Liberty Utilities (Missouri Water) LLC (Water)
d/b/a Liberty Utilities or Liberty All Missouri Areas
Name if 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.

Rules and Regulations Governing Rendering of
Water Service

Rule 1 DEFINITIONS continued

K. The "METER" is a device owned by the Company used to measure and record the quantity of water that flows through the service line, and is installed in the outdoor meter setting, or inside the Customer's building where the water service line enters through a foundation wall.

L. The "METER SETTING" is a place either in the service connection or building plumbing for a water meter to be installed. An outdoor meter setting is located at or near the property line, and includes the meter box, meter yoke, lid, and appurtenances, all of which shall be owned and maintained by the Company. Indoor meter settings are located inside the Customer's premises where the water service line enters the foundation wall either installed directly in the piping or in a meter yoke.

M. A "RETURNED CHECK" is a check that is returned to the Company from any bank unpaid for any reason.

N. A "SEASONAL CUSTOMER" is a Customer who is absent from the premises and may turn off, or request the Company turn off, water service temporarily. All Rates, Rules and Regulations within this tariff continue to apply to "Seasonal Customers" during period of seasonal absence or turn-off.

O. The "SERVICE CONNECTION" is the pipeline connecting the main to the Customer's water service line and includes the curb stop, or outdoor meter setting and all necessary appurtenances located at or near the property line. This service connection shall be owned and maintained by the Company. If the property line is in a street, and if the curb stop or meter setting is not located near the edge of the street abutting the Customer's property, the said service connection shall be deemed to end at the edge of the street abutting the Customer's property.

P. A "SUBDIVISION" is any land in the state of Missouri which is divided or proposed to be divided into two or more lots or other divisions of land, whether contiguous or not, or uniform in size or not, for the purpose of sale or lease, and includes resubdivision thereof.

Rules and Regulations Governing Rendering of
Water Service

Rule 1 DEFINITIONS continued

Q. "TERMINATION OF SERVICE" is cessation of service requested by the Customer.

R. "TURN-OFF" is the act of turning water service off by physically turning a valve such that water is unavailable to a Customer's premises.

S. "TURN-ON" is the act of turning water service on by physically turning a valve to allow water to be available to a Customer's premises.

T. The word "UNIT" or "LIVING UNIT" shall be used herein to define the premises or property of a single water consumer, whether or not that consumer is the Customer. It shall pertain to any building whether multi-tenant or single occupancy, residential or commercial, or owned or leased. Each mobile home in a mobile home park and each rental unit of a multi-tenant rental property are considered as separate units for each single family or firm occupying same as a residence or place of business.

U. The "WATER SERVICE LINE" is a pipe with appurtenances installed, owned and maintained by the Customer, used to conduct water to the Customer's unit from the property line, curb stop or outdoor meter setting, including the connection to the curb stop or meter setting. If the property line is in a street, then the water service line shall be deemed to begin at the edge of the street abutting the Customer's property.

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 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.

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. Except as provided below, 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. When a change occurs in connection with the establishment, modification, or realignment of collective or joint billing arrangements, advance notice shall not be required pursuant to the variance granted in Case No. WE-2026-0067 on September 24, 2026.

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. Pursuant to the variances granted in Case No. WE-2026-0067 on September 24, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.0202(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:

a. the addition/removal of an account to/from an existing collective or joint summary bill;
b. the creation of a new collective or joint summary bill;
c. when a landlord requests service be put in (or taken out of) their name on a "child" account;
d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;
e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed; and
f. Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.