IOWA
AMERICAN WATER

Iowa-American

Sewer Tariff

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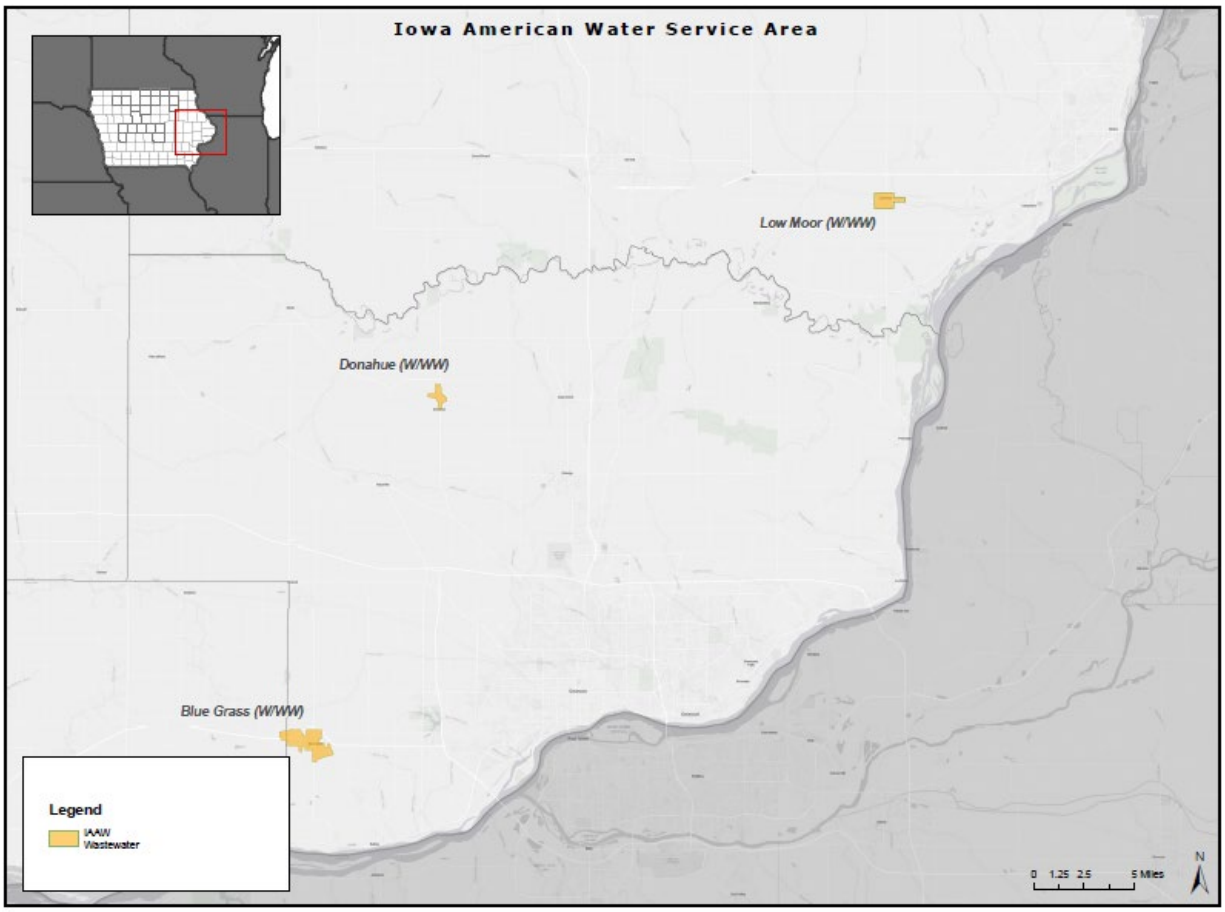
TERRITORY SERVED

These Rates, Rules, Regulations and Conditions of Service apply to the entire territory served:

Sewer Service

Blue Grass
Donahue
Low Moor (N)

SERVICE TERRITORY MAP



(C)

RATE SCHEDULE NO. 1 – GENERAL SANITARY SEWAGE RATES

APPLICABILITY

Applicable to the territory served by the Company for general service, including residential, commercial, industrial, public authorities not provided for in subsequent rate schedules by separate territory.

Rates per 100 Gallons (per Month)

The following shall be the rates for monthly consumption and are in addition to the Sewer Service charge shown below.

Residential Service	100 Gallons Per Month	Collection and Treatment Rate Per 100 Gallons
For the First	25	$1.55903
For Remainder	Over 25	$1.55903

Non-Residential Service	100 Gallons Per Month	Collection and Treatment Rate 100 Gallons
For the First	25	$1.55903
For Remainder	Over 25	$1.55903

SEWER SERVICE CHARGES

All general sewer service Customers shall pay a Sewer Service Charge as provided below. The Sewer Service Charge rates listed below do not include any allowance.

	Per Month
Residential Service	$40.00
Non-Residential Service	$40.00

RATE SCHEDULE NO. 1 – GENERAL SANITARY SEWAGE RATES (Cont'd)

UNMETERED SEWER SERVICE CHARGES

All sanitary sewer Customers for which a meter is not installed at the premise and the Customer does not receive water service from a measurable third party shall pay the charges shown below.

Customer Class	Per Month
Residential	$50.60
Non-Residential	$109.90

TERMS OF PAYMENT

All bills for service furnished under this Schedule will be rendered monthly, in arrears, and are due and payable when rendered.

Reserved for future use

RATE SCHEDULE NO. 1A – NON-RECURRING EXPENSE RIDER

APPLICABILITY

The Non-Recurring Expense Rider is designed to capture the rate effects of certain items that are temporary in nature and not included in base rates in accordance with the Iowa Utilities Commission Final Order in Docket No. RPU-2024-0002. These items are:

(1) Docket No. RPU-2024-0002 subsequent proceeding expense;
(2) Docket No. RPU-2024-0002 rate case expense;
(3) State EADIT ("Excess Accumulated Deferred Income Tax");
(4) Reconciliation

BALANCES AND SCHEDULE

Description	Total	Year 1	Year 2	Year 3
Subsequent Filing Docket No. RPU-2024-0002	$ -	$ -	$ -	$ -
Rate Case Expense Docket No. RPU-2024-0002	29,981	9,994	9,994	9,994
State EADIT	(37,790)	(12,597)	(12,597)	(12,597)
Subtotal:	(7,809)	(2,603)	(2,603)	(2,603)
Reconciliation	-	-	-	-
TOTAL	$ (7,809)	$ (2,603)	$ (2,603)	$ (2,603)

SURCHARGE/SURCREDIT

A surcredit in the amount of $0.00686 per 100 gallons shall be applied to all billed usage (except Low Moor wastewater customers). (T)

RECONCILIATION

A reconciliation will be performed annually after the rider has been in effect for twelve (12) months and filed with the Commission within 60 days following the end of the twelve (12) month rider effective period. The prior year reconciliation will be added to the following year's schedule detailed above.

Reserved for Future Use

RATE SCHEDULE NO. 3 - BILLING OF LICENSE, OCCUPATION, FRANCHISE, OR OTHER SIMILAR CHARGES OR TAXES

There will be added to the Customer's bill, as a separate item, an amount equal to the proportionate part of any license, occupation, franchise, or other similar fee or tax now or hereafter imposed upon the Company by local taxing authorities, whether imposed by ordinance, franchise or otherwise, and whether such fee or tax is based upon a fixed or flat charge or a percentage of the gross receipts, net receipts, or revenues from sales of wastewater treatment service rendered by the Company to the Customer.

Where more than one such charge or tax is imposed by taxing authority, the total of such charges or taxes applicable to a Customer may be billed to the Customer as a single amount.

Charges or taxes herein referred to shall in all instances be billed to Customers within the jurisdiction of the local taxing authority on the basis of Company rates effective at the time of billing, and on the basis of the tax or tax rate effective at the time billing is made.

MISCELLANEOUS CHARGES

LATE PAYMENT CHARGE

A late payment charge will be added to a Customer's account if that Customer's bill is not paid within 20 days after the bill was rendered. The bill shall be considered rendered to the Customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the bill shall be considered rendered when delivered to the last known address of the party responsible for payment. The late payment charge will equal one and one-half (1-1/2) percent per month of the past due amount. This late payment charge provision is applicable to bills for sewer service rendered by the Company as allowed by Commission Rule 21.12(4)a.

Each account shall be granted not less than one complete forgiveness of a late payment charge each calendar year. For one bill in each period of eligibility, the Company will accept the net amount of such bill as full payment for such billing period after expiration of the net payment period. The Customer shall be notified on the subsequent bill.

