAWC" or "Company"), I am providing to the Missouri Public Service Commission ("Commission") for filing tariff sheets in electronic form. The compliance tariff sheets are being filed pursuant to and in conformity with the Report and Order issued on May 7, 2025. The proposed tariff sheets are listed on **Appendix A**, bear a date of issue of May 12, 2025, and an effective date of June 11, 2025.

Please see that this filing is brought to the attention of the appropriate Commission personnel, and please let me know if you have any questions or concerns regarding this tariff filing.

Brian LaGrand  
Director of Rates  
Missouri American Water



## **APPENDIX A**

### **LIST OF TARIFF SHEETS BEING FILED**

#### **WATER**

##### **P.S.C. Mo. No. 13**

10th Revised Sheet No. TOC , Cancelling 9th Revised Sheet No. TOC  
7th Revised Sheet No. RT 1.1 , Cancelling 6th Revised Sheet No. RT 1.1  
6th Revised Sheet No. RT 1.2 , Cancelling 5th Revised Sheet No. RT 1.2  
5th Revised Sheet No. RT 2.1 , Cancelling 4th Revised Sheet No. RT 2.1  
7th Revised Sheet No. RT 3.1 , Cancelling 6th Revised Sheet No. RT 3.1  
6th Revised Sheet No. RT 3.2 , Cancelling 5th Revised Sheet No. RT 3.2  
7th Revised Sheet No. RT 5.1 , Cancelling 6th Revised Sheet No. RT 5.1  
4th Revised Sheet No. RT 5.2 , Cancelling 3rd Revised Sheet No. RT 5.2  
4th Revised Sheet No. RT 5.3 , Cancelling 3rd Revised Sheet No. RT 5.3  
2nd Revised Sheet No. RT 5.4 , Cancelling 1st Revised Sheet No. RT 5.4  
5th Revised Sheet No. RT 9.1 , Cancelling 4th Revised Sheet No. RT 9.1  
2nd Revised Sheet No. RT 9.3 , Cancelling 1st Revised Sheet No. RT 9.3  
10th Revised Sheet No. RT 11.1 , Cancelling 9th Revised Sheet No. RT 11.1  
10th Revised Sheet No. RT 11.2 , Cancelling 9th Revised Sheet No. RT 11.2  
1st Revised Sheet No. RT 28 , Cancelling Original Sheet No. RT 28  
5th Revised Sheet No. RT 29 , Cancelling 4th Revised Sheet No. RT 29  
2nd Revised Sheet No. R 1 , Cancelling 1st Revised Sheet No. R 1  
3rd Revised Sheet No. R 2 , Cancelling 2nd Revised Sheet No. R 2  
4th Revised Sheet No. R 4 , Cancelling 3rd Revised Sheet No. R 4  
3rd Revised Sheet No. R 5 , Cancelling 2nd Revised Sheet No. R 5  
4th Revised Sheet No. R 6 , Cancelling 3rd Revised Sheet No. R 6  
4th Revised Sheet No. R 7 , Cancelling 3rd Revised Sheet No. R 7  
3rd Revised Sheet No. R 8 , Cancelling 2nd Revised Sheet No. R 8  
1st Revised Sheet No. R 11 , Cancelling Original Sheet No. R 11  
3rd Revised Sheet No. R 16 , Cancelling 2nd Revised Sheet No. R 16  
2nd Revised Sheet No. R 21 , Cancelling 1st Revised Sheet No. R 21  
1st Revised Sheet No. R 24 , Cancelling Original Sheet No. R 24  
1st Revised Sheet No. R 28 , Cancelling Original Sheet No. R 28  
1st Revised Sheet No. R 30 , Cancelling Original Sheet No. R 30  
2nd Revised Sheet No. R 31 , Cancelling 1st Revised Sheet No. R 31  
3rd Revised Sheet No. R 33 , Cancelling 2nd Revised Sheet No. R 33  
1st Revised Sheet No. R 36 , Cancelling Original Sheet No. R 36  
1st Revised Sheet No. R 37 , Cancelling Original Sheet No. R 37



1st Revised Sheet No. R 38 , Cancelling Original Sheet No. R 38  
1st Revised Sheet No. R 39 , Cancelling Original Sheet No. R 39  
1st Revised Sheet No. R 52 , Cancelling Original Sheet No. R 52

**SEWER**

**P.S.C. Mo. No. 26**

4th Revised Sheet No. RT 1.1 , Cancelling 3rd Revised Sheet No. RT 1.1  
11th Revised Sheet No. RT 2.1 , Cancelling 10th Revised Sheet No. RT 2.1  
13th Revised Sheet No. RT 3.1 , Cancelling 12th Revised Sheet No. RT 3.1  
9th Revised Sheet No. RT 11.1 , Cancelling 8th Revised Sheet No. RT 11.1  
9th Revised Sheet No. RT 11.2 , Cancelling 8th Revised Sheet No. RT 11.2  
3rd Revised Sheet No. SC 1.1 , Cancelling 2nd Revised Sheet No. SC 1.1  
1st Revised Sheet No. R 1.2 , Cancelling Original Sheet No. R 1.2  
1st Revised Sheet No. R 10.4 , Cancelling Original Sheet No. R 10.4  
3rd Revised Sheet No. R 13.4 , Cancelling 2nd Revised Sheet No. R 13.4







Missouri-American Water Company  
Name of Issuing Corporation

For

St Louis County Service Area  
Community, Town or City

Rate A																																						
Meter Rate – Residential, Commercial and Other																																						
<p><b>AVAILABILITY</b> – This rate is available to all residential (“domestic”), commercial, industrial, and other public authority metered customers.</p> <p><b>MINIMUM CUSTOMER CHARGE</b> – The minimum charge for water service available through the facilities of the Company for the billing period and for the meter size furnished the customer is:</p> <table> <tr> <th>Meter Size</th><th>Monthly Billing</th><th></th></tr> <tr> <td>5/8”</td><td>\$11.00</td><td>+</td></tr> <tr> <td>3/4”</td><td>\$11.00</td><td>+</td></tr> <tr> <td>1”</td><td>\$20.30</td><td>+</td></tr> <tr> <td>1-1/2”</td><td>\$33.50</td><td>+</td></tr> <tr> <td>2”</td><td>\$49.40</td><td>+</td></tr> <tr> <td>3”</td><td>\$86.90</td><td>+</td></tr> <tr> <td>4”</td><td>\$139.40</td><td>+</td></tr> <tr> <td>6”</td><td>\$271.90</td><td>+</td></tr> <tr> <td>8”</td><td>\$463.90</td><td>+</td></tr> <tr> <td>10”</td><td>\$779.50</td><td>+</td></tr> <tr> <td>12”</td><td>\$934.80</td><td>+</td></tr> </table> <p><b>COMMODITY CHARGE</b> – In addition to the Minimum Customer Charge, the Commodity Charge for all water used registered by the meter is \$1.03749 per 100 gallons or \$10.3749 per 1,000 gallons.</p> <p><b>PAYMENT TERMS</b> - All bills for service under this schedule will be rendered in arrears on a monthly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after it is mailed, sent electronically, or hand delivered. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.</p> <p><b>TAXES</b> - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.</p>			Meter Size	Monthly Billing		5/8”	\$11.00	+	3/4”	\$11.00	+	1”	\$20.30	+	1-1/2”	\$33.50	+	2”	\$49.40	+	3”	\$86.90	+	4”	\$139.40	+	6”	\$271.90	+	8”	\$463.90	+	10”	\$779.50	+	12”	\$934.80	+
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12”	\$934.80	+																																				

