Rule No. 12 Sheet 1
INFORMATION AVAILABLE TO PUBLIC

A. General Information

The utility will maintain, open for public inspection on its internet website https://calamwater.com (T)
or at its more important commercial offices, pertinent information regarding the service rendered, including the following:

1. Characteristics of Water

   A description in writing of the kind of water to be furnished, whether filtered or unfiltered and whether treated or untreated and the extent thereof.

2. Rates and Rules

   A copy of the tariff schedules consisting of rates, general rules of the utility, service area maps and forms of contracts and applications to the territory served from that office.

3. Reading Meters

   Information about methods of reading meters.

4. Bill Analysis

   A statement of the most recent past readings of the meter or meters serving a customer's own premises for a period of two years.

B. Rates and Optional Rates

The utility will explain to every applicant for service each rate schedule which is applicable, and of the applicant's right to elect therefrom the option under which service is desired.

C. New or Revised Rates

Should new or revised rates be established, the utility will duly notify all customers affected.

D. Change of Rate Schedule by Customer

1. Should a customer elect to take service under a different applicable rate schedule, the change will become effective immediately after the regular meter reading next following the date of such request for metered service and at eh beginning of the regular billing period next following such request for flat rate service. The utility may refuse to permit such a change unless service has been taken under the current rate schedule for a period of not less than 12 months, except such change will be permitted when an applicable new or revised rate schedule is first put into effect or the customer's operations have so changed as to justify immediate transfer to different schedule.

2. When service is furnished on an annual or seasonal basis, a change in schedule may be made only at the end of a regular billing period.

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