RETURNED CHECK CHARGE

Provided a Customer's check is properly processed by the Company, if a check that has been received as payment for service is returned by the bank unpaid **(Non Sufficient Funds "NSF")**, a charge of **Twenty-Three Dollars and Zero Cents ($23.00)** will be assessed to cover the cost of processing this transaction.

The charge for the dishonored check may be reflected, at the Company's option, when the Company returns the dishonored check or may be charged on the Customer's next billing.

The company may serve a Customer on a cash basis only if more than one check of the Customer is returned NSF in a twelve-month period. "Cash" shall be deemed to mean U.S. currency, U.S. postal money order or certified check.

RULES, REGULATIONS AND CONDITIONS OF SEWER SERVICE

1. RULES AND REGULATIONS GOVERNING RENDERING OF SERVICE

The Rules, Regulations, and Conditions of Service shall govern the rendering of sanitary sewer and wastewater service for all uses and purposes and further shall govern the extension of sanitary sewer and wastewater service, the making of sanitary sewer service connections and the performance of all other duties necessary and related to the operation of sanitary sewer and wastewater collection, treatment, and disposal systems by Iowa-American Water Company. Every Customer, upon completing an application for any sanitary sewer service rendered by the Company, or upon the taking of sanitary sewer service, shall be bound by these Rules, Regulations, and Conditions of Service and Rate.

2. DEFINITIONS

1. 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 if required; two or more such entities may make one application for a sewer extension and be considered one APPLICANT.

2. An "**APPLICATION FOR EXTENSION**" is a written request by a potential Customer and/or a Developer requesting extension of collecting sewers under the terms of Rule 12.

3. An **"APPLICATION FOR SERVICE,"** or "Application" is a written request by a potential Customer requesting sewer service, or by a developer requesting a collecting sewer extension and/or service sewer connections to homes or buildings that will be offered for sale. The application form will be prepared by and available from the Company.

4. "**APPURTENANCES**" are valves, pumps, fittings, pipes, hoses, plumbing or metering devices connected to sewers, basins, tanks, storage vessels, treatment units and discharge or delivery structures or used for transferring products of wastes.

5. The "**BILLING PERIOD**" shall be defined as a normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days for a monthly billed Customer nor more than one hundred (100) days for a quarterly billed Customer, except for initial, corrected or final bills.

6. "**BOD**" or the abbreviation for **"BIOCHEMICAL OXYGEN DEMAND",** which is the quantity of oxygen used in the biochemical oxidation of organic matter under standard laboratory procedures in five (5) days at 20°C (68°F), expressed in milligrams per liter or parts per million BOD measurements are used as a measure of the organic strength of wastes in water.

7. "**COD**" 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.

8. "**COLLECTION SEWER**" is the sanitary sewer and wastewater main and the facilities located in the street, avenue, alley, public right-of-way, or dedicated easement adjacent to the property to the supplied with sanitary sewer service and serving such property and others in the immediate vicinity thereof.

2. **DEFINITIONS (Cont'd)**

9. The "**COMMISSION**" as used in these Rules shall be construed to mean the Iowa Utilities Commission, sometimes hereinafter referred to as IUC.

10. Wherever the word "**COMPANY**" appears herein, it shall mean Iowa-American Water Company acting through its officers, managers, or other duly authorized employees or agents.

11. "**COMPANY SEWER LATERAL**" is that portion of the sewer and wastewater system from the Collection Sewer to the property line unless the Company designates otherwise.

12. "**CONNECTED UNITS**" means multiple residential units not individually metered for sewer service.

13. A "**CURB STOP**" OR "**STOP COCK**" is 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 and thus entering the sewer collection system.

14. "**CUSTOMER**" as used in these Rules shall be construed to mean any person, co-partnership, firm, association, corporation, limited liability company or municipality, their lessees, trustees, or receivers appointed by any court, or agency of the Federal, state or local government, being supplied with water or water service by the Company.

14.a **RESIDENTIAL** – Single premise residences or multiple premise residences where each premise is served through a single separate meter.

14.b **COMMERCIAL** – Business or manufacturing establishments where service is not used principally in manufacturing or a processing function and multiple premise residences served through a single master meter or battery of meters including apartment houses or condominiums.

14.c **INDUSTRIAL** – Manufacturing or processing establishments where the service is used principally in manufacturing or a processing function, including public utility plants using water for steam generation, power production, etc.

14.d **PUBLIC AUTHORITIES** - Municipal, county, state or federal agencies including public schools, libraries, public hospitals, and public housing developments.

14.e **MISCELLANEOUS** – Service provided is usually intermittent in nature and cannot be classified in any of the foregoing categories as defined above.

14.f **SALES FOR RESALE** – Private or public utilities where the service is resold to the Customers of that utility.

15. The "**CUSTOMER SEWER LATERAL**" is that portion of the sewer system extending from the Collection Sewer or the property line to the Premises or property to be served, depending upon the ordinances of the Municipality being served.

2. **DEFINITIONS (Cont'd)**

16. 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.

17. "**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. (see Rule 10)

18. A sewer system "**EXTENSION**" may refer to continuation of piping, expansion of or an addition to the existing Company owned system, including manholes, cleanouts, appurtenances, lift stations, reconstruction of existing sewers including treatment facility, or the construction of an entirely new wastewater collection system and/or an entirely new wastewater treatment facility.

19. "**FOG**" is the abbreviation for Fat, Oil and Grease.

20. "**INSPECTOR**" is an officer, manager, employee, or agent of the Company designated by the Company to conduct inspections of Customer sewer and plumbing components.

21. A "**MOBILE HOME**" shall be defined as a dwelling unit normally mounted on a trailer for the purpose of transporting.

22. A "**MOBILE HOME PARK**" is an area comprised of two or more spaces for the semi-permanent setup of mobile homes.

23. A "**Multiple Unit Building**" is a building with more than one dwelling or commercial business unit which is, or is about to be, supplied with sanitary sewer service by the Company.

24. "**MUNICIPALITY**" refers to any city or County.

25. "**OVERHEAD PLUMBING**" means any sanitary waste fixtures, including, but not limited to, those on the first floor, which are either at least three (3) feed above the rim elevation of the nearest sanitary sewer manhole or discharged into a gas-tight and vented sump from which the waste is listed and discharged into the building gravity sewer lateral system by automatic pump equipment.

26. An "**OWNER**" is the person, firm, corporation, or association having an ownership interest in any premises or property which is, or is about to be, supplied with sanitary sewer service by the Company and who, when not the Customer, is ultimately responsible for payment of service.

27. The term "**POLLUTANT**" is dredged spoil; solid waste; incinerator residue; filter backwash; sewage; garbage; sewage sludge; munitions; chemical wastes; biological materials; radioactive materials (except those regulated under the Atomic Energy Act of 1954, as amended [42 U.S.C. section 2011 et seq.]); heat; wrecked or discarded equipment; rock; sand; cellar dirt; and industrial, municipal, and agricultural waste discharged into water.

2. **DEFINITIONS (Cont'd)**

28. "**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 being neutral, below 7 acid, and above 7 alkaline; more technically defined as the logarithm of the reciprocal of the hydrogen ion concentration.

29. "**PREMISES**" as used herein shall be restricted to the following:

I. A building under one roof owned, leases or rented by one party and occupied as one residence or one place of business.

II. A combination of buildings owned, leased or rented by one party, in one common enclosure, occupied by one family as a residence or one corporation or firm as a place of business.

III. Each unit of a double or Multiple-Unit Business where in each unit is under separate ownership or lease.

IV, Each unit of a double or multiple unit building served by a separate service.

V. A building owned or leased by a Customer, having two or more apartments, residences, offices, or suites of offices.

VI. A single plot, used as a park or recreation area.

30. 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.

31. "**SERVICE CONNECTION**" is the connection of a service sewer to the Company collecting sewer either at the bell of wye branch or the bell of a saddle placed on the barrel of the collecting sewer; or at the connection to a Company owned pump unit.

32. 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 service connection.

33. "**SEWAGE**" shall mean herein a combination of water carried waste from residences, business building, institutions, and industrial establishments, together with such ground, surface and storm water as may be present.

34. "**SEWER EXEMPT METER**" is a meter that measures water that does not reach the sewer system. Examples include irrigation, industrial process, truck filling and fire protection.