\* Indicates new rate or text

+ Indicates change

Date of Issue:

May 12, 2025

Effective Date:

June 11, 2025

Issued By:

Rich C. Svindland, President  
727 Craig Road, St. Louis, MO 63141



All Missouri Service Areas Outside of St. Louis County  
Community, Town or City

Issued By: Rich C. Svindland, President  
727 Craig Road, St. Louis, MO 63141



Missouri-American Water Company  
Name of Issuing Corporation

For

All Missouri Service Areas  
Community, Town or City

Rate B Sale of Water for Resale																																						
<p><b>AVAILABILITY</b> – This rate is available for supply of water for resale by Public Water Supplies under the terms and conditions of their contract.</p> <p><b>MINIMUM CUSTOMER CHARGE</b> – The minimum charge for water service available through the facilities of the Company for the billing period and for the meter size furnished the customer is:</p> <table> <tr> <th><u>Meter Size</u></th><th><u>Monthly Billing</u></th><th></th></tr> <tr> <td>5/8"</td><td>\$11.00</td><td>+</td></tr> <tr> <td>3/4"</td><td>\$11.00</td><td>+</td></tr> <tr> <td>1"</td><td>\$20.30</td><td>+</td></tr> <tr> <td>1-1/2"</td><td>\$33.50</td><td>+</td></tr> <tr> <td>2"</td><td>\$49.40</td><td>+</td></tr> <tr> <td>3"</td><td>\$86.90</td><td>+</td></tr> <tr> <td>4"</td><td>\$139.40</td><td>+</td></tr> <tr> <td>6"</td><td>\$271.90</td><td>+</td></tr> <tr> <td>8"</td><td>\$463.90</td><td>+</td></tr> <tr> <td>10"</td><td>\$779.50</td><td>+</td></tr> <tr> <td>12"</td><td>\$934.80</td><td>+</td></tr> </table> <p><b>COMMODITY CHARGE</b> – In addition to the Minimum Customer Charge, the Commodity Charge for all water used as registered by the meter is \$0.35155 per 100 gallons or \$3.5155 per 1,000 gallons.</p> <p><b>PAYMENT TERMS</b> - All bills for service under this schedule will be rendered in arrears on a monthly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after it is mailed, sent electronically, or hand delivered. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.</p> <p><b>TAXES</b> - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.</p>			<u>Meter Size</u>	<u>Monthly Billing</u>		5/8"	\$11.00	+	3/4"	\$11.00	+	1"	\$20.30	+	1-1/2"	\$33.50	+	2"	\$49.40	+	3"	\$86.90	+	4"	\$139.40	+	6"	\$271.90	+	8"	\$463.90	+	10"	\$779.50	+	12"	\$934.80	+
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727 Craig Road, St. Louis, MO 63141



Missouri-American Water Company  
Name of Issuing Corporation

For

All Missouri Service Areas  
Community, Town or City

Rate F Private Fire Protection											
<p><b><u>AVAILABILITY</u></b> – This rate is available for hydrants that are placed on private property and attached to public mains.</p> <p><b><u>MINIMUM CUSTOMER CHARGE</u></b> – The minimum charge for water service available through the facilities of the Company for the billing period and for hydrants that are placed on private property and attached to public mains is:</p> <table> <tr> <th></th><th><u>Monthly Billing</u><sup>1</sup></th><th><u>Annual Billing</u><sup>1</sup></th><th></th></tr> <tr> <td>Per Private Hydrant</td><td>\$91.00</td><td>\$1,092.00</td><td>+</td></tr> </table> <p><sup>1</sup> Monthly billing for all customers, except that customers in St. Louis County may choose annual billing</p> <p><b><u>PAYMENT TERMS</u></b> - All bills for service under this schedule will be rendered in arrears on a monthly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after it is mailed, sent electronically, or hand delivered. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.</p> <p><b><u>TAXES</u></b> - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.</p>				<u>Monthly Billing</u> <sup>1</sup>	<u>Annual Billing</u> <sup>1</sup>		Per Private Hydrant	\$91.00	\$1,092.00	+	<p>+</p> <p>* *</p>
	<u>Monthly Billing</u> <sup>1</sup>	<u>Annual Billing</u> <sup>1</sup>									
Per Private Hydrant	\$91.00	\$1,092.00	+								

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Missouri-American Water Company  
Name of Issuing Corporation

For

All Missouri Service Areas  
Community, Town or City**Rate F**  
**Private Fire Protection**

**AVAILABILITY** – This rate is available for fire protection systems installed on private property. Expense of the installations will be borne by the customer. If, in the opinion of the Company, a detector check meter is needed, the cost shall be a part of the installation. If a detector check meter has to be added to an existing service not having the check meter, the cost will be paid by the customer.

<b>Fire Outlet or Tap Connection Size</b>	<b>Monthly Billing <sup>1</sup></b>	<b>Annual Billing <sup>1</sup></b>	
2" or Less	\$10.05	\$120.60	+
3"	\$32.35	\$388.20	+
4"	\$40.45	\$485.40	+
6"	\$89.85	\$1,078.20	+
8"	\$159.90	\$1,918.80	+
10"	\$251.60	\$3,019.20	+
12"	\$360.35	\$4,324.20	+

<sup>1</sup> Monthly billing for all customers, except that customers in St. Louis County may choose annual billing

**PAYMENT TERMS** - All bills for service under this schedule will be rendered in arrears on a monthly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after it is mailed, sent electronically, or hand delivered. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.

**TAXES** - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.

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Missouri-American Water Company  
Name of Issuing Corporation

For

St. Louis County Service Area  
Community, Town or City

Rate J			
Rate for Manufacturers and Large Quantity Users of Water			
<b>AVAILABILITY</b> – This rate is available to manufacturers and large quantity users of water whose use is fairly constant throughout the year and is not less than 450,000 gallons per month.			
This rate is not available to users of water in residences, apartment dwellings or for irrigation or construction purposes.			
<b>METER CHARGE</b> – The charge for each month shall be based on the meter size or multiple meter sizes if more than one meter is installed as follows:			
	<u>Meter Size</u>	<u>Monthly Billing</u>	
	5/8"	\$27.00	+
	3/4"	\$27.00	+
	1"	\$49.70	+
	1-1/2"	\$82.20	+
	2"	\$121.20	+
	3"	\$213.10	+
	4"	\$342.10	+
	6"	\$666.90	+
	8"	\$1,137.80	+
	10"	\$1,911.70	+
	12"	\$2,294.10	+
<b>COMMODITY CHARGE</b> – In addition to the Meter Charge, the Commodity Charge for all water used as registered by the meter is:			
	<u>Monthly Consumption</u>	<u>Per 100 Gallons</u>	<u>Per 1,000 Gallons</u>
	Up to 450,000 gallons	\$0.69201	\$6.9201
	Over 450,000 gallons	\$0.18024	\$1.8024
<b>MINIMUM USAGE CHARGE</b> - in addition to the Meter Charge, a monthly minimum usage charge for any month shall be equal to the commodity rate, times the greater of 1) 60% of the maximum usage during any of the months of June, July, August, or September in the twelve (12) month period preceding the month for which the bill is to be rendered or 2) 450,000 gallons or 3) actual usage as registered by the meter.			

