

INDIANA-AMERICAN WATER COMPANY, INC.
GREENWOOD, INDIANA

SCHEDULES OF RATES AND TARIFFS
IN AND ADJACENT TO

CRAWFORDSVILLE
CLAYPOOL
JOHNSON COUNTY
(FRANKLIN, GREENWOOD, & NEW
 WHITELAND)

KOKOMO
(KOKOMO, RUSSIAVILLE, & SHERIDAN)
LOWELL

MOORESVILLE
MUNCIE
NEWBURGH
(NEWBURGH, YANKEETOWN)
NOBLESVILLE

NORTHWEST INDIANA OPERATIONS
(BURNS HARBOR, CHESTERTON, GARY,
 HOBART, MERRILLVILLE, PORTAGE,
 PORTER & SOUTH HAVEN)
RICHMOND
RIVER'S EDGE

SEYMOUR
SHELBYVILLE

SOMERSET
SOUTHERN INDIANA
(JEFFERSONVILLE, CHARLESTOWN,
 CLARKSVILLE, GEORGETOWN &
 NEW ALBANY), INDIANA
SULLIVAN
(SULLIVAN & MEROM)
SUMMITVILLE
SUNSET VILLAGE

WABASH

TERRE HAUTE (WABASH VALLEY)
(FERRE HAUTE, MARION HEIGHTS,
 FARMERSBURG, & MECCA)
WARSAW

WAVELAND
WEST LAPAYETTE
WINCHESTER

Issued:

Issued Pursuant to

Cause No. 45852
August 2, 2023

Indiana Utility Regulatory Commission
Water/Wastewater Division

Effective: _____

EFFECTIVE

November 13, 2023

Indiana Utility Regulatory
Commission

Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE

Available For

All general water service customers except sale for resale customers.

Billing Frequency

Bills for general water service shall be rendered on a monthly basis. The following sets forth the schedules of volumetric rates on a monthly basis.

Volumetric Rates

The following shall be the rates for consumption:

Area One Group includes: Crawfordsville, Claypool, Johnson County, Kokomo, Muncie, Newburgh, Noblesville, Northwest, Richmond, Seymour, Shelbyville, Sheridan, Somerset, Southern Indiana, Sullivan, Summitville, Wabash, Wabash Valley, Warsaw, Waveland, and West Lafayette.

Area Two Group includes: Mooresville and Winchester

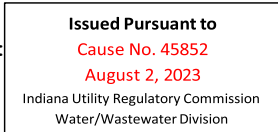
Area Three includes customers located in the acquired areas within the former Rivers Edge Utility Inc.'s Certificate of Territorial Authority and the customers of Sunset Village

Area Four Group includes: Town of Lowell

	Hundred Gallons	Rate Per 100 Gallons
Area One Group:		
For the first	150	\$ 0.51480
For the next	37,250	0.34814
For all over	37,400	0.20405
Area Two Group:		
For the first	150	\$0.41200
For the next	37,250	0.30225
For all over	37,400	0.19867
Area Three		
For all usage levels		\$1.27215
Area Four Group:		
For the first	50	\$1.10055
For the next	100	1.05519
For the next	200	1.00292
For the next	350	0.87867

Note: Unless specified rates are for all areas.

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153 North Emerson Avenue
Greenwood, Indiana 46143

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CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE (CONT'D)

Yankeetown Surcharge

A \$10.00 per customer surcharge is applicable to all general water service customers that were taking service through the Yankeetown system as of March 26, 2014. Pursuant to the Commission's final order in Cause No. 44400 this surcharge will remain in effect through April 28, 2024.

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CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE AND
SALE FOR RESALE

Customer Charge

All metered general water service and sale for resale customers shall pay a Customer Charge based on the size of meter installed (or multiple meters installed--in which case, the charge is based on the total of all meters installed). The Customer Charge rates are listed below and do not include any allowance for water usage.

<u>Size of Meter</u>	<u>Monthly Customer Charge*</u>	<u>Sale for Resale Only*</u>
5/8"	\$ 15.26	\$ 23.23
3/4"	21.62	33.34
1"	28.32	45.36
1-1/2"	53.05	77.62
2"	96.91	137.74
3"	152.76	223.63
4"	237.47	356.27
6"	430.13	670.84
8"	663.10	1,049.89
10"	1,047.06	1,677.80
12"	1,675.67	2,723.72

* Subject to the Distribution System Improvement Charge listed on Appendix A and the Service Enhancement Improvement Charge listed on Appendix B.

Note: Unless specified rates are for all areas.

The following rates and charges are applicable to customers located in the acquired areas within the former Rivers _ Edge Utility Inc.'s Certificate of Territorial Authority and the customers of Sunset Village:

RecUITing Charges:

Mobile Home and Camp Lots

A flat fee of \$63.61 per month
(6-month minimum)

Non-Recurring Charges:

Disconnection Fee

\$45

Reconnection Fee

\$45

Residential Water Connection Charge

\$200

RV Site Water Connection Charge

\$75

Returned Check Charge

\$25

Tampering Fee

\$200

Late Fee Water

10% of the first \$3, and 3% of the excess \$3

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 Water/Wastewater Division

Issued by: Matthew Pline, President
 153 North Emerson Avenue
 Greenwood, Indiana 46143

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Indiana Utility Regulatory
 Commission

CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE AND
SALE FOR RESALE (Cont.)