35. A "**SEWER LATERAL**" Includes the Company Sewer Lateral and the Customer Sewer Lateral.

36. "**SS**" is the abbreviation for "**SUSPENDED SOLIDS**", which is the quantity of material removed from wastewater in a laboratory test, as prescribed in industry standards and state administrative Rules and referred to as nonfilterable residue.

2. **DEFINITIONS (Cont'd)**

37. "**TENANT**" is Any occupying any Premises or property under lease, oral or written, from the owner and obtaining sanitary sewer service from the Company's sewer mains.

38. "**TKN**" is the abbreviation for "**TOTAL KJELDAHL NITROGEN**", the total of organic and ammonia nitrogen present in a wastewater sample.

39. "**WASTEWATER**" is water that has been used in the home, business or as part of an industrial process. Sewage is a wastewater most synonymous with residential usage. Wastewater and sewer is used Interchangeably to describe the Company's collection and treatment system.

3. **APPLICATION FOR SEWER SERVICES**

(A) Applicants can sign up for service online by visiting our website at www.amwater.com and Clicking on the link MyWater and following the instructions. Customers can also call 1-800-422-2752 to speak with a customer service representative about starting service.

(B) Application for service or connection shall be made by the owner of the premises, Or his/her duly authorized agent, on forms provided for that purpose.

(C) A Customer who has made application for sewer service to any premises shall be liable for all sewer service furnished to such premises until such time as the Customer properly notifies the Company to discontinue the service for his/her account.

(D) When an application for sanitary sewer service is made, the Company reserves the right to require a deposit in cash commensurate with the probably size of the applicant's bill for the purpose of establishing or maintaining any Customer's credit.

(E) No agreement for sanitary sewer service will be entered into by the Company with any applicant until all arrears and charges due by such applicant for the same class of service supplied by the Company shall have been paid.

(F) The Company reserves the right to inspect for compliance with these Rules, Regulations and Conditions of Service prior to establishment of water or sanitary sewer service.

4. **CUSTOMER SEWER LATERAL CONNECTIONS**

(A) Where its Collection Sewers are now or may hereafter by laid in Municipalities in which the Customer Sewer Lateral does not extend all the water to the Collection Sewer, the Company will at its expense, install the Company Sewer Lateral Between the Collection Sewer up to the property line provided that the lateral is required for the immediate and continuous supply of sewer service to premises abutting the public street or highway in which such Collection Sewer are located; and all such laterals and appurtenances shall be installed only by the Company.

(B) The Customer Sewer Lateral shall be installed in a workmanlike manner and shall be furnished, installed and maintained by the Customer at his/her own expense and risk.

4. **CUSTOMER SEWER LATERAL CONNECTIONS (Cont'd)**

(C) Company Sewer Laterals servicing a premise shall not pass through or across any premises or property other than that received service, or across any portion of the property that could practicably be sold separately from the immediate premises, and pipes or laterals in any premises shall not be extended from there to an adjacent or other property.

(D) The Company will make all connections to its Collection Sewer and will specify the size, kind, quality, and location of all materials entering the Collection Sewer.

(E) The Customer Sewer Lateral and all connections and fixtures attached thereto shall be subject to the inspection of the Company before service is commenced. All premises, and fixtures within the said premises, shall at all reasonable hours be subject to inspection by any duly authorized employees of the Company.

(F) The Customer shall install the Customer Sewer Lateral to the Collection Sewer or property line, depending upon the ordinances of the Municipality being served, at a point designated by a manager of the Company, after which the Company will Install the Company Sewer Lateral if required from the Collection Sewer to the property line.

(G) Where the Company Sewer Lateral is already installed to the property line, the Customer shall connect with the lateral as installed.

(H) The Customer shall make all changes in Customer Sewer Lateral required on account of changes of grades, relocation of Collection Sewer and other causes.

(I) No fixture shall be attached to, or any branch made in, the lateral between the Premise and the Collection Sewer.

(J) There shall be no more than one lateral supplying sewer service to a single premise and each premise shall be supplied through an independent lateral unless otherwise approved by the Company in writing.

(K) Customer Sewer Lateral must be kept and maintained in good condition and free from all leaks, blockages and defects at the Customer's cost and expense, and for failure so to do, the water service may by discontinued.

(L) Alternations made to Company property resulting in damage or mis-operation shall be repaired by the Company at the Customer's expense.

(M) No plumber or other person shall turn on water to any premise or allow any person in his/her employ to do so without written permission from the Company. Any violation of this Rule may subject plumber or any other person to prosecution by law, and result in Discontinuance of water service.

4. **CUSTOMER SEWER LATERAL CONNECTIONS (Cont'd)**

(N) No plumber, Customer, occupant, owner, or any of his/her agents shall connect to the Company's Collection Sewer or to any Company Sewer Lateral, or extend the pipes there from to any premises for the purposes of securing sewer access, until application has been made therefore to the Company as provided in these Rules and Regulations, and permission for doing so has been granted by the Company in writing.

(O) In cases where the city orders Company Sewer Laterals installed in anticipation of street improvements, from the Collection Sewer to vacant property or where service is not to be used immediately, the Company will install such service connection where the cost thereof is advanced to it by the property owner or owners or their agent which advance will be applied as a credit on future bills for sewer service to said respective premises when service is later transferred through sale or otherwise, all or any part of the deposit not then refunded shall automatically become a credit to the account of the succeeding owner or owners, to be refunded in like manner.

5. **METERING**

(A) The total amount of water delivered to the Customer will be measured by a water meter installed by the Company. Billing for sewer service will be based on the consumption of water as measured by the water meter or collection of water meters. Any Customer received both water and sanitary sewer service from the Company may request use of a combination of meters for the purpose of measuring the amount of water that reaches the wastewater collection system and the amount of water that does not subject to Subsection B below. Installation of the combination of meters must be consistent with the standards as stated the Company's Rules, Regulations and Conditions of Service. Submetering shall not be permitted.

(B) At the option and expense of the Customers, the Company will install a separate meter (Sewer Exempt Meter) for purposes of measuring water that is piped to areas that do not reach the collection system.

I. Billing for sanitary sewer service with multiple meters may be based one of the following configurations of meters:

(a) The Company will install, subject to the provisions of Section 6 Multiple Meter Settings of this tariff, a separate water service line and meter (Irrigation Meter), to supply water which will not reach the collection system. Thus, by this method of metering, the Customer is not billed for the water consumption volume not entering the collection system; or

(b) The Company will install, at Customer's request and expense, a combination of meters, on a single water service line, that includes a separate meter downstream from the water meter. Meter charges will apply for the irrigation meter in accordance with the water service charges. The water consumption as measured by the Irrigation Meter will be deducted from the water consumption as measured by the water meter. This water consumption difference represents the volume of water entering the wastewater Collection system and upon which the volumetric portion of the wastewater bill will be calculated. Thus, by this method of metering and calculation, the Customer is not billed for the water consumption volume not entering the wastewater collection system.

5. **METERING (Cont'd)**

(c) Both configurations and all meters installed, including those associated with the water consumption not entering the wastewater collection system shall be established as a separate water service account and billed the appropriate water rates.

(C) Meters used solely for Fire Protection service shall be considered Sewer Exempt Meters for the purposes of sewer service.

(D) Notwithstanding anything else in this Section, the Company reserves the right to design and implement special water and wastewater meter arrangements, where appropriate, to correctly gauge the amount of water entering the sewer system. Related expenses shall be the Responsibility of the Customer at actual cost.

(E) Where no water is delivered to the Customer by a third party and a meter cannot be installed by the Company, the Customer will be billed the unmetered sewer service charge consistent with the Premises class of service.

6. **MULTIPLE METER SETTINGS**

(A) When more than one meter setting is installed upon a Customer's premises at the request of the Customer or due to conditions existing upon the premises of the Customer, then each meter setting shall be treated separately as if it belonged to a separate Customer, and the registrations of such meters will not be combined.

(B) In all other instances where more than one meter setting is installed on a Customer's premises, then the registration of all such meters will be combined, and the Service Charge will be the sum of the individual Water Service Charges and Wastewater charges for all such meters.

7. **ADJUSTMENT OF BILLS**

(A) The quantity of water recorded by the meter shall be conclusive and binding upon both the Customer and the Company, except when the meter is found to be out of order or inaccurate by test. There shall be no allowances made for water used or unaccounted for, lost or wasted through leaks, carelessness, neglect or otherwise after same has passed through the meter.

In any case the meter will be promptly repaired or replaced by the Company. The quantity of water used will be determined by the registration of the meter in the same period for the preceding year, and the Customer's bill will be adjusted in accordance with the applicable provisions of Chapter 21 of the Commission's regulations governing service supplied by water, sanitary sewage, and storm water utilities.