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Missouri-American Water Company  
Name of Issuing Corporation

For

St. Louis County Service Area  
Community, Town or City

Rate J Rate for Manufacturers and Large Quantity Users of Water (Continued)	
<p><b>PRO-RATA ADJUSTMENT OF MONTHLY MINIMUM CHARGE</b> – If the customer is forced to close operations of its works for a period of 10 days or more on account of accidents, fires, damage to works, strikes of its own employees, act of God, governmental regulations or other physical cause not reasonably within its control, and customer gives water company written notice not later than forty days after such occurrence, the customer will be entitled to pro rata reduction in the monthly minimum charge which is based on 60% of the maximum usage during the previous months of June, July, August, or September for the period during which the customer is unable to use full water service for such cause.</p> <p><b>DURATION OF CLASSIFICATION</b> – Customers electing Tariff Rate J are required to remain in this classification for a period of at least twelve (12) months.</p> <p>A Rate J customer whose usage is less than 450,000 gallons per month more than two times during a twelve (12) month period will no longer meet the eligibility requirements of this classification.</p> <p>Customers who no longer meet the eligibility requirements of this classification, or elect to leave this classification, will be reclassified to Tariff Rate A, and must remain in the Rate A classification for a minimum of twelve (12) months and meet the monthly minimum usage requirements again before being reclassified under the Tariff Rate J.</p> <p><b>PAYMENT TERMS</b> - All bills for service under this schedule will be rendered in arrears on a monthly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after it is mailed, sent electronically, or hand delivered. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.</p> <p><b>TAXES</b> - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.</p>	<p>*</p> <p>*</p>

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727 Craig Road, St. Louis, MO 63141



Missouri-American Water Company  
Name of Issuing Corporation

For

All Missouri Service Areas Outside of St. Louis County  
Community, Town or City

Rate J			
Rate for Manufacturers and Large Quantity Users of Water			
<b>AVAILABILITY</b> – This rate is available to manufacturers and large quantity users of water whose use is fairly constant throughout the year and is not less than 450,000 gallons per month.			
This rate is not available to users of water in residences, apartment dwellings or for irrigation or construction purposes.			
<b>METER CHARGE</b> – The charge for each month shall be based on the meter size or multiple meter sizes if more than one meter is installed as follows:			
	<u>Meter Size</u>	<u>Monthly Billing</u>	
	5/8"	\$27.00	+
	3/4"	\$27.00	+
	1"	\$49.70	+
	1-1/2"	\$82.20	+
	2"	\$121.20	+
	3"	\$213.10	+
	4"	\$342.10	+
	6"	\$666.90	+
	8"	\$1,137.80	+
	10"	\$1,911.70	+
	12"	\$2,294.10	+
<b>COMMODITY CHARGE</b> – In addition to the Meter Charge, the Commodity Charge for all water used as registered by the meter is:			
	<u>Monthly Consumption</u>	<u>Per 100 Gallons</u>	<u>Per 1,000 Gallons</u>
	Up to 450,000 gallons	\$0.74719	\$7.4719
	Over 450,000 gallons	\$0.34625	\$3.4625
<b>MINIMUM USAGE CHARGE</b> - in addition to the Meter Charge, a monthly minimum usage charge for any month shall be equal to the commodity rate, times the greater of 1) 60% of the maximum usage during any of the months of June, July, August, or September in the twelve (12) month period preceding the month for which the bill is to be rendered or 2) 450,000 gallons or 3) actual usage as registered by the meter.			

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727 Craig Road, St. Louis, MO 63141



All Missouri Service Areas Outside of St. Louis County  
Community, Town or City

**TAXES** - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.

Rich C. Svindland, President  
727 Craig Road, St. Louis, MO 63141



Missouri-American Water Company

For

All Missouri Service Areas

Name of Issuing Corporation

Community, Town or City

Miscellaneous Charges Water Service				
	Normal Business Hours	After Normal Business Hours <sup>8</sup>		
<u>Begin or Activate Service:</u>				
New Service Activation Fee	\$10.00	\$210.50	per Incident	*
Re-Activation Fee After Company Discontinuance	\$30.00	\$210.50	per Incident	*
Re-Activation Fee After Customer Initiated				*
Emergency Shut-Off	\$40.00	\$210.50	per Incident	*
<u>End or Discontinue Service:</u>				
Company Discontinuance Fee	\$10.00	N/A	per Incident	*
Company Discontinuance Requiring Additional	Actual Cost	Actual Cost		*
Excavation and/or Installation of New Hardware				*
Customer Initiated Emergency Shut-Off	\$40.00	\$210.50	per Incident	*
<u>Other Charges:</u>				
New Service Connection Fee <sup>1</sup>		Actual Cost		*
Meter Testing Fee (Accuracy of the Meter) <sup>2</sup>		\$155.00	per Test	*
Special Meter Reading <sup>3</sup>		\$40.00	per Trip	*
Returned Deposit Item <sup>4</sup>		\$20.00	per Item	*
Hydrant Inspection		\$47.00	per Hydrant	*
Temporary Water Use from Hydrant <sup>5</sup>		Rate A	per Day	*
Investigation Report		\$25.00	per Report	*
Service Line Inspection		\$82.50	per Inspection	*
Bulk Sales Vending Machine (where available) <sup>6</sup>		Rate A	per 1,000 gallons	*
Fee for Damage, Tampering, and/or Broken Meter Appurtenances <sup>7</sup>		Actual Cost	per Incident	*
<sup>1</sup> Consists of the costs incurred by the Company for the construction including parts, material, labor and equipment, but excluding the cost of the meter. See Rule 4H and 4I.				
<sup>2</sup> The Company will test a meter for accuracy, if not tested in the prior 12 months, at no cost. See Rule 16.				
<sup>3</sup> Includes special meter reading trips resulting from customer refusal, or non-response, to allow AMI installation.				
<sup>4</sup> The Company may serve a Customer on a cash-only basis if more than one check or Returned Deposit Item of the Customer is returned NSF or any other valid return reason in a 12-month period. "Cash" shall be deemed to Mean U.S. currency, money order, or certified check.				
<sup>5</sup> The daily minimum charge is 5,000 gallons at the applicable Rate A for the customer. The Company may meter the usage from a hydrant, at its option, if the usage is expected to be more than 3,000 gallons per day. Any metered usage will be billed at Rate A.				
<sup>6</sup> The Customer shall be responsible for any credit card fees incurred when using water vending machine.				
<sup>7</sup> Consists of costs incurred by the Company repairing damage to a meter or meter installation. See Rule 15L and 15M.				
<sup>8</sup> Before the Company schedules an activation, reactivation, or discontinuance for after normal business hours, the Company will advise the customer of the difference in the charge for normal business hours and after normal business hours.				

