

**CITY UTILITIES OF SPRINGFIELD, MISSOURI  
GENERAL TERMS AND CONDITIONS GOVERNING WATER SERVICE**

1. City Utilities of Springfield, Missouri (“City Utilities”) will not furnish free water for any private use.
2. City Utilities will not furnish seasonal water service except as approved by the General Manager of City Utilities or designee (the “General Manager”).
3. When permanent (continuous, auxiliary, standby or seasonal) service is temporarily discontinued for more than 24 hours and then reconnected prior to twelve months, each due to a customer’s request, a reconnect charge of the monthly customer charge applicable for each billing month or part thereof that the disconnection is in effect during all billing months of that twelve months shall be charged to such customer. Payment of such charge is a condition for the reconnection of the service and is in addition to the applicable account entry fee.
4. Water service is furnished where adequate water distribution capacity is available and the water load is approved for service by City Utilities.
5. Temporary water service may be provided where adequate capacity is available as determined by City Utilities. In addition to the cost of water used, the temporary consumer shall pay all installation and removal costs and shall be responsible for all repair or replacement cost of City Utilities’ meters and attachments provided for the temporary water service. Water service which is served by permanent service equipment is permanent water service (not temporary service), with conditions of service specifically described in Section 3. Temporary water service may be terminated by City Utilities at any time.
6. Water service is furnished for the sole use of the customer or its tenant(s) at the premise(s) described in the service application. Additionally, water service shall not be submetered for the purpose of reselling or redistributing the charges rendered for such service, except as otherwise approved by separate written agreement with City Utilities, as set forth in the Service Rules and Regulations, and as agreed to by each such tenant in a separate written agreement with the customer.
7. A separate billing shall be rendered for each point of service, and water metered to the same customer through two or more points of service at the same premise address shall not be added or cumulated for billing purposes, except where necessary, in the opinion of the General Manager, for the convenience of City Utilities. In no case shall water metered to the same customer at different premise addresses be added or cumulated for billing purposes.
8. Water service may be temporarily limited or suspended to any or all classes of customers in emergencies. Water service is not guaranteed as to be available or continuous, whether under special contract or not, and may be temporarily or permanently modified, limited or discontinued as supply or delivery conditions dictate or at any time as may be deemed necessary in the sole judgment of City Utilities, without liability whatsoever on the part of City Utilities for any loss, damage, expense or detriment thereby caused or claimed to be caused.

APPROVED BY CITY COUNCIL September 23, 2019  
EFFECTIVE Cycle 1, October 2019

APPROVED BY BOARD OF PUBLIC UTILITIES  
OF SPRINGFIELD, MO August 22, 2019

Supersedes rate schedule effective Cycle 1, October 2017.

9. The RESIDENTIAL WATER SERVICE RATE shall be applicable to residential customers in separately metered dwellings for domestic housekeeping purposes. Existing master-metered, multiple tenancy dwellings of not more than two (2) dwelling units, one of which is owner-occupied, may be served under this rate. Dwellings also used as places of business requiring a license or registration to operate may be served under this rate only where necessary, in the opinion of the General Manager, for the convenience of City Utilities.
10. The GENERAL WATER SERVICE RATE shall be applicable to customers for nonresidential purposes and for non-owner occupied, master-metered, multiple tenancy dwellings of more than two (2) dwelling units.

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