Town of Lowell:

A minimum charge will apply to all customers. If usage is below the Gallons Allowed for the minimum charge, the following rates will apply:

Minimum Charges		
<u>Meter Size (in inches)</u>	<u>Gallons Allowed</u>	<u>Rate</u>
5/8	2,500	\$27.50
1	4,000	44.00
1-1/4	5,000	55.01
1-1/2	6,500	70.83
2	8,700	94.03
3	14,100	150.98
4	19,600	206.58
6	68,500	655.42

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Issued by: Matthew Prine, President
 153 North Emerson Avenue
 Greenwood, Indiana 46143

APPROVED BY
CONFERENCE MINUTES
30-Day Filing No. 50604
November 23, 2022
 INDIANA UTILITY REGULATORY COMMISSION

CLASSIFICATION OF SERVICE
SALE FOR RESALE

Available For

All sale for resale customers.

Billing Frequency

Bills for sales for resale service shall be rendered on a monthly basis. The following schedules of volumetric rates are set forth on a monthly basis.

Volumetric Rates

The following shall be the rates for consumption:

	<u>Hundred</u> <u>Gallons</u>	<u>Rate Per 100</u> <u>Gallons</u>
For the first	300,000	\$ 0.27867
For all over	300,000	0.25564

Note: Unless specified rates are for all areas.

CONTRACTED WATER SERVICE

Sale for resale customers taking service pursuant to a written contract shall honor any minimum purchase obligation set forth in said contract.

Issued Pursuant to
Cause No. 45032 S4
Approved at Conference on
June 24, 2020
Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE
June 24, 2020
Indiana Utility Regulatory
Commission

Issued:

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Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

CLASSIFICATION OF SERVICE
FIRE SERVICE

PRIVATE FIRE SERVICE

For all districts the rates for private fire service are based upon the size of the service, and no additional charges will be made for fire hydrants, hose connections or standpipes connected to and supplied by such private fire services.

Monthly Rate per connection (flat rate, not metered)

<u>Size of Service</u>	<u>Monthly Charge</u>
2" Diameter	\$ 3.25
2-1/2" Diameter	5.83
3" Diameter	9.41
4" Diameter	20.06
6" Diameter	58.26
8" Diameter	124.18
10" Diameter	223.30
12" Diameter	360.70

Note: Unless specified rates are for all areas.

PRIVATE FIRE HYDRANT SERVICE

Available only to customers receiving private fire hydrant service.

Monthly Surcharge per hydrant - \$ 58.26

Note: Unless specified rates are for all areas.

Issued:

Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

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CONFERENCE MINUTES
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INDIANA UTILITY REGULATORY COMMISSION

CLASSIFICATION OF SERVICE
FIRE SERVICE

PUBLIC FIRE HYDRANTS

Each municipality or governmental entity responsible for public fire service in the areas listed below shall pay for each public fire hydrant within its boundaries.

Monthly surcharge per hydrant: \$67.41

Where applicable: Clarksville.

PUBLIC FIRE PROTECTION SURCHARGE

Applicability

Applies to all customers, with the exception of Sale for Resale customers, not located within the boundaries of the governmental entities responsible for public fire service in the areas listed in Public Fire Hydrants. Applicable to any water customer, with the exception of Sale for Resale customers, located in areas within municipal boundaries or to any water customer within 1,000 feet of a public fire hydrant (measured from the hydrant to the nearest point on the property line of the customer) on the Company's distribution mains in areas not within municipal boundaries. In addition to the charges for water service under currently approved tariffs, a public fire protection surcharge shall be charged to, and collected from, each customer to whom said surcharge is hereby made applicable. If multiple meters are installed the surcharge(s) shall be based upon the total of all meters installed.

Size of Meter	Monthly Charge- Area One and Two	West Lafayette Only	Seymour Only
5/8"	\$4.85	3.40	\$4.25
3/4"	7.27	5.08	6.38
1"	12.10	8.48	10.63
1-1/2"	24.23	16.95	21.24
2"	38.75	27.13	33.98
3"	72.66	50.85	63.71
4"	121.10	84.76	106.18
6"	242.22	169.51	212.37
8"	387.54	271.23	339.78
10"	629.75	440.76	552.14
12"	1,041.52	728.95	913.16

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CLASSIFICATION OF SERVICE
FIRE SERVICE

Size of Meter	Sheridan Only	Summitville Only	Town of Lowell Only
5/8"	\$4.85	\$3.77	\$6.63
3/4"		\$5.65	
1"	\$12.10	\$9.42	10.60
1-1/4"			23.19
1-1/2"	\$24.23	\$18.85	17.23
2"		\$30.15	23.06
3"		\$56.53	37.36
4"	\$121.10	\$94.21	51.94
6"		\$188.43	181.53
8"		\$301.48	496.90
10"		\$489.90	
12"		\$810.22	

Note: Unless specified rates are for all areas.

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Greenwood, Indiana 46143

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INDIANA UTILITY REGULATORY COMMISSION

CLASSIFICATION OF SERVICE

METERED PLANT SALES

Available to all customers desiring to purchase water pumped directly into portable water tanks, furnished by the Customer, at the Company's designated plant sites from a coin-operated machine charged at the current schedule of metered rates.

MISCELLANEOUS TEMPORARY WATER SERVICE

Miscellaneous temporary water service is available upon application therefore for construction projects located in the vicinity of distribution mains of the Company suitable and adequate for supplying the service requested in the territory served by the Company. Each application for service under this rate shall list in detail the purposes for which water service is to be used. If more than one fire hydrant or special service connection is used, the customer charge is to apply to each such hydrant or temporary service connection so used.

Rate:

The rate for this service shall be the sum of the charges as determined under sub-paragraphs (a) and (b) below:

(a) The applicant for Miscellaneous Temporary Water Service shall be required to pay the Company's cost of labor plus 30% for supervision, transportation, materials (excluding the cost of the meter), use of tools, and overhead and indirect costs required in connection with establishing, disconnecting and dismantling of the temporary connection. This payment shall be made to the Company before the facilities are installed by the Company based upon amounts estimated by the Company. The payment shall be adjusted to actual costs by a refund or additional charge when service is discontinued.