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Missouri-American Water Company  
Name of Issuing Corporation

For

Community, Town or City**HELD FOR FUTURE USE**\* *Indicates new rate or text*+ *Indicates change*

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Community, Town or City

Rate W Water & Sewer Infrastructure Replacement Surcharge (WSIRA)																			
<p><b>DESCRIPTION</b> - Rate W is designed to recover costs associated with the Company's eligible infrastructure projects: 1) Replacement of or cleaning and relining of existing mains, hydrants, meters, service lines, laterals, sewer taps, curbstops and manholes, 2) Replacement of lead mains, goosenecks, lead service lines and associated valves and meters, 3) Replacement of booster station and lift station pumps, with equipment of similar capacity and operation, as well as related pipes, valves and meters, 4) Facilities relocations required due to construction or improvement of a highway, road, street, public way, or other public work by or on behalf of the United States, this state, a political subdivision of this state, or another entity having the power of eminent domain; provided that the costs related to such projects have not been reimbursed to the water or sewer corporation; 5) Replacement of water and wastewater treatment mechanical equipment with equipment of similar capacity and operation, including well and intake pumps, transfer pumps, high service or discharge pumps, and metering pumps, 6) Replacement of Supervisory Control and Data Acquisition Systems (SCADA) components necessary for the operation and monitoring of remote installations including radio and cellular communication equipment, and programmable logic controllers. The WSIRA rate is calculated and implemented in accordance with the provisions of sections 393.1500 to 393.1509 RSMO. Any future changes to this rate will also be made in accordance with those provisions.</p> <p><b>APPLICABILITY</b> - This rate is applicable to any customer class who benefits from the subject utility plant projects eligible for WSIRA recovery. The surcharge is calculated consistent with the customer class cost-of-service study recognized by the Missouri Commission in the Company's most recent general rate proceeding.</p> <p><b>RATE COMPONENTS</b> - In addition to the other charges provided for in the Company's tariffs, a separate charge for the WSIRA will apply for service rendered on and after the effective date.</p> <table> <tr> <th><u>Customer Rate Class</u></th><th><u>Rate per 100 Gallons</u></th><th><u>Rate per 1,000 Gallons</u></th><th></th></tr> <tr> <td>Rate A</td><td>\$0.00000</td><td>\$0.00000</td><td>*</td></tr> <tr> <td>Rate B</td><td>\$0.00000</td><td>\$0.00000</td><td>*</td></tr> <tr> <td>Rate J</td><td>\$0.00000</td><td>\$0.00000</td><td>*</td></tr> </table> <p><b>RULES AND REGULATIONS</b> – The General Rules and Regulations set forth in this tariff shall govern the supply of service under this rate.</p> <p><b>PAYMENT TERMS</b> - All bills for service under this schedule will be rendered in arrears on a monthly or quarterly basis. The due date on the tariff shall be ten (10) days after the "date of rendition" of the bill to the customer. The customer's bill will be due and payable after this due date. The delinquent date printed on the bill will not be less than twenty-one (21) days after the date of the postmark of the bill. Any accounts remaining unpaid at the expiration of twenty-one (21) days shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations.</p> <p><b>TAXES</b> - These rates do not include any municipal, state or federal taxes computed on either billing or consumption basis. Any such taxes applicable shall be added as separate items in rendering each bill.</p>			<u>Customer Rate Class</u>	<u>Rate per 100 Gallons</u>	<u>Rate per 1,000 Gallons</u>		Rate A	\$0.00000	\$0.00000	*	Rate B	\$0.00000	\$0.00000	*	Rate J	\$0.00000	\$0.00000	*	
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Rich C. Svindland, President  
727 Craig Road, St. Louis, MO 63141



Missouri-American Water Company  
Name of Issuing Corporation

For

All Missouri Service Areas Outside of St. Louis County  
Community, Town or City

Rate W Water & Sewer Infrastructure Replacement Surcharge (WSIRA)																			
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Missouri-American Water Company  
Name of Issuing Corporation

For

\_\_\_\_\_  
Community, Town or City

**HELD FOR FUTURE USE**

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Missouri-American Water Company  
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Missouri-American Water Company  
Name of Issuing Corporation

For

Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 1 – Definitions Applicable to the Rules and Regulations**

1. "Agreement and Encumbrance": An agreement used only when the Company becomes aware that an existing Customer's Water Service Line is not in compliance with the Company's rules by crossing or encroaching upon another property owner's property, and the Company will permit the existing Customer's Water Service Line to remain in its original location under certain conditions.
2. "Applicant": Any person, group of persons, firm, business, municipality, land developer, or other entity who is seeking water service, or seeking to construct or have constructed a water main extension for property owned and/or controlled by them, or both.
3. "Appurtenances": Parts and accessories that are related to transmission and distribution Water Mains, Service Lines and Meter Settings that are used to assemble pipelines and parts, contain and control the flow of water, or are used for construction, maintenance and operations; appurtenances include but are not limited to pipe fittings, connecting parts, valves and check valves, location and marking devices, and other related parts and devices installed to cover or protect such parts or aid in utility operations.
4. "Approved Backflow Prevention Assembly" (Device): Any testable assembly that is approved by the Missouri Department of Natural Resources.
5. "Auxiliary Supply": Any water supply on or available to the premises other than the approved public water Supply .
6. "Backflow": The undesirable reversal of the normal flow of water or mixtures of water and other liquids, gases, or other substances into the distribution system of the public water supply due to backpressure and/or backsiphonage.
7. "Backflow Device": A device owned by a party other than the Company which is installed to allow water to flow only in one direction, from the Company's distribution system into a premises. Can include a Detector Check Valve or a Reduced Pressure Zone (RPZ) Valve or other approved Backflow Prevention device.
8. "Bill": A written demand for payment for service and the taxes, franchise fees, and other charges related to it.
9. "Billing Period": A normal usage period of not less than twenty-six (26) days or more than thirty-five (35) days for a monthly billed Customer except for initial, corrected or finals bills.
10. "Commercial Service": Non-residential, non-industrial business enterprises. It includes hospitals, churches, shopping centers, offices, restaurants and other commercial business establishments. At the Company's discretion, service may be provided to this class through one or more meters.
11. "Commission" or "PSC": The Missouri Public Service Commission.

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Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service**

12. "Company": Missouri-American Water Company, acting through its officers, managers or other duly authorized employees or agents.
13. "Complaint": An informal or formal complaint pursuant to Commission Rules.
14. "Containment": The application of a proper backflow prevention assembly on the line feeding the building so that any contamination is contained within the premises and does not enter the pipelines of a public water system.
15. "Cross-Connection": Any actual connection between a public water system used to supply water for drinking purposes and any source or system containing an unapproved water or substance that is not or cannot be approved as safe, wholesome, and potable. By-pass arrangements, jumper connections, removable sections, swivel or changeover assemblies, or other assemblies through which backflow could occur, shall be considered to be Cross-Connections. The term "Direct Cross-Connection" shall mean a Cross-Connection that is subject to both backsiphonage and backpressure. The term "Indirect Cross-Connection" shall mean a Cross-Connection that is subject to backsiphonage only.
16. "Curb Stop/Stop Cock": A shutoff valve attached on a service line, usually installed near the curb, which may be operated by a valve key to start or stop the flow of water to the Customer's service line.
17. "Customer": Any person, group of persons, firm, business, municipality, or other entity who has complied with all of the following:
  - a) Has applied for and has been accepted for water service, and
  - b) Has assumed the obligation for payment of water service covered under one or more of the applicable rate schedules of the Company, and
  - c) Is not in violation at the time accepted as a new Customer of any of the applicable Rules and Regulations of the Company, Federal and/or State regulatory agencies.
  - d) If required, the Company has set a meter at the premises to be served, and
  - e) Water has been turned on by the Company for a metered water service line, or, when a tap is made for a private fire protection service.