(B) If a meter has ceased to register, or if on test of any meter by the Company, a meter has been found to have a percentage of error greater than that allowed by the Commission, the Customer's bill will be adjusted in accordance with the applicable provisions of Chapter 21 of the Commission's regulations governing service supplied by water, sanitary sewage, and storm water utilities.

(C) Whenever a meter in service is tested and found to have over registered more than two (2) percent, the Company shall adjust the Customer's bill for the excess amount paid. The estimated amount of overcharge is to be based on the period the error first developed or occurred. If that period cannot be definitely determined, it will be assumed that the over-registration existed for a period equal to one-half the time since the meter was last tested, or one-half the time since the meter was installed. If the recalculated bill indicates that more than **five dollars ($5)** is due an existing Customer, the full amount of the calculated differences between the amount paid and the recalculated amount shall be refunded to the Customer. If a refund is due a person no longer a Customer of the Company, a notice shall be mailed to the last known address per Commission Rule 21.12(6).

(D) Whenever a meter in service is found not to register, the Company may render an estimated bill.

(E) Whenever a meter is found to be more than two (2) percent slow, the Company may bill the Customer for the amount the test indicates the Customer has been undercharged for the period of inaccuracy or a period as estimated in 10(C) above, unless otherwise ordered by the Commission.

8. CUSTOMERS' GUARANTEE DEPOSITS

(A) The Company may require from any Customer or prospective Customer a deposit intended to guarantee payment of bills for service.

(B) The total deposit shall not be less than five dollars nor more in amount than the maximum estimated charge for service for 90 days or as may reasonably be required by the Company in cases involving service for short periods or special occasions per Commission Rule 21.12(2)(b).

(C) A new or additional deposit may be required from a Customer when a deposit has been refunded or is found to be inadequate. Written notice shall be mailed advising the Customer of any new or additional deposit requirement. The Customer shall have no less than 12 days from the date of mailing to comply. No written notice is required to be given of a deposit required as a prerequisite for commencing initial service.

(D) The Company shall issue a receipt of deposit to each Customer from whom a deposit is received.

(E) Interest shall be paid by the Company to each Customer required to make a deposit at the rate determined by Commission Rule 21.12(2)(e). Interest shall be paid for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the Customer's account, or to the date the Customer's bill becomes permanently delinquent. The date of refund is that date on which the refund or the notice of deposit refund is forwarded to the Customer's last known address. The date a Customer's bill becomes permanently delinquent is the most recent date the account is treated as uncollectible.

(F) The deposit shall be refunded after twelve (12) consecutive months of prompt payment, unless the Company has evidence to indicate that the deposit is necessary to ensure payment of bills for service. In any event, the deposit, less any delinquent balance, shall be refunded upon termination of the Customer's service.

(G) The Company shall make a reasonable effort to return each unclaimed deposit and accrued interest after the termination of the services for which the deposit was made. The Company shall maintain a record of deposit information for at least two (2) years or until such time as the deposit, together with accrued interest escheats to the state pursuant to Iowa Code Section 556.4 at which time the record and deposit, together with accrued interest, less any lawful deductions, shall be sent to the state treasurer pursuant to Iowa Code Section 556.13.

9. **TERMS AND CONDITIONS OF BILLING AND PAYMENT**

(A) Bills for general sanitary sewage service by meter measurement will be rendered and payable monthly in arrears.

(B) All bills for wastewater service are due and payable when rendered or at a designated branch collection agency, and are considered delinquent if not paid within 20 days thereafter. Failure to pay within 20 days may render the Customer subject to a late payment charge. A disconnection notice will be sent to the Customer. The Customer then has twelve (12) days, excluding Sundays and legal holidays, following the disconnection notice to resolve the account before disconnection occurs as provided in Rule 10.
In the event there is dispute concerning a bill for water service, the Company may require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid discontinuance of service for nonpayment of the disputed bill for up to forty-five (45) days after the rendering of the bill. The forty-five (45) days shall be extended by up to sixty (60) days if requested of the Company by the Commission in the event the Customer files a written complaint with the Commission.

(D) All bills will be sent to the address entered in the application unless the Company is notified in writing by the Customer of any change of address. The Customer is responsible for furnishing the Company with his/her correct address and failure to receive bills because of failure to furnish said correct address will not be considered an excuse for non-payment nor permit an extension of the date beyond which the account would be considered delinquent.

(E) The Company will not be bound by bills rendered under mistake of fact as to the quantity of service rendered.

(F) An adjustment shall be made for unusually high bills resulting from leakage of water only, on Customer's premises when such leakage occurs without the knowledge of the Customer, has been repaired promptly upon its discovery and has not been a recurring problem. In such cases, the adjustment will be in the amount of one-half the difference between the bill as rendered, and a bill computed on the basis of the Customer's use for a corresponding period in previous years.

9. **TERMS AND CONDITIONS OF BILLING AND PAYMENT (Cont'd)**

(G) Payments shall be made online, by phone, at a designated collecting agency, or at a third party pay station designated by the Company, or at such other places conveniently located as may be designated by the Company. Such third party pay stations may, in their discretion, charge the Customer a fee for processing the Customer's payment. Such fee shall be the sole responsibility of the Customer.

(H) The use of water and wastewater services by the same Customer in different premises or localities will not be combined and each installation shall stand by itself.

(I) No bill, except for the initial bill or the final bill, will be rendered in an amount less than the Water Service Charge for one (1) month.

(J) The Company's bill form is included in Appendix I on Sheet Nos. 34-37.

10. **DISCONTINUANCE OF SEWER SERVICE**

(A) No allowance for vacancy or for non-usage will be made unless the water and sewer has been shut off from the premises in compliance with request of the Customer by a representative of the Company by a stop cock located at the curb. A charge for any service shut off or turned on at the request of a Customer after regular business hours or on Saturdays, Sundays, or holidays, will be the actual cost incurred by the Company.

(B) Except as provided under Rule 12, the Company will not discontinue the service of any Customer for failure to provide or maintain any required guarantee deposit, or for violation of any rules or regulations of the Company or for non-payment of bills, except on written notice of at least twelve (12) days, excluding Sundays and legal holidays, mailed to such Customer at his/her address as shown upon the Company's records, or personally delivered to him/her or a member of his/her household, advising the Customer in particular what rule has been violated, for which service will be discontinued if the violation is permitted to continue; provided, however, that no service will be disconnected on the day prior to a week-end or holiday. Subject to the foregoing provisions, service rendered and under any application, contract or agreement may be discontinued by the Company for any of the following reasons:

I. For willful or indifferent waste of water due to unmetered leakage.
II. For failure to protect from injury or damage the meter and connections or for failure to protect and maintain the Customer's service line or fixtures in a condition satisfactory to the Company.
III. For failure to provide the Company's employees free and reasonable access to the premises supplied or for obstructing the way of ingress to the meter or other appliances controlling or regulating the Customer's water and sewer service.
IV. For non-payment of any account for water supplied, for water and sewer service or service or meter or service maintenance, or for any other fee or charge due under the Company's Rates, Rules, and Regulations.

10. **DISCONTINUANCE OF SERVICE (Cont'd)**

V. For violation of, or non-compliance with, any rule or regulation of the Company.

VI. For failure of the Customer to fulfill his/her contractual obligations for service or facilities subject to regulation by the Commission.

(C) Service may be discontinued without notice for any of the following reasons:

I. In the event of a condition determined by the Company to be unreasonably hazardous

II. In the event of Customer use of equipment in such a manner as to adversely affect the Company's equipment or its service to others

III. When the Company has discovered clear and convincing evidence that by fraudulent means a Customer has obtained unauthorized sewer service or has diverted the sewer service for unauthorized use or has obtained sewer service without same being properly registered upon the Company's meters.

(D) Discontinuing water and sewer 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 the Customer.

(E) In cases where plumbing has been installed prior to adoption of and not in accordance with these Rules, and water is being taken through a single service line to supply two or more premises, the party making application shall be responsible for all sewer bills and other legitimate charges. Any violation of the Rules of the Company with reference to either or any of the said premises or for the supply of Sewer service thereto, shall be deemed a violation as to all, and the Company may enforce compliance with these Rules by shutting off the entire service; except that such action will not be taken until the Customer who is not in violation of the Company's Rules, has been given a reasonable notice and opportunity to attach his/her pipes to a separately controlled curb stop cock or coppersetter to be provided by and at the expense of the Company.