(b) The volume of water taken through the temporary connection shall be metered by a meter furnished and owned by the Company. For water consumed through such meter, the regular schedule of water rates, including minimum payment provisions, for General Water Service shall apply.

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Water/Wastewater Division

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Commission

CLASSIFICATION OF SERVICE
RATE FOR MISCELLANEOUS TEMPORARY WATER SERVICE (CONT'D)

Permit where use of fire hydrants is required:

If the temporary water service connection is from a public fire hydrant, then a permit to use the hydrant must be obtained by the applicant from the Company. A permit will be issued by the Company only when the applicant first obtains written permission from the Chief of the Fire Department for use of the hydrant, and delivers the written permission to the Company. Any permit issued by the Company shall be revocable at the Company's option.

Special provisions:

The Company reserves the right to discontinue service if the purpose for which water is used or the quantities of construction work to be performed have been misrepresented. In that event, the Company will refund the unearned portion of the advance payment.

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Water/Wastewater Division

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July 1, 2019

Indiana Utility Regulatory
Commission

RECONNECTION CHARGE

When it has been necessary to discontinue water service to any premises because of a violation of the Company's Rules and Regulations or on account of non-payment of any bill for water service, a charge of Forty Dollars (\$40.00) will be made to cover the expense of turning on the water service, except customers located in the acquired areas within the former Rivers Edge Utility Inc.'s Certificate of Territorial Authority and the customers of Sunset Village as discussed on page 3 above.

However, any service reconnected at the request of a Customer after regular business hours, or on Saturdays, Sundays, or Holidays, will be billed a charge of Sixty Dollars (\$60.00).

INSUFFICIENT FUNDS CHARGE

In the event a check, draft of other instrument tendered to the Company for water service provided by the Company is dishonored by the bank or another institution upon which it is drawn, by reason of "insufficient funds", "account closed" or other similar reason, a Charge For Dishonored Check of Nineteen Dollars (\$19.00) for each such dishonored instrument will be made by the Company to the customer except customers located in the acquired areas within the former Rivers Edge Utility Inc.'s Certificate of Territorial Authority and the customers of Sunset Village as discussed on page 3 above. Such charge will be added and will be due and payable on the terms and conditions of the Company's billing in payment of which the dishonored instrument was so tendered. The Company may serve a Customer on a cash basis for the next twelve months only if more than one check of the Customer is returned NSF in the previous twelve-month period. "Cash" shall be deemed to mean U.S. currency, U.S. Postal money order, or certified check.

AFTER HOURS SERVICE CHARGE

A charge of \$20.00 per call will be made for non-emergency customer service calls made after normal working hours, weekends, or holidays at the customer's request, provided the reason for the call was not the fault of the water company. This charge is separate and distinct from the reconnection charges or any other charges. It is non-cumulative in respect to the other charges listed.

REBATES AND ABATEMENTS

When a customer has an extended absence exceeding two months, there will be no abatement of water rates unless the customer notifies the company in sufficient time so the meter can be removed before the customer departs. Service shall be resumed upon notification by the customer and his payment of a \$10.00 service charge, which also includes the cost of removal of the meter.

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Cause No. 45852

August 2, 2023

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Water/Wastewater Division

Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 4614

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November 13, 2023

Indiana Utility Regulatory
Commission

CLASSIFICATION OF SERVICE

DEFERRED MAIN EXTENSION MONTHLY PAYMENT

Deferred Main Extension Monthly Payment will apply to customers receiving water service through a main extension installed under Rule 8.3. In addition to the rates and charges for General Water Service and, where applicable, Fire Service, such customers will pay a Deferred Main Extension Monthly Payment computed in accordance with the Rule specified above and based on the cost of the main extension.

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 which fee or tax is based upon a percentage of the gross receipts, net receipts, or revenues from sales of water rendered by the Company to the Customer.

Where more than one such charge or tax is imposed by a 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 on the basis of Company rates effective at the time of billing, and on the basis of the tax rate effective at the time billing is made.

CONNECTION FEE

The Connection Fee set forth on this schedule is applicable to new service line connections in accordance with I.U.R.C. No. W-14 of the Rules and Regulations.

<u>Meter Size</u>	<u>Fee</u>
5/8"	\$800
1"	\$1,400
2"	\$2,400
3"	\$8,100
4"	\$10,800
6"	\$12,900
8"	\$15,700
10"	\$19,400
12"	\$19,800

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Indiana Utility Regulatory Commission
Water/Wastewater Division

Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

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July 1, 2019

Indiana Utility Regulatory
Commission

SYSTEM DEVELOPMENT CHARGES

The System Development Charges set forth on this schedule is applicable to service line connections in accordance with the Company's Rules and Regulations as in effect from time to time.

<u>Meter Size</u>	<u>Fee</u>
5/8"	\$528
3/4"	\$792
1"	\$1,320
1.5"	\$3,167
2"	\$5,015
3"	\$11,481
4"	\$19,796
6"	\$42,231
8"	\$73,904
10"	\$110,856

Issued Pursuant to

Cause No. 45785

March 8, 2023

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

March 8, 2023

Indiana Utility Regulatory
Commission

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Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

DATA USAGE FEES FOR SEWER BILLINGS

Availability

The Data Usage Fees set forth on this schedule is applicable to sewer utilities requesting water usage data that allows said utilities to properly bill for sewer services rendered by such utilities.