Applicants who enter into a water main extension agreement with the Company, but do not have water service to the related premises turned on in their name, are not considered to be customers. Applicants who establish service in their name merely to collect a refund from a prearranged agreement are not considered to be a Customer.
18. "Delinquent": An account remaining unpaid by a Customer for more than twenty-one (21) days after the date of rendition of the bill by the Company.

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Missouri-American Water Company  
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For

Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service**

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|---|---|
| <p>32. "Interconnection": A physical connection, other than a cross-connection, between two (2) public water supply systems.</p> <p>33. "Main" or "Water Main": A pipe, which is owned or leased and maintained by the Company, located on public property, public utility easements, or on private easements, and used to distribute and supply water to Customers.</p> <p>34. "Meter": A device, owned by the Company, which measures the quantity of water which passes through a water service line supplying a premises, including attached equipment used for remote or electronic reading.</p> <p>35. "Meter Box, Vault or Pit": An underground enclosure, of a design acceptable to the Company, with a removable lid or entrance opening from ground level, which houses or encloses a meter or other appurtenances.</p> <p>36. "Meter Setting": Includes the meter box, pit or vault, meter yoke, lid, valves and appurtenances, but excludes the meter, and shall be owned and maintained by the Company in all service areas.</p> <p>37. "Missouri Service Area": Includes the areas depicted in the maps and/or legal descriptions contained in this tariff.</p> <p>38. "Other Public Authority Service": Federal, state, county, and local governmental entities and taxing authorities.</p> <p>39. "Payment Extension Agreement": A verbal agreement between the Company and the Customer extending payment for fifteen (15) days or less.</p> <p>40. "Premises": The standard unit of service of the Company. A "premises" as used herein shall include the following:</p> <ul style="list-style-type: none"> <li>a) A building of one or more stories, owned or leased and occupied as a single residence and served by its own separate water meter.</li> <li>b) Each individual internal living unit of a building with two (2) or more units with common wall(s) where each living unit is served by its own separate water meter or a metered Master Water Service Line.</li> <li>c) A building of one or more stories, owned or leased and occupied as a single business and served through its own separate water meter or Master Water Service Line.</li> <li>d) A building of one or more stories, in which the inside space of the building is divided into separately owned units for occupancy, and where the building is served through its own separate water meter or a metered Master Water Service Line.</li> <li>e) Each individual internal living unit or occupied unit of a building of one or more stories, in which each such internal unit is separately owned, and where the party owning each separate unit also owns space on the ground floor of the building, and where each occupied unit is served through its own separate water meter or Master Water Service Line.</li> <li>f) Each divided component of a building of one or more stories, owned by one entity, in which the inside of the building is divided into rentable components for occupancy, and which is supplied through its own separate water meter or a metered Master Water Service Line.</li> </ul> | + |
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**Rules and Regulations Governing the Rendering of  
Water Service**

- g) A public building of one or more stories, rented or owned, used as a town hall, school house, fire station, city hall, administration building, etc., served through its own separate water meter or a metered Master Water Service line.
  - h) A contiguous group or combination of buildings owned or leased by a Customer and served by one or more connections.
  - i) Each divided component of a building of one or more stories being used as a shopping center with each divided component served through its own separate water meter.
  - j) A building supplied with a Private Fire Protection service line.
  - k) A parcel of property, park, or playground, where an above ground building does not exist, but where a water meter is set to serve a yard hydrant, drinking fountain, etc.
  - l) Private Fire Hydrant(s) only, served by public mains, a private fire protection service line, or a metered Master Water Service line.
41. "Private Fire Protection Service": Fire protection other than public fire protection.
42. "Public Water Supply or System": Any publicly or privately owned water system operated as a public utility under applicable local authority to supply water for domestic purposes.
43. "Qualified Backflow Assembly Installer": The installer must be a plumber who meets all applicable local and State requirements to install backflow prevention assemblies.
44. "Qualified Backflow Assembly Tester": The tester must have the backflow prevention assembly tester certification required by the State in accordance with the requirements and procedures of the Missouri Department of Natural Resources and must follow all municipal, county, and state testing requirements.
45. Reduced Pressure Detector Check Backflow Prevention Assembly" (RPDA): An assembly consisting of two (2) independently operating approved check valves together with a hydraulically operating, mechanically independent, pressure differential relief valve located between the check valves and at the same time below the first check valve. The assembly shall include properly located test cocks for the testing of the check and relief valves and tightly closing resilient seated shut-off valves at each end of the assembly. In addition, the device has a by-pass line with a water meter and two (2) independent check valves together with a hydraulically operating, mechanically independent, pressure differential relief valve located between the check valves and at the same time below the first check valve located within that line. It shall be installed with no plug or additional piping attached to the discharge of the pressure relief valve port (except for the air gap supplied by the manufacturer).
46. "Reduced Pressure Principle Backflow Prevention Assembly" (RP): An assembly consisting of two (2) independently operating approved check valves together with a hydraulically operating, mechanically independent, pressure differential relief valve located between the check valves and at the same time below the first check valve. The assembly shall include properly located test cocks for the testing of the check and relief valves and tightly closing resilient seated shut-off valves at each end of the assembly. It shall be installed with no plug or additional piping attached to the discharge of the pressure relief valve port (except for the air gap supplied by the manufacturer).

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Community, Town or City**Rules and Regulations Governing the Rendering of  
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47. "Rendition of a Bill": The mailing, electronic or hand delivery of a bill by the Company or its agents to a Customer.
48. "Resale Service": The provision of or use of water service directly to an entity whose intended purpose is to resell the service to its Customers under that entity's own rate structure.
49. "Residential Service": Individually metered residences. Residences are defined as consisting of one or more rooms, with space for eating, living, sleeping and permanent provision for cooking and sanitation.
50. "Service Line" or "Water Service Line": Generally referring to a pipeline between the main and the Customer's premises, and includes related valves, fittings and other appurtenances except the water meter, used for the purpose of providing water service to the Customer, and further defined as follows:
- a) "Customer's Service Line or Customer's Water Service Line": that portion of the service line from and Including:
    - (1) That portion of the tailpiece exiting the meter box at or near the curb line or property line, to the structures or premises to be supplied; or,
    - (2) If no meter box is present the Customer's Service Line shall be that portion of the service line from the curb stop to the premises; or,
    - (3) If neither a meter box or a curb stop exists within five (5) feet of the property line, or the curb line if the property line is in the street or roadway, the Customer service line shall be the portion of the service line that lies between the property line, or curb line if the property line is within the street or roadway, and the Customer's premises.
  - b) "Company Service Line": The pipeline from the main to the Customer's Service Line.
  - c) "Domestic Service Line": A pipeline supplying water for all purposes other than fire protection.
  - d) "Dual Service Line": One Company Service Line that splits into two (2) Customer Service Lines serving two (2) separate premises, which may include one Meter Box housing two (2) meters.