11. **RENEWAL OF SERVICE AFTER DISCONTINUANCE**

(A) When water service to a premise has been terminated for any reason, other than for temporary vacancy in accordance with Rule 12, it will be renewed only upon the acceptance of a new application and after the conditions, circumstances, or practices which caused the water service to be discontinued are corrected to the satisfaction of the Company, and upon payment of all charges due and payable by the Customer in accordance with the Company's Rates, Rules, and Regulations.

(B) No Customer whose service has been turned off shall turn same on, or have same done by anyone other than the Company. Any violation of this rule may result in prosecution by law and result in discontinuance of water and sewer service.

12. **TURN-ON CHARGE**

(A) When it has been necessary to discontinue water service to any premises because of temporary vacancy, a violation of the Rules and Regulations, or on account of non-Payment of any bill, a minimum charge of **Sixty Dollars Zero Cents ($60.00)** will be made to partly cover the expense of turning on water and resuming sewer service, except that the charge for any service turned on at the request of a Customer after regular hours or on a Saturday, Sunday, or holiday, will be the actual cost incurred by the Company.

This charge together with any arrears that may be due the Company for charges owed by the Customer, and any service deposit required by the Company, must be paid before the water will again be turned on.

(B) If at the time of such discontinuance of service, the Customer does not have a deposit with the Company, the Company may require a cash deposit as a guarantee of the payment of future bills before the water will be turned on.

(C) If a customer requests a service call but does not appear at a scheduled visit, the Company may charge the customer the cost as stated in Rule 3 for missed appointments.

13. **PLUMBING WORK MUST BE INSPECTED BY COMPANY**

All plumbing work done in connection with pipe and fixtures connected with the Company's mains shall be submitted for the inspection of the Company before such underground work is covered up. Whenever the Company determines that plumbing work is defective, although not necessarily in direct violation of these Rules and Regulations, the Company may insist upon its being corrected before the water and sewer service will be turned on and sewer service commenced.

14. **LIABILITY OF COMPANY**

(A) The Company will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in the service, but it cannot and does not guarantee that such will not occur. The Company shall not in any way or under any circumstances be held liable or responsible to any person or persons for any loss or damage from any excess or deficiency in the pressure, volume, or supply of water or sewer service, due to any cause whatsoever, other than those caused by the Company's gross negligence or willful or wanton acts.

(B) Other than for damages caused by the Company's gross negligence or willful or wanton acts, the Company shall not be liable for any damages resulting from the breaking of any mains or service pipes, or by reason of any interruption of sewer service caused by the malfunction of machinery or facilities, the stoppage thereof for necessary repairs, or for any other reasons, and no person shall be entitled to damages nor have any portion of a payment refunded for any interruption of service.

14. **LIABILITY OF COMPANY (Cont'd)**

(C) The Company shall not be liable for accidents or damages to boilers, hot water tanks, etc., resulting from low or negative pressure, the discontinuance of service, nor by reason of the breaking of any main, water pipe, fixture or appliance whether owned by the Company or Customer, except where such accidents are caused by the Company's gross negligence or willful or wanton acts. The Company will exercise every care in this matter, and in the event of the necessity of turning off water and resuming sewer service, every reasonable effort will will be made to notify the Customers.

(D) The Company shall not be considered in any manner an insurer of property or persons, or to have undertaken to extinguish fire or to protect any persons or property against loss or damage by fire, or otherwise. The Company agrees to furnish and provide such supply of water and sewer service as shall then be available and no other or greater, and it shall be free and exempt from any and all claims for damages on account of any injury to property or persons by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever, other than those caused by the Company's gross negligence or willful or wanton acts.

15. **OWNERSHIP OF PROPERTY**

All pipe, fittings, equipment, meters, or other appurtenances, when installed at the expense of the Company, whether located outside or within the Customer's premises, shall at all times be and remain the property of the Company and may at any time during reasonable hours be inspected by the Company and/or removed by it for repair or replacement.

16. **PLUMBERS AND PLUMBING REGULATIONS**

(A) All plumbing work shall be done in accordance with any plumbing code of the City, state or other governmental unit applicable in the Company's service area, and/or regulations adopted by any duly constituted board or commission having jurisdiction with respect to such matters.

(B) Only plumbers licensed under any applicable plumbing inspection ordinance or code are permitted to turn on and off water and to make pipe connections.

(C) Where plumbing work, upon inspection, is found to be in violation of any plumbing ordinance or code, or of any rules or regulations adopted by any municipality, board or commission having jurisdiction over such matters, water and sewer service will be discontinued by the Company upon written notice thereof from said duly constituted authorities.

17. **GENERAL**

(A) No Customer, Owner, Tenant, or occupant of Premises received sanitary sewer service shall discharge, cause to be discharged, allow to be discharged or permit to be discharged (directly or by pump, sump pump or device, any storm water) surface water, roof run-off, surface drainage, groundwater drainage, patio drainage, downspout drainage, crawl space drainage, non-sanitary basement floor drainage, non-sanitary sump pump drainage colling water, unapproved industrial process water, or any other non-sanitary sewage drainage into the Collection Sewer or into the Customer Sewer Lateral so as to reach said Collection Sewer.

(B) Sanitary sewer service will not be furnished where Customer Sewer Laterals are broken, obstructed, inferior, defective, leaky or imperfect, so that sewage or drainage escapes into surrounding soil or into adjacent Premises, or ground or surface water or other matter enters the sewer.

(C) Where two or more Customers are supplied through a single Customer Sewer Lateral, any violation of these Rules, Regulations and Conditions of Service by any such Customer shall be considered a violation by all and the Company may take such action as may be taken for a single Customer committing the violation; provided that any notice of such action which is required for a single Customer shall be given to each Customer affected.

(D) When such conditions described in (B), (C) or (D) are discovered, the Company reserves the right to discontinue service unless immediate repairs or replacements are made. Such replacements or repairs shall be made by and at the expense of the Owner/Customer.

(E) Title to the Collection Sewers and to all of the Company Sewer Laterals from the Collection Sewer to the property line or easement line of the Customer is vested in the Company and these shall at all times remain the sole property of the Company and Shall not be trespassed upon or interfered with in any way.

(F) The Customer is responsible for maintenance of the Customer Sewer Lateral.

(G) If a Customer and the Company both agree that it would be prudent to replace their respective Sewer Laterals at the same time, there may be costs associated with these replacements that can be shared by the Customer and the Company. In this situation, the Company and the Customer may enter into a cost sharing agreement.

18. **SANITARY SEWER SERVICE WASTE AND DISCHARGE REQUIREMENTS**

(A) In addition to storm and drainage except with written permission from the Company, neither, the Customer, Tenant, nor any occupant of the Premises shall discharge, or cause to be discharged into the Customer Sewer Lateral connection or into the Collection Sewer, any of the following described waters or wastes:

i. Any liquid or vapor having a temperature higher than one hundred fifty degrees Fahrenheit (150°F);

ii. Any water or waste which may contain more than one hundred fifty (150) parts per million by weight of FOG;

iii. Any garbage that has not been properly shredded through a disposal unit or other shredding device;

iv. Any ashes, cinders, sand, mud, straw, shavings, metal glass, tar, wood or any other solid or viscous substance capable of causing obstruction to the sewers, mains or outlets or interference with the proper operation of said sewer system;

v. Any water or waste having a toxic or poisonous substance in sufficient quantity so as to constitute a hazard to the sanitary sewer treatment process;

vi. Any noxious or malodorous gas or substance capable of creating a public nuisance;

vii. Any water or waste containing more than two hundred fifty (250) parts per million by weight of SS;

viii. Any water or waste containing more than two hundred (200) parts per million by weight of BOD;

iv. Any water or waste having a pH less than five (5.0) or greater than nine (9.0); or having any other corrosive property capable of causing damage or hazard to structures, pipes, equipment and personnel of the sewer system. The term “pH” as used in this subparagraph shall mean the logarithm of the reciprocal of the weight of hydrogen ions in grams per liter of solution;

x. Any water or waste in violation of a Company-approved wastewater pre-treatment program; or

xi. Any other discharge limits approved by the IUC or other regulatory agencies.

18. **SANITARY SEWER SERVICE WASTE AND DISCHARGE REQUIREMENTS (Cont'd)**

(B) The Customer shall provide FOG traps or other appropriate devices when necessary for the proper handling of liquid wastes containing FOG or other deleterious materials in excessive amounts or when required by the Iowa Plumbing Code. Prior to the installation of any traps, plans shall be submitted to the Company for approval. All traps and drains shall be located to be readily and easily accessible for cleaning and inspection. Where installed, all FOG traps shall be maintained by the Customer/Owner, at the Customer or Owner's expense, in continuously efficient operation always.