Usage Fees:

<u>Data Records Acquired Per Month</u>	<u>Rate</u>
0 – 250	\$ 25.00
251 – 600	75.00
601 – 1,500	275.00
1,501 – 5,000	575.00
5,001 – 7,000	900.00
7,001 – 10,000	1,300.00
10,001 – 15,000	1,650.00
15,001 – 20,000	4,750.00
20,001 – 30,000	6,055.00
30,000 +	6,555.00

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Water/Wastewater Division

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153 North Emerson Avenue
Greenwood, Indiana 46143

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July 1, 2019

Indiana Utility Regulatory
Commission

CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE

Available For:

Any Residential Customers in the Gary, Muncie, and Terre Haute service territories that meet the qualification criteria as described below in the Qualification section. Customers that default on payments for two (2) consecutive months will no longer be eligible for this program, and will not be allowed to requalify for twelve (12) months. Customers must reestablish eligibility on an annual basis. This program will be available until the effective date of new rates in the Company's next general service rate proceeding.

Qualifications:

Eligibility for this program will be determined by a program administrator using the following criteria:

- The Residential Customer's household earnings must meet low income guidelines for the Indiana Low income Home Energy Assistance Program (LIHEAP).
- Residential Customers who demonstrate a financial need and qualify for LIHEAP must contact a local Community Action Agency referenced below or any subsequent program administrator whose contact information may be found on Indiana-American Water's website
- The program administrator will verify the Residential Customer's qualification for the program.

Indiana-American Water District	County	Community Action Agency Contact Available 8:00 a.m. to 5:00 p.m.
Muncie	Delaware	Interlocal Community Action Program, Inc. 615 SR 38 West New Castle, IN 47362 (765) 529-4403 or (317) 462-1477
Terre Haute	Vigo	Western Indiana Community Action Agency, Inc. 705 S. 5th Street Terre Haute, IN 47807 (812) 232-1264
Gary	Lake	Northwest Indiana Community Action 5240 Fountain Dr. Crown Point, IN 46307 (219) 794-1829

Customer Charge Discount

Upon qualification for the program, residential customers with a 5/8" meter will receive a discount of 80% of the fixed 5/8" monthly customer charge. The current fixed monthly 5/8" meter minimum customer charge is \$15.47. The discount applied to the customer's monthly bill is \$12.37.

Program Cap

The Company reserves the right to limit participation in this pilot program to 1,395 participating customers.

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Water/Wastewater Division

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153 North Emerson Avenue
Greenwood, Indiana 46143

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July 1, 2019

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Commission

Distribution System Improvement Charge
(DSIC)

The Distribution System Improvement Charge (DSIC) Percentage set forth on this schedule is applicable where clearly denoted on other rate schedules, and this DSIC Charge by Meter Size shall be added to all charges billed, except for customers located in the acquired areas within the former Rivers Edge Utility Inc.'s Certificate of Territorial Authority and the Town of Lowell. Changes to the DSIC shall be occasioned by filings in accordance with Indiana Code Chapter 8-1-31.

All Water Groups

<u>Meter Size</u>	<u>DSIC Charge by Meter Size</u>
5/8"	\$7.98
3/4"	\$11.96
1"	\$19.94
1 1/2"	\$39.88
2"	\$63.82
3"	\$119.65
4"	\$199.41
6"	\$398.82
8"	\$638.11
10"	\$1,036.93
12"	\$1,714.92

<p style="text-align: center;">Issued Pursuant to Cause No. 42351 – DSIC 13 March 21, 2022 Indiana Utility Regulatory Commission Water/Wastewater Division</p>

<p style="text-align: center;">EFFECTIVE May 4, 2023 (DSIC 13 Reconciliation) Indiana Utility Regulatory Commission</p>
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Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

**SYSTEM ENHANCEMENT
IMPROVEMENTS (SEI)**

The System Enhancement Improvements (SEI) fixed meter charge set forth on this schedule is applicable where clearly denoted on other rate schedules, and this SEI Charge by Meter Size shall be added to all charges billed. Changes to the SEI shall be occasioned by filings in accordance with Indiana Code Chapter 8-1-31.7-8. Excludes customers in the Town of Lowell and River's Edge.

All Water Groups

Meter Size	SEI Charge by
	<u>Meter Size</u>
5/8"	\$1.07
3/4"	\$1.60
1"	\$2.67
1 1/2"	\$5.33
2"	\$8.54
3"	\$16.00
4"	\$26.67
6"	\$53.35
8"	\$85.35
10"	\$138.70
12"	\$229.39

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March 8, 2023

Indiana Utility Regulatory Commission
Water/Wastewater Division

Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

EFFECTIVE

March 8, 2023

Indiana Utility Regulatory
Commission

INDIANA-AMERICAN WATER COMPANY, INC.
GREENWOOD, INDIANA

SCHEDULE OF RATES AND
TARIFFS FOR SEWER SERVICE
IN AND ADJACENT TO

Somerset, Delaware County (Muncie Sewer), Town of
Sheridan, IN, Town of Riley, IN, and River's
Edge

Issued: _____

Effective: _____

Issued Pursuant to
Cause No. 45461
June 2, 2021

Indiana Utility Regulatory Commission
Water/Wastewater Division

Issued by: Matthew Prine,
President
153 N. Emerson Avenue
Greenwood, Indiana 46143

EFFECTIVE
July 29, 2021

Indiana Utility Regulatory
Commission

SCHEDULE OF CHARGES FOR SEWER SERVICE

Availability

Available to any sewer Customers in and adjacent to Somerset and Delaware County:

Applicant must be located on Company's collecting mains suitable for supplying the service requested in Somerset and adjacent areas and Farmington and Farmington Meadows subdivisions located north of the City of Muncie in Delaware County and adjacent areas.