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- e) "Combination Water Service Line": A pipeline that supplies water for both domestic uses and for the extinguishment of fires through the same pipe. It shall be metered to measure all water usage through the water service line.
  - f) "Private Fire Service Line": A pipeline, owned by the Customer, used to supply water from the main or Company Service Line to a Customer's private fire protection system to be used exclusively for the extinguishing of fires in or on the property of the Customer.
  - g) "Master Water Service Line": A privately owned pipeline that can only be installed at the sole discretion of the Company, in areas where a public water main extension is not necessary, and said pipeline would be capable of supplying domestic and/or fire protection water service to more than a single premises on one or more lots or parcels of land with one or multiple ownerships being involved. For all Operations the Company shall own and maintain that portion of the Master Water Service Line between the Company's water main and the customer's property line, the remaining portion of the Master Water Service Line shall be owned and maintained solely by the customer.
  - h) "Split Water Service Line": A pipeline, owned by the Customer, which first extends as a single line from the Company main or Company service line into a parcel of property, and then splits into separate domestic and fire protection lines with separate meters.
51. "Service Tap" or "Corporation Stop": The physical connection between a Company-owned main and the service line.
52. "Settlement Agreement": An agreement between a Customer and the Company, which resolves any matter in dispute between the parties or provides for the payment of undisputed charges over a period longer than the Customer's normal billing period.
53. "Stop and Waste Valve": A Customer-owned water shutoff valve installed as part of a water service line, just inside the wall of a premises where the service line enters the premises. The design of the valve is such that when the valve is closed, water in the piping after the valve can be drained.
54. "Stop Box/Curb Box": A hollow, cylindrical-type enclosure of a design acceptable to the Company, installed over, but not connected to, the stop cock, from ground level down to the stop cock, complete with proper removable lid, to provide access to the stop cock from ground level. The location is generally within three feet (3') of property line on public right of way or easement. If installed on a Master Water Service line, location shall be on private property in a location approved by the Company.

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Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service**

55. "Tariff": A schedule of rates, rules and regulations approved by the Missouri Public Service Commission.
56. "Temporary Water service": Any water service for a duration of less than thirty (30) days.
57. "Termination of Service": A cessation of service requested by a Customer.
58. "Utility Charges": The rates for utility service and other charges authorized by the Missouri Public Service Commission as an integral part of utility service.

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Missouri-American Water Company

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**Rules and Regulations Governing the Rendering of  
Water Service**

**Rule 3 – Liability of the Company**

- A. The Company shall in no event be liable for any damage or inconvenience caused by reason of any break, leak or defect in the Customer's service or fixtures or in the physical connection between the Customer's service and the Company owned service connection.
- B. If for any reason beyond the control of the Company it becomes necessary to shut off water in the mains, the Company will not be responsible for any damages occasioned by such shut off. The Company will not be responsible for damages caused by turbid water which may be occasioned by cleaning of pipes, reservoirs or standpipes, or the opening or closing of any gates or hydrants, or any other cause when the same is due to no lack of reasonable care on the part of the Company.
- C. 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.
- D. The Company shall not be responsible in damages for any failure to supply water to the premises or for interruption if such failure or interruption is without willful default or negligence on its part.
- E. 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. Nor shall any employee or agent of the Company have authority to bind it by any promise, agreement, or representation not provided for in these rules.
- F. The Company shall use reasonable diligence in providing a regular and uninterrupted supply of water, but in case the supply of water is interrupted by reason of-strike, riot, invasion, storm, fire, accident, breakdown, legal process, state or municipal interference or any cause beyond its control, the Company shall not be liable for damage to the Customer for interruption in service due to any of the aforesaid causes.

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Missouri-American Water Company  
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Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 6 – Inside Piping and Customer Water Service Line**

- A. Each applicant for service must, at Customer's own expense, equip their service supply line with an accessible stop and waste valve inside the foundation wall, as well as all piping and attachments, all of which shall be constructed and maintained by the Customer, subject to the approval of any authorized inspectors and in accordance with the Rules and Regulations of the Company in force at that time.
- B. For all new or replacement Water Service Lines the installation must be in accordance with the requirements of all governmental agencies having jurisdiction, and these Rules and Regulations. The minimum Water Service Line requirements for material and construction shall be as follows:
1. The Customer's water service pipe shall be of a size not smaller than the service connection, and the minimum size shall be three-quarter inch (3/4"). The type of pipe shall conform to existing plumbing codes and the reasonable requirements of the Company in furnishing adequate and safe service.
  2. In all operations where a Company water service line exists between the main and the meter setting, stop box, property or curb line, as applicable, and the Company is responsible for such meter setting or stop box, the Customer shall be responsible for construction and maintenance of the Customer's water service line between the meter setting, stop box or Company water service line, as applicable, and the premises. The Company may agree to make the physical connection between the Customer's water service line and the Company-owned pipeline or components, but the Company by so doing shall assume no maintenance responsibility for the Customer Service Line.
  3. All Customer's Water Service Lines must be installed at least forty-two inches (42") below the surface of the ground (finished grade) at any point.
  4. If the Company becomes aware of a Customer's new or replacement Water Service Line not being installed as herein provided, the Company will not permit a new tap and will not install a Company Water Service Line or metering equipment until the Customer's Water Service Line is installed as herein provided.
- C. The Company reserves the right to inspect Customer's installation prior to rendering water service and from time to time thereafter, but assumes no responsibility whatsoever for any portion thereof. Charges for inspection by Company personnel shall be in accordance with approved fees and as set out in the applicable Schedule of Service Charges.
- D. Unless otherwise specified by local codes or ordinance, when street main pressure exceeds eighty (80) p.s.i., Customer shall install, at their expense, an approved pressure reducing valve in the Customer Water Service Line near its entrance to the building to reduce the water pressure to eighty (80) p.s.i. or lower, except where the Customer Water Service Line supplies water directly to a water pressure booster system,

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Issued By:

Rich C. Svindland, President  
727 Craig Road, St. Louis, MO 63141



Missouri-American Water Company  
Name of Issuing Corporation

For

Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 9 – Bills for Water Service**

- A. The charges for water service shall be at the rates specified in the applicable Rate Schedules. The point of sale shall be at the meter installation for all metered service or at the tap for all unmetered services. Service charges for connection (turn-on) or disconnection (turn-off) of service are set forth in the applicable Schedule of Service Charges.
- B. A Customer who has made application for water service to a premises shall be held liable for all charges for water furnished to such premises until the Customer's requested date of termination.
- C. Bills for water service will be distributed on a monthly basis. The due date on the bill shall be twenty-one (21) days after the "date of rendition" of the bill to the Customer. The Customer's bill will be due and payable by this due date. The date printed on the bill shall be no less than twenty-one (21) days after the date of the postmark of the bill. Any accounts remaining unpaid after the due date shall be considered delinquent and the Company may take such action as specified in its filed rules and regulations. +
- D. A separate Customer account shall be created, with separate billings rendered for each meter installation, and the use of water by the same Customer in the same or different premises or localities will not be combined unless an agreement exists between the Customer and the Company for combining multiple meter readings into one bill.
- E. Each Customer is responsible for furnishing the Company with the correct bill mailing address. Failure to receive bills will not be considered an excuse for non-payment nor reason to permit an extension of the date when the account would be considered delinquent.
- F. Bills and notices relating to the Company or its business will be mailed or delivered to the service address entered in the Customer's application unless the Company is notified by the Customer of a change of address or an alternate mailing address.
- G. Payments shall be made at authorized locations as designated by the Company.
- H. The Company shall have the right to read meters and render bills either monthly or annually and such bills shall be due and payable on the due date indicated on the bill. +
- I. Water bills are rendered for the entire premises as served through a single metering point, whether served by a single meter, a compound meter, or a series of meters set on a service line, and will not be subdivided by the Company.
- J. The Company may render a bill based on estimated usage if:
1. Extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings; or