(C) The basic standard for all measurements, tests and analyses of the characteristics of waters and wastes to which reference is made herein shall be determined in accordance with appropriate industry standards and the laws of Iowa. Samples for analyses shall be a grab sample, a composite sample consisting of three (3) grab samples collected at appropriate intervals, or a twenty-four (24) hour composite Sample collected and proportioned according to time and flow. One or more of the samples, as determined by the Company to be representative, shall be collected for analyses.

(D) Neither the Customer, Tenant, nor any occupant of the Premises or property shall discharge, or cause to be discharged, into the Customer Sewer Lateral or into the Collection Sewer any "industrial wastes" consisting of solids, liquids or gaseous wastes resulting from any industrial or manufacturing operation or process, or from the development of any natural resource, without first obtaining written permission for such discharge from and authorized representative of the Company, and from any regulatory authority or governmental unit having jurisdiction over such a discharge of wastes.

18. **SANITARY SEWER SERVICE WASTE AND DISCHARGE REQUIREMENTS (Cont'd)**

(E) Where Iowa DNR approved pretreatment programs have not been established, the Owner/Customer shall meet the following requirements, at the Owner's/Customer's Expense:

i. Pretreatment to meet all prohibitions or Subsection A above including but not limited to pH, temperature, FOG and odor;

ii. Such preliminary treatment as may be necessary to reduce the BOD to two hundred (200) parts per million daily average;

iii. The SS to two hundred fifty (250) parts per million daily average;

iv. Reduce objectionable characteristics or constituents to within the maximum limits provided for in these Rules, Regulations, and Conditions of Service;

v. Control the quantities and rates of discharge of such waters or wastes;

vi. Plans, specifications and any other pertinent information relating to proposed preliminary sanitary sewer treatment facilities and the operational records thereof shall be submitted for the approval of the Company and the appropriate regulatory agencies prior to construction;

vii. No construction shall commence until all approvals necessary are obtained in writing;

viii. Where preliminary sanitary sewer treatment facilities are provided/required for any waters or wastes, they shall be maintained continuously in satisfactory and effective operation by and at the expense of the Owner/Customer and in compliance with these rules, Regulations and Conditions of Service.

(F) Either the Customer or any Tenant of the Premises or properties served by a Customer Sewer Lateral carrying industrial or commercial wastes and discharged the same into a Collection Sewer shall install a suitable 36-inch or larger control manhole in the Customer Sewer Lateral to facilitate observation, sampling and measuring of such wastes. The Company may also require the installation of automatic sampling and flow measuring devices when deemed necessary to obtain representative samples. Such required manhole and sampling device shall be accessible to the Company and safely located, constructed in accordance with plans approved by the Company and installed and maintained at the expense of the Customer or Tenant of the Premises or property to which sanitary sewer service is supplied.

(G) Water pressure ejectors or siphons or Overhead Plumbing sewer installations shall not be installed for the discharging of sewage or waste unless adequately protected against back siphonage.

(H) In the event water or waste is discharged in violation of this Section, acceptance of waste not meeting these limits may be subject to surcharges covering actual costs of remediation or such surcharge as approved by the Commission.

19. **EXTENSION OF SEWER MAINS (COLLECTION SEWERS)**

(A) The Company will extend its Collection Sewers and/or Company Sewer Laterals or Permit developers to construct Collection Sewers and/or Sewer Laterals which attach to the Company's sanitary sewer system if capacity is available and upon the Following terms and conditions:

i. Unless other terms and conditions are approved the Commission, extension of the Company's Collection Sewer shall be in accordance and/or consistent with Commission Rule 21.11(5). Advances for construction costs shall include the associated income tax liability (gross-up method) and refunds shall also include an additional amount representing the associated income tax at the time of refund;

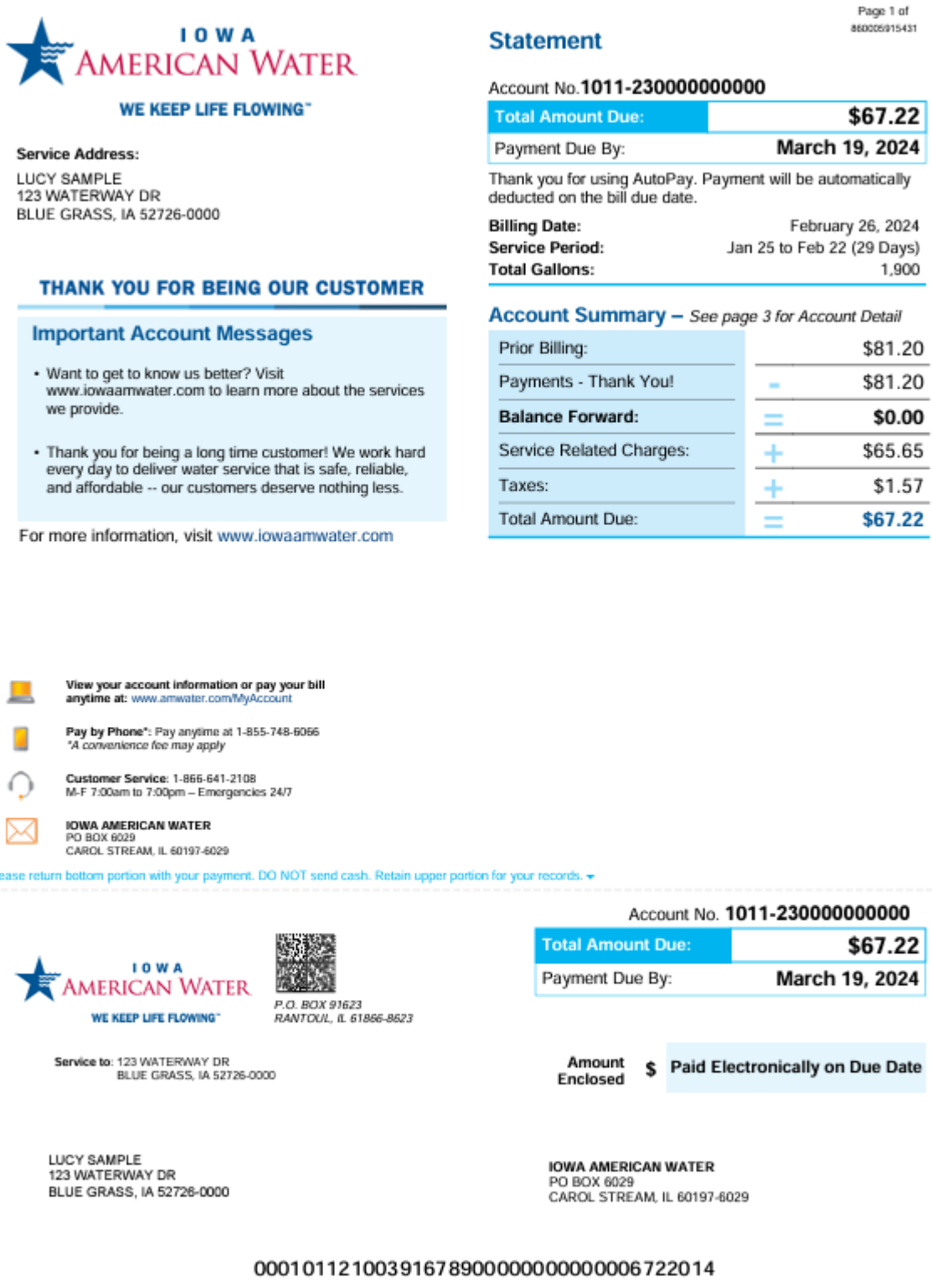
ii. The estimated construction costs for a sewer collection system shall also include the proposed Collection Sewer extension to the end of the lot or frontage of the most remote original applicant to have service applicable; provided, however, that if that is a corner lot or a lot immediately adjacent to a corner lot, the terminal point of the extension shall be located so that the main constructed hereunder ties in with the existing main located in such intersecting street, or if there is no main located in such intersecting street, the terminal point of the extension made hereunder shall be located at the nearest right-of-way line of such intersecting street. If the street in which the main is to be laid dead-ends in a cul-de-sac or appears to be permanently dead-ended against a railroad, creek, river, or other physical or natural barrier, the estimated cost of the Collection Sewer extension, if serving the most remote lot or Frontage, shall be based on a termination point at the most remote Sewer Lateral connection;

(B) If the estimated cost of the proposed extension in <u>not</u> greater than the free extension equal to that provided in the Commission Rule 21.11(5), the Company will finance and make the extension without the requirement of any payment.

