

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 23

Canceling P.S.C. MO No. 23

1st Revised Sheet No. R 1.1

Original Sheet No. R 1.1

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

Name if Issuing Corporation

All Missouri Areas

Community, Town or City

Rules and Regulations Governing Rendering of
Sewer Service

Rule 1 – Definitions

- A. An "APPLICANT" is a person, firm, corporation, governmental body, or other entity that has applied for sewer service and/or an extension of collecting sewers along with additional plant facilities; two or more such entities may make one application for a sewer extension and be considered one APPLICANT. An "ORIGINAL APPLICANT" is an APPLICANT who entered into any contract or agreement with the Company for an extension of collecting sewers and/or additional plant facilities, contributed funds or utility plant assets to the Company under the terms of the contract or agreement, and is eligible for refunds under the terms of the contract or agreement as additional Applicants connect to such extensions or plant facilities.
- B. "B.O.D" denotes Biochemical Oxygen Demand. It is the quantity of oxygen utilized in the biochemical oxidation of waste matter under standard laboratory conditions expressed in milligrams per liter.
- C. "C.O.D" denotes Chemical Oxygen Demand. It is the quantity of oxygen utilized in the chemical oxidation of waste matter under standard laboratory conditions, expressed in milligrams per liter.
- D. A "COLLECTING SEWER" is a pipeline, including force pipelines, gravity sewers, interceptors, laterals, trunk sewers, manholes, lampholes, and necessary appurtenances, including service tees, wyes, and saddles, which is owned and maintained by the Company, located on public property or on private easements, and used to transport sewage waste from the Customer's service connection to the point of disposal. A "PRESSURE COLLECTING SEWER" is a collecting sewer pipeline, including tees, wyes, and saddles, operated under pressure from pump units owned and operated by customers connected to the pipeline, and is sometimes referred to generically as a COLLECTING SEWER.
- E. A "Collective Account" are multi-address accounts with single "parent" customer, multiple invoices grouped into single invoice (e.g., landlords, commercial chains, multi-home customer).
- F. The "COMPANY" is Liberty Utilities, acting through its officers, managers, or other duly authorized employees or agents.
- G. A "CUSTOMER" is any person, firm, corporation or governmental body which has contracted with the Company for sewer service, or is receiving service from the Company, or whose facilities are connected for utilizing such service, and except for a guarantor is responsible for payment for service.

DATE OF ISSUE: October 2, 2026

DATE EFFECTIVE: November 1, 2026

ISSUED BY: Peter "Pete" Norgeot, Vice President, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 23

Canceling P.S.C. MO No. 23

1st Revised Sheet No. R 1.2

Original Sheet No. R 1.2

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

Name of Issuing Corporation

All Missouri Areas

Community, Town or City

Rules and Regulations Governing Rendering of
Sewer Service

Rule 1 – Definitions (Continued)

- H. The "DATE OF CONNECTION" shall be the date the permit for a service connection is issued by the Company. In the event no permit is taken and a service connection is made, the date of connection shall be determined based on available information, such as construction/occupancy permits, or water or electric service turn-on dates, or may be the date of commencement of construction of the building upon the property.
- I. 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.
- J. "DISCONTINUANCE OF SERVICE" is intentional cessation of the use of sewer service by action of the Company not at the request of the Customer. Such DISCONTINUANCE OF SERVICE may be accomplished by methods including physical disconnection of the service sewer, or turn-off of water service by the water utility at the request of the Company.
- K. "DOMESTIC SEWAGE" is sewage, excluding storm and surface water, resulting from normal household activities; and "NON-DOMESTIC SEWAGE" is all sewage other than DOMESTIC SEWAGE including, but not limited to, commercial or industrial wastes. See Rule 6 - Improper or Excessive Use.
- L. A "FOUNDATION DRAIN" is a pipe installed inside or outside the foundation of a structure for the purpose of draining ground or subsurface water away from the foundation.
- M. A "Joint Billing Customer" are a single address, multi-service accounts (e.g., both gas and sewer services) grouped into single invoice.
- N. "pH" is the relative degree of acidity or alkalinity of water as indicated by the hydrogen ion concentration. pH is indicated on a scale reading from 1-14, with 7.0 being neutral, below 7.0 acid, and above 7.0 alkaline; more technically defined as the logarithm of the reciprocal of the hydrogen ion concentration.
- O. A "PUMP UNIT" is a self-contained facility consisting generally of a tank and an electric pump and may include liquid level controls, an alarm, and check valves; the Pump Unit may either separate solid from liquid waste retaining the solid waste in the tank and pumping the liquid waste under pressure to collecting sewer pipelines (septic tank effluent pump or STEP), or may pump waste water including solids to a collecting sewer or a pressure collecting sewer (grinder pump).