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| <p>3. 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.</p> <p>4. 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 or user.</p> <p>5. The failure to pay a bill correcting a previous under billing, 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 under billing.</p> <p>C. Except for Provision A.8., above, notwithstanding any other provision of this Rule, the Company may postpone the discontinuance of water service to a residential Customer for a time of at least twenty-one (21) days if the Company is advised the discontinuance will aggravate an existent medical emergency of the Customer, a member of their family or other permanent resident of the premises where service is rendered. The Company may require a Customer to provide satisfactory evidence that a medical emergency exists.</p> <p>D. The Company will provide reasonable notice of any discontinuance of service to a Customer as practicable. However, notwithstanding any other provision of this rule, the Company may discontinue service temporarily to a Customer without advance notice for reasons of health, safety, property damage or other emergencies.</p> <p>E. If a Customer disputes a particular bill, the Company will not discontinue service for non-payment so long as the Customer:</p> <ol style="list-style-type: none"> <li>1. Pays the undisputed portion of the bill (if the parties are unable to determine the undisputed portion, the Customer shall pay to the utility fifty percent (50%) of the bill in dispute);</li> <li>2. Pays all future periodic bills by the due date; and</li> <li>3. Enters into discussions with the Company to settle the dispute in accordance with rules of the Missouri Public Service Commission. If agreement cannot be reached on settlement of the dispute, the Customer may register their dispute with the Missouri Public Service Commission in accordance with Commission rules.</li> </ol> <p>F. Except for Provision A.8., above, the Company shall not discontinue residential service pursuant to Provision A., above, unless written notice by first class mail is sent to the Customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. As an alternative, the Company may deliver a written notice in hand to the Customer at least ninety-six (96) hours prior to discontinuance. A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to the Commission's Rules that is currently the subject of a dispute pending with the utility or complaint before the Commission, nor shall</p> | <p>+</p> <p>+</p> |
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Missouri-American Water Company  
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For

Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 12 – Security Deposits**

- A. The Company may require a security deposit or other guarantee as a condition of new water service due to any of the following:
1. The Customer has outstanding with the Company an unpaid service account which accrued within the last five (5) years and at the time of the request for water service remains unpaid and not in dispute.
  2. The Customer has in an unauthorized manner interfered with or diverted the service of a utility situated on or about or delivered to the Customer's premises within the last five (5) years.
  3. The Customer is unable to meet credit rating standards for water utilities. The Customer 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 on a full-time basis for at least one year;
    - c) Has an adequate regular source of income; or
    - d) Can provide adequate credit references from a commercial credit source.
- B. The Company may require a security deposit or other guarantee as a condition of continued water service due to any of the following:
1. The service of the Customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute.
  2. In an unauthorized manner, the Customer interfered with or diverted the service of the Company situated on or about or delivered to the Customer's premises.
  3. The Customer has failed to pay an undisputed bill before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods.
- C. A security deposit required by the Company is subject to the following terms and conditions:
1. A deposit shall not exceed two (2) times the highest bill for water 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 under Provision A.3. of this rule, one-sixth (1/6) of the estimated annual bill for monthly billed Customers for water charges at the requested service

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Missouri Service Area  
Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 13 – Termination of Water Service at Customer's Request**

- A. The Customer shall notify the Company at least three (3) business days in advance of the day termination is desired. The Customer shall remain responsible for all service used and the billing therefore until service is terminated pursuant to such notice. Upon receipt of such notification the Company shall read the Customer's meter and charges for water service rendered up to and including the time of shut-off shall be computed and will become due and payable immediately.
- B. The Company may, on verbal notice of the Customer, or their agent, temporarily turn-off and reinstate service for repairs or alterations without in any way affecting the existing application. Applicable fees may apply. +
- C. Termination of water service to a premises for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from Customer.

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Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 14 – Service Charges**

- A. A service activation fee, as set forth in the applicable Schedule of Service Charges will be charged for initiating service to any new Customer during the Company's regular business hours. Services turned on at the request of Customer outside of business hours will be charged at actual cost.
- B. A termination (turn-off) of an existing service will be made during the Company's regular business hours without charge. For all indoor meters not equipped with a remote reading device, the Customer, or their authorized representative must be present at the time of termination.
- C. Company personnel will conduct necessary investigation for unusually high usages, checking meter readings, reasonable enforcement of these Rules and Regulations, or to satisfy Customer inquiries upon either Company instigation or Customer request. However, after making one such special meter reading or investigation at the request and for the convenience of the Customer, any additional services of this nature performed for the Customer within thirty-one (31) days shall constitute special services and the Company shall require a payment as shown on the applicable rate sheet.
- D. The service charges cited in the various sections of this Rule are "net" and do not include any applicable municipal, state, or federal taxes computed on the Company's collections of such charges. Any such taxes will be added in collecting or billing service charges, as appropriate.

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**Rules and Regulations Governing the Rendering of  
Water Service**

enclosures, vegetation or landscaped plantings that would inhibit accessibility for efficient meter reading and maintenance.

- G. When the Company determines that there is no suitable location for a meter box, a meter may be installed in a basement in a suitable location acceptable to the Company. In such case, installation of a remote reading device will also be required.
- H. Approved meter installation locations in dry basements, sufficiently heated to keep the meter from freezing, may remain, provided the meter remains readily accessible, as determined by the Company, for servicing and reading, the meter space provided is located where the water service line enters the building, and a properly installed electrical ground wire is installed around the water meter. Meter space guidelines are based on meter size and will be provided to Customer by the Company upon request. It is the responsibility of the Customer to provide a location for the meter, which in the event of water discharge as a result of leakage from the meter or couplings will not result in damage. If a Customer refuses to provide a reasonable and an accessible location for a meter installation and servicing as determined by the Company, the Company will notify the Customer and the Missouri Public Service Commission before ultimately refusing service or proceeding to discontinue service.
- I. Unless otherwise permitted by the Company, all water meters must be installed at the same time that a water service line tap to the Company's main is made.
- J. All service to any one Customer at one building shall be furnished through a single metering installation, except as authorized by agreement between the Company and the Customer. Where a building or a parcel of property with more than one building is occupied by more than one Customer, Company will set as many meters as there are separate applications for service, and will connect the meters to one service line under a Master Water Service Line Use Agreement and Encumbrance for Condominiums and Commercial Developments. The Company's meters will be in a location approved by the Company. Where service is supplied through two or more meters to a location having two (2) or more separate premises, the service shall be considered a multiple service at the Company's option. The Customer may rearrange piping, at Customer's own expense, so as to separate the multiple services and permit the Company to install a separate meter for each premise.
- K. Units of multi-storied buildings, including condominiums, townhouses, duplexes, wherein each unit is individually owned, will not be separately metered unless all units therein conform to requirements of Company rules which relate to the installation requirements for water service lines which all units shall have owned ground floor space.
- L. The meters and meter installations furnished by the Company shall remain its property and the owners of premises wherein they are located shall be held responsible for their safekeeping and liable for any damage thereto resulting from the carelessness of said owner, their agent, or tenant. For failure to protect same against damage, theft, or loss, the Company may refuse to supply water until the Company is paid for such damage. The amount of the charge shall be the cost of

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**Rule 17 – Bill Adjustments Based on Meter Tests**