(C) If the estimated construction costs to provide a Collection Sewer extension are greater than the free extension provided in the Commission Rule 21.11(5), the extension shall be made pursuant to a Sewer Main Extension and Deposit Agreement.

(D) The Sewer Main Extension and Deposit Agreement is Appendix II starting on Sheet No. 35.

APPENDIX I: BILL FORM



IOWA AMERICAN WATER

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860006915431

Statement

Account No. **1011-230000000000**

Total Amount Due:	**$67.22**
Payment Due By:	**March 19, 2024**

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	February 26, 2024
Service Period:	Jan 25 to Feb 22 (29 Days)
Total Gallons:	1,900

Service Address:
LUCY SAMPLE
123 WATERWAY DR
BLUE GRASS, IA 52726-0000

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.iowaamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.iowaamwater.com

Account Summary – *See page 3 for Account Detail*

Prior Billing:		$81.20
Payments - Thank You!	-	$81.20
Balance Forward:	=	**$0.00**
Service Related Charges:	+	$65.65
Taxes:	+	$1.57
Total Amount Due:	=	**$67.22**

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*

Customer Service: 1-866-641-2108
M-F 7:00am to 7:00pm – Emergencies 24/7

IOWA AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.

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P.O. BOX 91623
RANTOUL, IL 61866-8623

Account No. **1011-230000000000**

Total Amount Due:	**$67.22**
Payment Due By:	**March 19, 2024**

Service to: 123 WATERWAY DR
BLUE GRASS, IA 52726-0000

Amount Enclosed $ **Paid Electronically on Due Date**

LUCY SAMPLE
123 WATERWAY DR
BLUE GRASS, IA 52726-0000

IOWA AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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APPENDIX I: BILL FORM (Cont'd)

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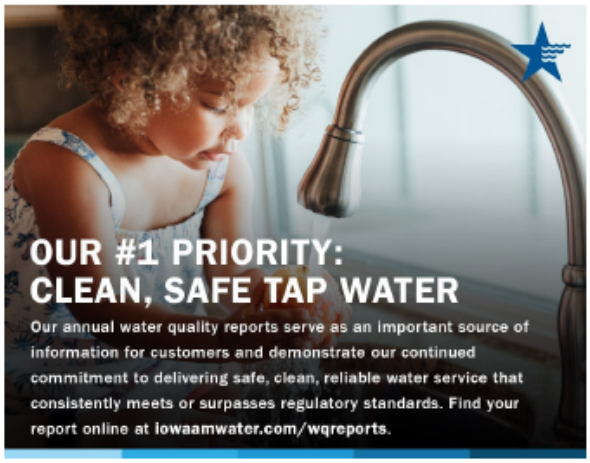
Messages from Iowa American Water



CUSTOMER SERVICE: 1-866-641-2108
HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit iowaamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** H2O Help to Others is an emergency assistance program created by Iowa American Water and Community Action of Eastern Iowa. The program helps provide supplemental funding to Iowa American Water customers who would otherwise have trouble paying their bills.

EXPLANATION OF OTHER TERMS

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-866-641-2108 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at iowaamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

☐ I'm adding a one time contribution of $_____ with my payment.

☐ I'd like to add a recurring contribution to each bill of $_____. I understand this amount will be added to each bill.

Address Change(s)

Name

Address

City

State Zip Code

( ) ☐ Mobile Number
Phone Number

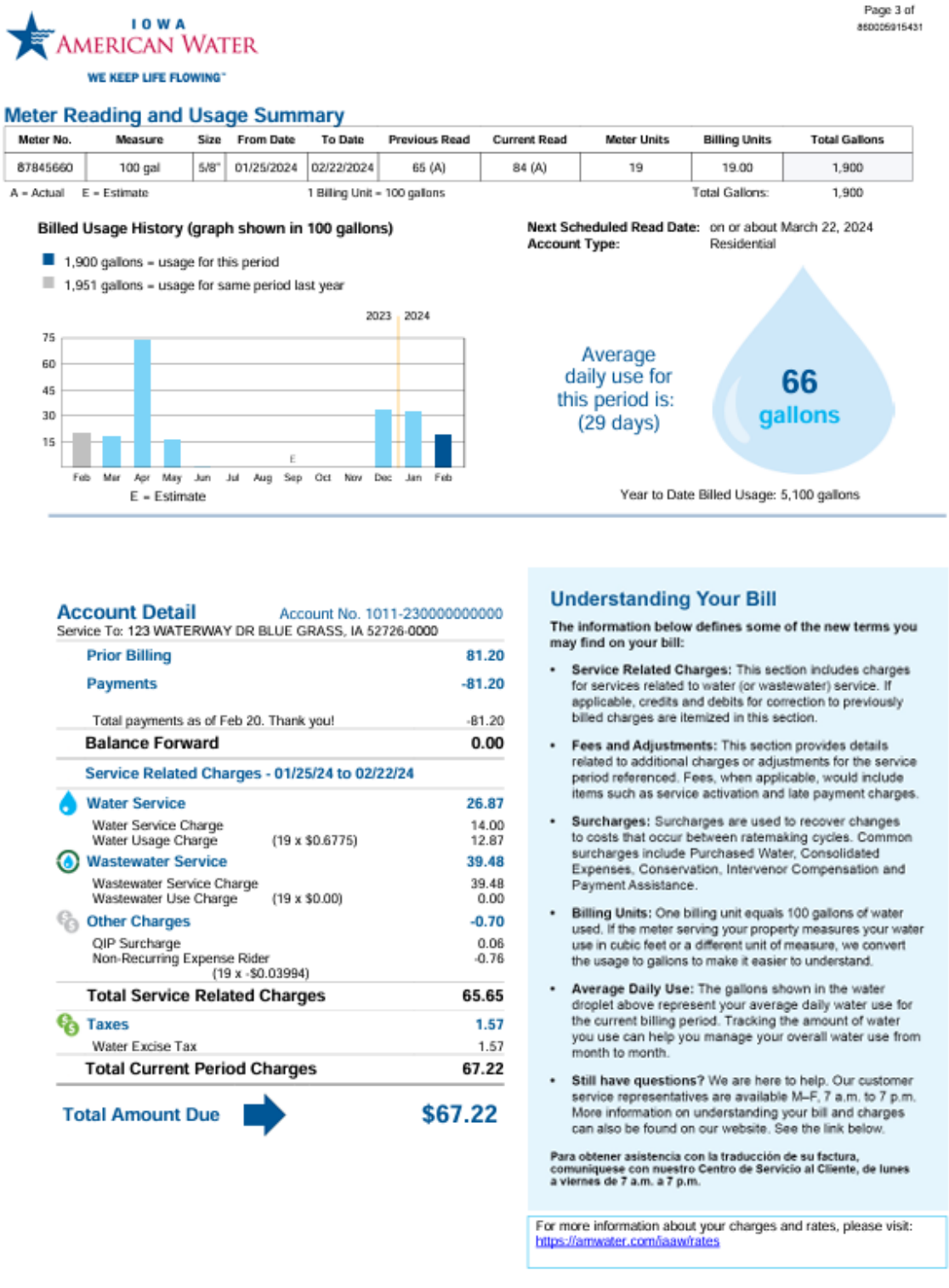
E-mail Address

Pay your bill in person! To find an authorized payment location near you, please visit www.amwater.com/payment

7993665904963998100013292675 69

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanilladirect.com/pay/terms.
After successful payment using this barcode you may retrieve your full detailed e-receipt at www.vanilladirect.com/pay/ereceipt.