Rate per month: \$72.18

The equivalent daily usage per unit of a multi-family customer is equivalent to .70 of a single-family residence. Accordingly, the number of units of a multi-family customer shall be multiplied by .70 to determine the billing units to be charged the monthly rate above.

Available to any sewer Customers in and adjacent to the Town of Sheridan, Indiana:

Metered Monthly Rates:

Rate per 1,000 gallons	\$	9.01
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Base Monthly Charge:

5/8 Inch and/or 3/4 Inch Meter	\$	22.27
1 Inch Meter		51.08
1 1/4 Inch Meter		80.01
1 1/2 Inch Meter		114.66
2 Inch Meter		195.43
3 Inch Meter		445.23
4 Inch Meter		771.76
6 Inch Meter		1,753.78

Unmetered Monthly Rates:

Based on Equivalent Single Family Dwelling Unit	\$	59.26
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153 N. Emerson Ave.
Greenwood, Indiana 46143

APPROVED BY
CONFERENCE MINUTES
30-Day Filing No. 50604
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INDIANA UTILITY REGULATORY COMMISSION

Available to any sewer Customer in and adjacent to Town of Riley:

Sewer rates and charges are based on the quantity of water used on or in the property or premises subject to such rates and charges, as the same is measured by the water meter there in use. The water usage schedule on which the amount of said rates and charges shall be determined is as follows:

- 1) Fixed cost per month: \$8.68
- 2) Base Rate-per month, as follows:

<u>Meter Size</u>	<u>Meter Equiv.</u>	<u>Monthly Fee</u>
5/8"	1.00	\$27.97
3/4"	1.44	\$40.26
1"	2.56	\$71.56
1 1/2"	5.76	\$161.03
2"	10.24	\$286.29

Plus:

- 3) Treatment Rate – per 1,000 gallons of usage per month:

	Operation, Maintenance & <u>Repair Charge</u>
All users	\$7.74

For residential users of the sewer system that are unmetered water users or accurate meter readings are not available, the monthly charge shall be \$67.61, which is based upon the Fixed charge, the Base Rate for a 5/8" metered customer, and a Treatment Rate based on the average monthly usage for a 5/8" metered Customer, except as herein provided.

Issued: _____

Effective: _____

**Issued Pursuant to
Cause No. 45290
Approved at Conference on
March 31, 2020**
Indiana Utility Regulatory Commission
Water/Wastewater Division

Issued by: Matthew W. Prine,
President
153 N. Emerson Avenue
Greenwood, Indiana 46143

EFFECTIVE
April 8, 2020
Indiana Utility Regulatory
Commission

The following rates and charges are applicable to customers located in the acquired areas within the former Rivers Edge Certificate of Territorial Authority:

Recurring Charges:	
Metered Sewer Service	\$7.86 per 1,000 gallons
Mobile Home and Camp Lots	A flat fee of \$39.29 per month (6-month minimum)
Nonrecurring Charges:	
Disconnection Fee	\$45
Reconnection Fee	\$45
Residential Sewer Connection Charge	\$150
RV Site Sewer Connection Charge	\$75
Returned Check Charge	\$25
Tampering Fee	\$200
Late Fee Sewer	10% of the first \$3, and 3% of the excess of \$3

Issued: _____

Effective: _____

Issued by: Matthew W. Prine,
President
153 N. Emerson Avenue Greenwood,
Indiana 46143

APPROVED BY
CONFERENCE MINUTES
30-Day Filing No. 50604
November 23, 2022
INDIANA UTILITY REGULATORY COMMISSION

CLASSIFICATION OF SERVICE

SYSTEM DEVELOPMENT CHARGES

The System Development Charges set forth on this schedule is applicable to service line connections in accordance with the Company's Rules and Regulations as in effect from time to time. Applicable to customers in the Sheridan and Riley Wastewater systems.

<u>Meter Size</u>	<u>Fee</u>
5/8"	\$1,545
3/4"	\$2,317
1"	\$3,862
1.5"	\$9,269
2"	\$14,677
3"	\$33,602
4"	\$57,934
6"	\$123,593
8"	\$216,288
10"	\$324,432

Wastewater SDC's for meter sizes greater than 3-inch may be determined by equivalent residential unit analysis for the customer.

Issued Pursuant to

Cause No. 45785

March 8, 2023

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

March 8, 2023

Indiana Utility Regulatory
Commission

Issued:

Effective: _____

Issued by: Matthew Prine, President
153 North Emerson Avenue
Greenwood, Indiana 46143

INDIANA-AMERICAN WATER COMPANY, INC.

RULES AND REGULATIONS APPLICABLE TO SEWER SERVICE

IN AND ADJACENT TO

TOWN OF SHERIDAN, INDIANA

(SHERIDAN SEWER)

Issued Pursuant to

Cause No. 45050

September 12, 2018

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

February 8, 2019

Indiana Utility Regulatory
Commission

RULES AND REGULATIONS APPLICABLE TO SEWER SERVICE

- I. **EXISTING RULES.** The current Rules and Regulations Applicable to Sewer Service In and Adjacent to Delaware County, Indiana (Muncie Sewer, formerly Farmington) approved by the Indiana Utility Regulatory Commission on December 11, 1997 (IURC No. S-12-D, dated December 12, 1997), shall govern the relationship between Indiana-American Water Company, Inc. (Utility) and users of the Town of Sheridan, Indiana wastewater system (Users), except as modified herein.
- II. **SHERIDAN SEWER USE ORDINANCE.** The provisions of Sheridan's Sewer Use Ordinance (SUO) governing what substances shall and shall not be permitted to be discharged into the system included in sections 50.004, 50.040 through 50.049, 50.051 through 50.058, and 50.077 of the SUO, shall apply to all Users of the wastewater system; except, therein the word "Superintendent" shall mean "Company".
- III. **INDUSTRIAL PRETREATMENT PROGRAM.** After Closing on the acquisition of Sheridan's wastewater system by Indiana American, any User that pre-treats discharge into the wastewater system shall comply with the then-existing Industrial Pretreatment Program approved by the Indiana Department of Environmental Management.
- IV. **PRORATION OF PARTIAL UTILITY PAYMENTS.** Except where a User has followed Indiana American's existing complaint process as set forth in Rule 4.2(d) of its Rules and Regulations Applicable to Water Service (IURC W-15, dated March 30, 2015), Indiana American shall be permitted to pro-rate a User's partial payments for water and wastewater service.