- A. Whenever any test by the Company of a meter while in service or upon its removal from service shall show such meter to have an average error of more than five percent (5%) on the test streams prescribed by the Commission, the Company shall adjust the Customer's bills by the amount of the actual average error of the meter and not the difference between the allowable error and the error as found. The period of adjustment on account of the under-registration or over-registration will be determined as follows:
1. Where the period of error can be shown, the adjustment shall be made for such period subject to limitations set out below.
  2. Where the period of error cannot be shown, the error found shall be considered to have existed for three (3) months preceding the test.
- B. **Under-register:** If the meter is found on any such test to under-register, the Company may render a bill to the Customer concerned for the estimated consumption not covered by bills previously rendered during the period of inaccuracy as above outlined but not to exceed twelve (12) monthly billing periods. Such action shall be conditioned upon the Company's not being at fault for allowing the inaccurate meter to remain in service. +
- C. **Over-register:** If the meter is found to over-register more than allowable according to Commission rules, the Company shall refund to the Customer concerned any overcharge caused thereby during the period of inaccuracy as above defined not to exceed sixty (60) monthly billing periods. Said refund may, at the Company's option, be in the form of a credit to the Customer's bill. +

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Community, Town or City**Rules and Regulations Governing the Rendering of  
Water Service****Rule 18 – Failure to Obtain Meter Reading (Customer Readings and Estimated Bills)**

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|----|---|---|
| A. | The Company shall attempt to secure an actual reading at least once annually for monthly billed Customers.  | + |
| B. | If the Company is unable to obtain an actual meter reading, the Customer shall be notified under Provision D. or E. of this rule and offered the following options:   |   |
| 1. | Provide access to the meter at the regularly scheduled reading time, which is provided to the Customer, upon request;   |   |
| 2. | Provide Customer readings to the Company by the date specified;   |   |
| 3. | Request an appointment reading during regular business hours, subject to a service charge as specified on the applicable schedule of service charges;   |   |
| 4. | Contract for and permit the installation of a remote meter reading attachment; or   |   |
| 5. | Provide a meter box at or near the property line together with approved connections and piping for installations of a meter.  |   |
| C. | The Company shall notify the Customer that if usage is not reported by the Customer and if the Customer fails, after written request, to grant access to the meter, then service may be discontinued in accordance with Rule 10 and the Commission's Rules.   |   |
| D. | If usage is not reported by the Customer, the Company shall notify the Customer by first class mail or personal delivery as follows:  |   |
| 1. | After three (3) consecutive monthly estimated bills without a Customer read, the Company shall send a letter to the Customer advising that bills are based on estimates and the options set out above are available.  | + |
| 2. | After six (6) consecutive estimated monthly bills, without a Customer read, the Company shall send a second letter similar to the first reminding the Customer that the Company must get a reading and listing the options above.   | + |
| 3. | After twelve (12) consecutive estimated monthly bills without a Customer read, a third letter shall be sent advising the Customer that a reading must be obtained by a specific date to avoid discontinuance in accordance with Rule 10, above and listing options set out in Provision B.3., 4. and 5., above. | + |
| E. | Customers reporting usage shall be notified that the Company must gain access to verify the meter read as follows:  |   |
| 1. | After eleven (11) monthly billings where the Company is unable to obtain an actual meter reading, a letter  | + |

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shall be sent advising the Customer that the Company is required to read the meter annually for monthly billed Customers and offering the options set out in B.1., 3., 4. and 5., above.

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2. After twelve (12) monthly billings where the Customer has not responded to the options offered in B.1., 3., 4. and 5., above, the Company shall send a second letter advising the Customer that a reading must be obtained by a specific date to avoid discontinuance in accordance with Rule 10, above, and offering options set out in B.3., 4. and 5., above.

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Water Service****Rule 19 – Access to Customer’s Premises (Customer Readings and Estimated Bills)**

- A. Authorized personnel of the Company shall have access at all reasonable hours to the premises supplied for the purpose of making necessary examination of the plumbing and fixtures, taking meter readings, changing meters, installing, removing or servicing remote reading attachments, and for any other reasons deemed necessary by the Company. Such access must be provided as specified in this rule to avoid discontinuance of service.
- B. CUSTOMER READINGS: Customers may read the meter and submit readings. These readings must be submitted to the Company within the time allotted to be used as a basis for billing. In addition, Customers must permit Company personnel access to obtain an actual meter reading by electing one of the options set out in Provision D.1., 2., 3. or 4., below, to confirm the Customer meter readings at least once annually for monthly billed Customers. +
- C. ESTIMATED BILLS: If the Company is unable to obtain an actual meter reading and a Customer read is not submitted to the Company within the time allotted, the Company will estimate the bill in accordance with Rule 9J. and K., and Rule 18, above. If no usable (timely received) Customer meter readings are provided to the Company, the Customer must permit Company personnel to obtain a meter reading as set out in Provision D.1., 2., 3. or 4., below, at least once every year for monthly billed Customers. +
- D. The Company may discontinue service as provided in this rule if a Customer fails to cooperate with the Company to obtain an actual meter reading by not:
1. Providing access to the meter at the regularly scheduled reading time, as provided to the Customer;
  2. Requesting an appointment reading during regular business hours, subject to a service charge as specified on the applicable schedule of service charges;
  3. Contracting for and permitting the installation of a remote meter reading attachment; or
  4. Providing a meter box at or near the property line together with approved connections and piping for installation of a meter.

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Company will perform the necessary construction to extend its main(s).

- b) If the Applicant has chosen the option of a one hundred foot (100') Free Extension and the extension is greater than one hundred feet (100') in length, then prior to the Applicant scheduling the main extension, the Applicant shall advance payment equal to the Company's total estimated Developer Lay Proposal costs (Provision C.3. above). After completion of the main extension by the Applicant, Applicant must provide support to the Company of the total costs incurred by Applicant, exclusive of the advanced payment for the Developer Lay Proposal costs. Upon verification of the costs supplied by Applicant, Company will add those costs to the actual Developer Lay Proposal costs it incurred and divide the sum by the number of feet in the main extension project to determine a cost per linear foot. The cost per foot will be multiplied by 100 to arrive at the cost of the one hundred foot (100') Free Extension to be borne by the Company. The Company will add the amount of the one hundred foot (100') Free Extension to the advanced payment made by Applicant, in accordance with Provision C.3. above, and subtract the actual Developer Lay Proposal costs incurred by the Company to arrive at an amount to be paid to, or by, the Applicant.

As an example for Provision C.7.b), above:

Applicant pays to Company \$500 for estimated total Developer Lay Proposal costs  
 Applicant pays their own contractor \$1,000  
 Actual Developer Lay Proposal costs incurred by Company are \$200  
 Total Main Extension in feet is 400 feet

Calculation:

	\$1,000.00	(Cost incurred by Applicant exclusive of advanced payment for Developer Lay Proposal)
Plus	200.00	(Actual Developer Lay Proposal Costs)
Equals	\$1,200.00	
Divide by	400	(Main Extension in Linear Feet)
Equals	\$3.00	per foot
Multiply by	100	
Equals	\$300.00	(Cost for first 100 linear feet that Company will absorb)
Add	\$500.00	(Amount Applicant advanced to the Company for estimated Developer Lay Proposal costs)
Subtract	\$200.00	(Actual Developer Lay Proposal Costs)
	\$600.00	Amount Company pays to Applicant

D. Miscellaneous Provisions

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