APPENDIX I: BILL FORM (Cont'd)



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860056915431

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
87845660	100 gal	5/8"	01/25/2024	02/22/2024	65 (A)	84 (A)	19	19.00	1,900

A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons: 1,900

Billed Usage History (graph shown in 100 gallons)

1,900 gallons = usage for this period
1,951 gallons = usage for same period last year

E = Estimate

Next Scheduled Read Date: on or about March 22, 2024
Account Type: Residential

Average daily use for this period is: (29 days)

66 gallons

Year to Date Billed Usage: 5,100 gallons

Account Detail

Account No. 1011-230000000000
Service To: 123 WATERWAY DR BLUE GRASS, IA 52726-0000

Prior Billing		81.20
Payments		-81.20
Total payments as of Feb 20. Thank you!		-81.20
Balance Forward		0.00
Service Related Charges - 01/25/24 to 02/22/24		
Water Service		26.87
Water Service Charge		14.00
Water Usage Charge	(19 x $0.6775)	12.87
Wastewater Service		39.48
Wastewater Service Charge		39.48
Wastewater Use Charge	(19 x $0.00)	0.00
Other Charges		-0.70
QIP Surcharge		0.06
Non-Recurring Expense Rider	(19 x -$0.03994)	-0.76
Total Service Related Charges		65.65
Taxes		1.57
Water Excise Tax		1.57
Total Current Period Charges		67.22
Total Amount Due		$67.22

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M–F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: https://amwater.com/iaaw/rates

APPENDIX I: BILL FORM (Cont'd)

PAY YOUR WAY

Choose from five convenient payment options

PAY AUTOMATICALLY (no stamps required)
Save time and postage by enrolling in our Auto Pay program, and your bill will be paid on time, every time. You can choose to have your monthly bill automatically applied to your credit card or deducted directly from your checking or savings account. No stamps required. No checks to write. To enroll, log on to MyWater at **amwater.com/mywater** or call us. *Please note: There is a $1.95 fee for credit card transactions.*

ONLINE
Visit www.amwater.com/billpay*. Have your account number handy.

BY MAIL
Mail to address provided on your bill.
No cash, staples or paper clips, please.

BY PHONE 24/7
Call 1-855-748-6066*. Have your account number handy.

IN PERSON
We partner with several authorized payment locations across the state. Visit our website to find an authorized location near you. Under **Customer Service & Billing,** select **Billing & Payment Info.** These locations DO NOT accept payments by mail.

THIRD-PARTY NOTIFICATION
If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party. Enroll on MyWater at amwater.com/mywater or call us.

**Please note that our payment partner, Paymentus, charges $1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through MyWater.*

OTHER SERVICES WE OFFER

Budget Billing: Budget billing helps make managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes.

Paperless Billing: Enroll and we'll send you an email with the amount due, the due date and a link to view your bill on MyWater. Plus, you'll have access to materials that would have been included with your paper bill and can view past bills (up to 36 months). Enroll on MyWater at **amwater.com/mywater**. It's simple, secure, and FREE.

Preferred Due Date: You may be eligible to adjust your due date. Visit amwater.com/mywater to determine your options.

02-2024

APPENDIX II: COLLECTION SEWER EXENSION DEPOSIT AGREEMENT

This Collection Sewer Extension Deposit Agreement will be completed by Iowa-American Water Company from the DATA sheet supplied by the depositor.

COLLECTION SEWER EXTENSION AND DEPOSIT AGREEMENT

THIS AGREEMENT, made and entered into this_____day of _____, 20 by and between IOWA AMERICAN WATER, _____, hereinafter called the "WATER COMPANY", and _____, hereinafter called the "DEPOSITOR".

WITNESSETH;

In consideration of the reciprocal covenants herein contained and of each act done or to be performed by the DEPOSITOR and the WATER COMPANY pursuant to this Agreement, the parties hereby agree as follows:

1. THE WATER COMPANY contracts and agrees to lay the sewer main(s) and appurtenances as shown on the drawing attached hereto and made a part hereof, hereinafter called the "Collection Sewer Extension", described and located as follows:

2. The WATER COMPANY shall construct the Collection Sewer Extension with reasonable diligence consistent with good business and sound construction practices and the availability of labor, equipment and materials, but the means of making such construction, the methods and materials used therein and the scheduling thereof shall be matters within the exclusive control and determination of the WATER COMPANY.

3. The DEPOSITOR hereby agrees to deposit with the WATER COMPANY prior to commencement of construction of the Collection Sewer Extension the cash or equivalent sum of $__ amount being equal to the estimated cost of installing said Collection Sewer Extension ($_____) less five (5) times the estimated annual revenue for _____ customers ($ _____) who shall be connected directly to such Collection Sewer Extension between its original beginning and original terminus within (30) days of the date said Collection Sewer Extension is completed. The deposit of the foregoing advance for construction cost shall include the associated income tax liability. The estimated annual revenue to be considered in making this allowance shall be based upon similarly situated customers of the WATER COMPANY. If the required deposit is not made prior to commencement of construction of the Collection Sewer Extension, the WATER COMPANY shall have the right to revise the estimated cost of the Collection Sewer Extension, and no work will be performed hereunder until the required deposit has been made. No adjustment of deposit will be made because of a variance between the estimated construction cost of the Collection Sewer Extension and its actual cost of construction.

4. The WATER COMPANY expressly reserve and shall have the right in the construction and installation of the Collection Sewer Extension to determine the size of the sewer main required to supply The needs of the DEPOSITOR based on sound engineering principles, and further, shall also have the right to use, l ay, and install pipe of a larger diameter than the size contemplate d by this Agreement and as shown on the drawing attached hereto, provided, however, that the WATER COMPANY shall be responsible for the increased cost of the larger diameter pipe over the cost of the pipe contemplated by this Agreement.

5. During the first ten (10 years after the date upon which the aforesaid deposit is made, the WATER COMPANY hereby agrees to refund to the DEPOSITOR in the following manner:

(a) during the first ten (10) years after the date of the deposit and after the stated number of original prospective customers, used for purposes of the allowance in Paragraph THIRD, are taking sewer from this Extension, The Water Company shall make refunds to each additional new customer taking service through a service lateral directly attached to said Collection Sewer Extension between its original beginning and original terminus. Such refunds shall be made once in each calendar quarter for each new customer based upon five (5) times the estimated annual revenues for each such customer based upon similarly situated customers of WATER COMPANY, plus an additional amount representing the associated income tax effect at the time of refund. Only one refund shall be allowed for each premise served by a service lateral attached to the Collection Sewer Extension.

(b) provided, however, that the total amount of the refunds to be made by the WATER COMPANY to the DEPOSITOR under this Agreement shall not exceed the original Deposit, without interest thereon, such Deposit being the limit of the WATER COMPANY'S obligation for such refunds hereunder, and that all or any part of the Deposit not refunded within said ten (10) year period shall become the property of the WATER COMPANY.

6. The Collection Sewer Extension and all pipes, mains, meters and other equipment, apparatus and facilities of which said Main Extension is composed shall be and remain the sole property of the WATER COMPANY , the WATER COMPANY having the responsibility for maintenance and repair of the same, and the DEPOSITOR shall have no right, title or interest in such Collection Sewer Extension or any part thereof by reason of or on account of the DEPOSITOR having made the Deposit hereunder.

7. It is expressly understood and agreed that if the WATER COMPANY shall be delayed or prevented from installing the Collection Sewer Extension and other facilities, if any, herein above described because of its failure to secure pipe or other construction materials, or because of strikes, unusual delay in transportation, unavoidable casualties or for any other causes beyond its control, such failure or delay in performance shall be excused; provided, however, if such failure or delay in performance shall extend for a period of more than one (1) year from the date hereof, the DEPOSITOR shall have the right to cancel and terminate this Agreement on thirty (30) days' written notice to the WATER COMPANY by registered mail and thereafter both parties shall be relived of all duties and obligations arising hereunder.

8. The rights created by the Agreement shall inure to the benefit of, and the obligations created Hereby shall be binding upon, the successors and assigns of the parties hereto.

9. This Agreement shall be valid and binding on the WATER COMPANY only when executed by its President, Vice President, or Director of Engineering.

10. Any notice given hereunder shall be deemed sufficient if in writing and sent by registered mail to The WATER COMPANY at:

3409 Research Parkway
Davenport, Iowa 52806

and to DEPOSITOR at: _____ .

Executed in triplicate by the parties hereto on the first above written.

WITNESS **WATER COMPANY**

_____ **By** _____
Signature **President or designee**

WITNESS **DEPOSITOR**

_____ _____
Signature **Signature**

_____ _____
Signature **Signature**

DEPOSIT RECEIVED ON: _____

IOWA AMERICAN WATER

COLLECTION SEWER EXTENSION AND DEPOSIT AGREEMENT

BASIS OF DEPOSIT

1. Estimated cost of installing main extension and lateral: $_____
2. Advance credits:
a. Original customers: _____

b. Estimated annual revenues per customer: $ _____

c. Total credit: [a x b x 5]: _____

3. Tax Factor: _____

4. Gross deposit (1 – 2c) : $ _____

Base deposit	**$**	_____	**12” deposit**
	$	_____	**8” deposit**
	$	_____	**Boring or special construction requirement**
	$	_____	**Sewer Lateral**
TOTAL	**$**	_____	