Issued Pursuant to

Cause No. 45050

September 12, 2018

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

February 8, 2019

Indiana Utility Regulatory
Commission

INDIANA-AMERICAN WATER COMPANY, INC.

RULES AND REGULATIONS APPLICABLE TO SEWER SERVICE

IN AND ADJACENT TO

TOWN OF RILEY, INDIANA

(RILEY SEWER)

AND

SERVICE TO RIVER'S EDGE UTILITY CUSTOMERS

(RIVERS EDGE)

Issued Pursuant to

Cause No. 45461

June 2, 2021

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

July 29, 2021

Indiana Utility Regulatory
Commission

RULES AND REGULATIONS APPLICABLE TO SEWER SERVICE

- I. **EXISTING RULES.** The current Rules and Regulations Applicable to Sewer Service In and Adjacent to Delaware County, Indiana (Muncie Sewer, formerly Farmington) approved by the Indiana Utility Regulatory Commission on December 11, 1997 (IURC No. S-12-D, dated December 12, 1997), shall govern the relationship between Indiana-American Water Company, Inc. (Utility) and users of the Town of Riley, Indiana wastewater system and the users of the River's Edge Utility wastewater sytem (Users), except as modified herein.
- II. **PRORATION OF PARTIAL UTILITY PAYMENTS.** Except where a User has followed Indiana American's existing complaint process as set forth in Rule 4.2(d) of its Rules and Regulations Applicable to Water Service (IURC W-15, dated March 30, 2015), Indiana American shall be permitted to pro-rate a User's partial payments for water and wastewater service.

Issued Pursuant to

Cause No. 45461

June 2, 2021

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

July 29, 2021

Indiana Utility Regulatory
Commission

I.U.R.C. No. W-15
CANCELLING ALL PREVIOUSLY
APPROVED RULES AND REGULATIONS
FOR WATER SERVICE
Original Title Page

INDIANA-AMERICAN WATER COMPANY, INC.

RULES AND REGULATIONS APPLICABLE TO WATER SERVICE

Date Approved
By Indiana Utility Regulatory Commission:

EFFECTIVE:

For all water service on and after date
of approval by Indiana Utility
Regulatory Commission.

INDIANA-AMERICAN WATER
COMPANY, INC.

By _____
Alan J. DeBoy
President

ISSUED PURSUANT TO

44400

DATE: **JAN 28 2015**
INDIANA UTILITY REGULATORY COMMISSION

EFFECTIVE

MAR 30 2015

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REGULATORY COMMISSION

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RULES AND REGULATIONS FOR WATER SERVICE

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RULES AND REGULATIONS FOR WATER SERVICE

1. DEFINITIONS

- 1.1 "Applicant" means any person, entity, corporation or Governmental Unit who or which is making application for or requesting water service.
- 1.2 "Commission" means the Indiana Utility Regulatory Commission.
- 1.3 "Commission Rule(s)" means the Commission's rule(s) for water utilities in Indiana as supplemented and amended from time to time in the Indiana Administrative Code.
- 1.4 "Company" means Indiana-American Water Company, Inc., an Indiana corporation.
- 1.5 "Company Service Line" means that portion of the water service line and appurtenances from the Main to the Customer Service Line that is paid for and/or owned by the Company.
- 1.6 "Customer" means any person, entity, corporation or Governmental Unit which has agreed, orally or otherwise, to pay for water service received from the Company. For purposes of this definition, a person, entity, corporation or Governmental Unit who takes water by fraud or attempts to steal water shall be presumed to have agreed to pay for it.
- 1.7 "Customer Service Line" means that portion of the water service line and appurtenances from the Customer's Premises to the Company Service Line, which is paid for and/or owned by the Customer. When the Meter is outside the Premises, the Customer Service Line is from the Meter pit to the Premises. When the Meter is inside the Premises, the Customer Service Line is from the stop box to the Premises.
- 1.8 "Governmental Unit" means any municipality or other political subdivision or agency of the State of Indiana or the federal government.
- 1.9 "Main" means the distribution pipe and appurtenances paid for, owned, operated and/or maintained by the Company which delivers water to fire systems, Company Service Lines and other water distribution systems.
- 1.10 "Meter" means a device which measures and records the quantity of water supplied to a Customer.
- 1.11 "Premises" means:

(a) A single building or structure owned or leased by a Customer and occupied or used as one

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residence or place of business; or

(b) A combination of buildings or structures owned or leased by a Customer, which is located on a single site and within which such Customer constructs, operates and/or maintains its own secondary water distribution system. Such site may be composed of one or more contiguous parcels of land, not separated by public streets or highways. Private roadways through the site shall not be considered as dividing or separating the same into more than one Premises; or

(c) Each unit of a double or multiple unit building wherein each unit is under separate ownership; or

(d) Each unit of a double or multiple unit building wherein each unit has its own Customer Service Line connected to the Company Service Line; or

(e) A building owned or leased by a Customer, having two or more apartments, residences, offices or suites of offices; or

(f) A mobile home park area or site in which space is rented or leased for the parking and occupancy of mobile homes.