DATE OF ISSUE: October 2, 2026

DATE EFFECTIVE: November 1, 2026

ISSUED BY: Peter "Pete" Norgeot, Vice President, Joplin, MO

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Sewer Service

Rule 1 – Definitions (Continued)

- P. A "RETURNED CHECK" is a check that is returned to the Company from any bank unpaid for any reason.
- Q. A "SADDLE" is a fitting that connects the Customer's Service Sewer to the collecting sewer whether it be a gravity collecting sewer or a pressure collecting sewer; the saddle clamps around the collecting sewer pipeline into which pipeline a hole is cut, and the Service Sewer is connected to the Saddle thereby connecting it to the collecting sewer.
- R. 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 periods of seasonal absence or turn- off.
- S. A "SERVICE CONNECTION" is the connection of a service sewer to the Company's collecting sewer either at the bell of a tee branch or wye branch, or the bell of a saddle placed on the barrel of the collecting sewer.
- T. A "SERVICE SEWER" or "CUSTOMER'S SERVICE SEWER" is a pipe with appurtenances installed, owned and maintained by the Customer, used to conduct sewage from the Customer's premises to the collecting sewer, excluding service tees, wyes or saddles. For Customers connected to a pressure collecting sewer and utilizing a pump unit, the portion of the Service Sewer between the pump unit and the collecting sewer is a pressurized portion of the Service Sewer. In addition to other parts and fittings this shall include a stop cock accessible to the Company for turn-off of sewage flow and a check valve to prevent backflow of waste-water under pressure in the pressure collecting sewer. The SERVICE SEWER is constructed, owned and maintained by the Customer.
- U. A "SUBDIVISION" is any land in the state of Missouri which is divided or proposed to be divided into two or more lots or other divisions of land, whether contiguous or not, or uniform in size or not, for the purpose of sale or lease, and includes re-subdivision thereof.
- V. A "TEE" is a three-way one-piece pipe fitting in the shape of the letter "T" that is a part of the Collecting Sewer pipeline and to which the Customer's Service Sewer is connected.

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 23

Canceling P.S.C. MO No. 23

1st Revised Sheet No. R 1.4

Original Sheet No. R 1.4

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

Name if Issuing Corporation

All Missouri Areas

Community, Town or City

Rules and Regulations Governing Rendering of
Sewer Service

Rule 1 – Definitions (Continued)

- W. "TERMINATION OF SERVICE" is the cessation of the use of sewer service requested by the Customer. Such TERMINATION OF SERVICE shall be accomplished by a method verified and recognized by the Company, and may include physical disconnection of the service sewer, termination or disconnection of water service by the water utility, or the Company's observation of non-occupancy of the unit served.
- X. The word "UNIT" or "LIVING UNIT" shall be used herein to define the premises or property of a single sewer user, whether or not that sewer user is the Customer. It shall pertain to any building whether multi-tenant or single occupancy, residential or commercial, owned or leased. Each mobile home in a mobile home park, and each rental unit of a multi-tenant rental property are considered as separate Units for each single family or firm occupying same as a residence or place of business.
- Y. A "WYE" or "WYE BRANCH" or "Y" or "Y BRANCH" is a three-way one-piece pipe fitting in the shape of the letter "y" that is a part of the collecting sewer pipeline, and to which the Customer's service sewer is connected.

DATE OF ISSUE: October 2, 2026

DATE EFFECTIVE: November 1, 2026

ISSUED BY: Peter "Pete" Norgeot, Vice President, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 23

Canceling P.S.C. MO No. 23

1st Revised Sheet No. R 10.3

Original Sheet No. R 10.3

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

Name if Issuing Corporation

All Missouri Areas

Community, Town or City

Rules and Regulations Governing Rendering of
Sewer Service

Rule 10 – Bills for Service (Continued)

3. If the applicant has insufficient credit history with the Company, 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 on a full-time basis for at least one (1) year.
 - c. Has a regular source of income.
 - d. Can provide adequate credit references from a commercial credit source.
- K. Unless sewer charges are billed in advance, the Company may require a security deposit or other acceptable written guarantee of payment as a condition of continued or re-establishing of service if:
 1. The water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute.
 2. The Customer has interfered with; diverted; or, in an unauthorized manner, used utility service delivered to the Customer's premises.
 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. Prior to requiring a customer to post a deposit under this subsection, the Company shall send the Customer a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.
- L. 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.
- M. Interest shall be payable on a Billing Period basis on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest will be paid on a Billing Period basis 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.
- 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 re-established, and the deposit and any interest due shall be refunded. The utility may withhold full refund of the deposit pending resolution of a disputed matter.

DATE OF ISSUE: October 2, 2026

DATE EFFECTIVE: November 1, 2026

ISSUED BY: Peter "Pete" Norgeot, Vice President, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 23

Canceling P.S.C. MO No. 23

1st Revised Sheet No. R 10.4

Original Sheet No. R 10.4

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

Name if Issuing Corporation

All Missouri Areas

Community, Town or City

Rules and Regulations Governing Rendering of
Sewer Service

Rule 10 – Bills for Service (Continued)

- O. The utility shall give a receipt for deposits received, but shall also keep accurate records of deposits, including Customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- P. 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.
- Q. 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.
 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.
- R. All billing matters shall be handled in accordance with the Missouri Public Service Commission's Rules and Regulations regarding Utility Billing Practices, 20 CSR 4240-13. 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 13.020(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

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. Company may bill its Customers on a cyclical basis if 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.

DATE OF ISSUE: October 2, 2026

DATE EFFECTIVE: November 1, 2026

ISSUED BY: Peter "Pete" Norgeot, Vice President, Joplin, MO