1.12 "Rate Schedules" means the Company's Schedules of Rates and Tariffs then in effect.

1.13 "Rules" or "Rule" means these Company Rules and Regulations applicable to water service.

2. PURPOSE AND AVAILABILITY OF RULES

2.1 Purpose of Rules

(a) All water service furnished by the Company shall be subject to the Rules and Rate Schedules which shall be binding upon every Customer and which shall be a part of the terms and conditions of every water service provided by the Company whether or not expressly referenced and whether or not a signed application or contract for water service is on file with the Company. The failure of the Company to enforce any of the terms of these Rules and Rate Schedules shall not be deemed a waiver of its right to do so.

(b) The latest published Commission Rules which apply to privately-owned water companies, shall be and hereby are made, by reference, a part of these Rules.

2.2 Availability of Rules

(a) A copy of all Rules and Rate Schedules under which water service will be supplied is on file with the Commission and may be inspected by the public in the principal office of the Company or at

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local offices. In addition, all Rules and Rate Schedules will be available on Indiana-American's website (www.amwater.com/inaw/).

- (b) The Company shall supply, upon request and free of charge, a copy of the Rate Schedules and Rules. All Applicants and new Customers will be provided a rights and responsibilities pamphlet.

3. REQUESTS FOR WATER SERVICE

3.1 General Water Service

- (a) Any person, entity, corporation or Governmental Unit desiring water service must request service from the Company in a manner prescribed by the Company, setting forth all purposes for which water will be used at the Premises for which service is requested.
- (b) Requests for water service, when accepted by the Company, shall cover only the Premises and uses requested. Customers are prohibited from selling water or otherwise connecting water to other premises not specifically included in the request.
- (c) Upon and after acceptance by the Company of a request for water service to the Premises, the Customer shall be liable for all water service furnished to such Premises until the Company has terminated service to the Premises, except as provided in Rule 4.2(a)(ii).
- (d) Any changes in the identity of a Customer at the Premises will require a new request for water service, and the Company may, after notice provided in accordance with these Rules, discontinue water service until such new request has been made and accepted.
- (e) Water service for leased Premises shall be requested only by the owner or the lessee in control of the Premises. If requested, a written lease agreement must be provided to the Company.

3.2 Special Arrangements for Water Service

- (a) Water service for any of the following purposes, and any additional special circumstances, must be specifically requested and will not be provided by the Company until the special terms and conditions applicable thereto, if any, have been agreed upon:
 - (i) Building and construction purposes;
 - (ii) Condominiums, cooperative apartments and housing developments;
 - (iii) Premises as defined in Rule 1.11 (b);
 - (iv) Public and private fire service;

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- (v) Transient or temporary purposes;
- (vi) Shopping centers;
- (vii) Premises as defined in Rule 1.11 (f);
- (viii) Water service requiring a Main extension or connection to another source of water;
- (ix) Water for resale.

(b) Water service shall not be provided for resale except to another utility, as such term is defined by Commission Rules. The Company is under no obligation to provide resale service to another utility. Agreements for the sale of water for resale may contain minimum bill or minimum purchase obligation provisions.

3.3 Deposits

The Company may require a cash deposit from Residential Customers deemed not creditworthy in accordance with Commission Rules set forth in 170 IAC 6-1-15 (as the same may be amended from time to time).

4. CONNECTING, DISCONNECTING AND RECONNECTING SERVICE

4.1 Connecting Service

Unless a request for service has been accepted by the Company, pursuant to Rule 3, water will not be turned on at any Premises. Only Company representatives may turn on water, except that a licensed plumber having permission from the Company may turn on water temporarily to test his or her work; but in such event, he or she must turn it off immediately after such test. If the water is turned on (or, in the case of a licensed plumber with permission, left on) without authorization in violation of these Rules, the Customer will be required to pay the cost of water service for the Premises for such billing cycles in which the water was on without authority from the Company. In the case of a licensed plumber leaving the water turned on, a charge shall not be imposed if the Customer establishes to the satisfaction of the Company that the violation was inadvertent and that no water was used.

4.2 Disconnecting Service

(a) Upon Customer's Request

- (i) The Customer shall notify the Company at least three (3) working days in advance of the day disconnection is desired. The Customer shall remain responsible for all service used and the billings for such service until the Company disconnects service pursuant to such notice except as provided in Rule 4.2(a)(ii) and (iii).

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- (ii) If the Customer fails to notify the Company at least three (3) working days in advance of the day disconnection is desired, the Company shall disconnect the service within three (3) working days of the requested disconnection date. The Customer will not be liable for any service rendered to such Premises after the expiration of these three (3) working days except as provided in Rule 4.2(a)(iii).
- (iii) If the Company is not granted access to read the Meter and/or disconnect service, the Customer shall remain liable for all service used and billings for such service until the Company is granted access to read the Meter and/or disconnect service.

(b) Without Customer's Request

- (i) The Company may disconnect service without request by the Customer and without prior notice:
 - (A) if a condition dangerous or hazardous to life, physical safety or property exists; or
 - (B) upon order by any court, the Commission or other duly authorized public authority; or
 - (C) if fraudulent or unauthorized use of water is detected and the Company has reasonable grounds to believe the affected Customer is responsible for such use; or
 - (D) if the Company's regulating or measuring equipment has been tampered with and the Company has reasonable grounds to believe that the affected Customer is responsible for such tampering.
- (ii) Subject to the foregoing, in all other instances and upon providing the Customer with reasonable notice except as indicated below, the Company may disconnect service for violation of these Rules or as allowed by the Commission's Rules or Indiana statute. Examples include but are not limited to
 - (A) For any consumption of or connection to water not authorized by the Company;
 - (B) For unapproved cross-connection of a Customer's Service Line or a Customer's water pipes to any other source of water supply, or for permitting any condition to exist about the Premises that cause or might cause pollution of the public water supply;

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- (C) For non-payment of a municipal bill for sewer user fees as provided by Indiana Code §§ 36-9-23-6 or 36-9-25-11.5 and 12;
- (D) Where Customer has failed to repair any leak in the Customer Service Line or Customer's water pipes, or in any private fire protection system or other unmetered facilities;
- (E) For any tampering or knowingly permitting any tampering or interference with any Company property, equipment or appliances without permission of the Company;
- (F) For failure to pay in accordance with these Rules or Rate Schedules water service bills or other charges or fees in connection with water service;
- (G) For failure to provide free and non-hazardous access to the Premises and Company property so that a representative of the Company may take Meter readings, make all necessary inspections, and maintain, replace, or remove the Meter or other Company property;
- (H) For failure to maintain approved Meter settings, including pits and vaults, or protect the Meter from damage that affects access or functionality;
- (I) For installing a new Customer Service Line and/or appurtenances without permission from the Company;
- (J) For failure to comply with the terms of an agreement with the Company;
- (K) For violation of any of the Company's Rules, pursuant to 170 IAC 6-1-16(e)(1);
- (L) For failure to comply with authorized Company imposed water usage restrictions;
- (M) When Company must repair its Mains or other property;
- (N) When for any reason there is a lack of water in the distribution system.

In cases provided for in subparagraphs (A), (B), (E), (M) and (N) above, the Company may discontinue service without notice. In all other cases provided above, the Company will give written notice of at least seven (7) days, either mailed to such Customer at his or her address as shown in the Company's records or personally

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delivered to him or her or a member of his or her household. Notice mailed by first class postage shall be considered delivered on the third business day after posting. The notice will advise the Customer of the reason for the discontinuance of service and state that service will be discontinued if the reason continues uncorrected.

(c) Prohibited Disconnection

- (i) Except as otherwise provided in the Rules, the Company shall postpone the disconnection of service to a Residential Customer for ten (10) days if, prior to the disconnect date specified in the disconnect notice, the Customer provides the Company with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to the health or safety of a designated person in the Premises of the Customer. The postponement of disconnection shall be continued for one additional ten (10) - day period upon the provision of an additional such medical statement.
- (ii) The Company may not disconnect service to a Customer:
 - (A) for failure to pay for merchandise or appliances purchased from the Company;
 - (B) for failure to pay for the service rendered at a different metering point or Premises if such bill has remained unpaid for less than forty-five (45) days;
 - (C) for failure to pay for water services to a previous occupant of the Premises unless the Company has good reason to believe the current Customer is attempting to defraud the Company by using another name, or in some other manner so as to not have to pay for water service at the Premises for which they are responsible;
 - (D) for failure to pay for a different form or class of utility service, except as authorized by Indiana Code § 36-9-25-11.5 and 12 and § 36-9-23-6;
 - (E) for non-payment of a bill if the Customer shows cause for the Customer's inability to pay the full amount due (financial hardship shall constitute cause) and the Customer:
 - (I) pays a reasonable portion of the bill (not to exceed \$10 or one tenth 1/10) of the bill, whichever is less, unless the Customer agrees to a greater portion); and
 - (II) agrees to pay the remainder of the outstanding bill within three (3) months; and

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- (III) agrees to pay all undisputed future bills for service as they become due; and
- (IV) has not breached any similar agreement with the Company made pursuant to this subparagraph (E) within the past twelve months;

The Company may add to any outstanding bill covered by this subparagraph (E) the applicable late fee as provided in Rule 5.2(b)(v).

- (F) for non-payment of a bill if the Customer is unable to pay a bill, which is unusually large due to a prior incorrect reading of the Meter, incorrect application of the Rate Schedules, incorrect connection or functioning of the Meter, prior estimates where no actual reading was taken for over two months, stopped or slow Meter, or any human or mechanical error of the Company or Company property, and the Customer:

- (I) pays a reasonable portion of the bill, not to exceed an amount equal to the Customer's average bill for the twelve (12) months of bills immediately preceding the bill in question; and
- (II) agrees to pay the remainder of the bill within three (3) months; and
- (III) agrees to pay all undisputed future bills for service as they become due;

(d) Continuation of Service Pending Disposition of Complaint

- (i) If a Customer receiving service has paid and continues to pay all undisputed charges, the Company shall not disconnect any service related to the disputed charges:
 - (A) while the Company's proposed resolution is under review by the Commission's Consumer Affairs Division or the Commission; or
 - (B) sooner than thirty (30) days after a decision by the Commission's Consumer Affairs Division or the Commission.
- (ii) If a Customer and the Company cannot agree what portion of the charges in a bill are undisputed, to avoid disconnection, the Customer should pay on the disputed bill an amount equal to one twelfth (1/12) of the estimated annual billing for service to be rendered to the Customer. For a Customer who has been a Customer for at least

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twelve (12) months, the estimate will be based on the Customer's average bill for the twelve (12) months immediately preceding the disputed bill.

(e) Disconnect Times

- (i) The Company will not disconnect service unless it is done between the hours of 8:00 a.m. and 3:00 p.m., prevailing local time. Disconnections pursuant to Rules 4.2(a) and 4.2(b)(i) are not subject to this limitation.
- (ii) The Company will not disconnect service for non-payment on any day on which the Company's call center or local office is closed to the public, or after twelve noon (12:00 noon) of the day immediately preceding any day on which the Company's office is not open to the public.

4.3 Reconnection of Water Service After Disconnection

- (a) When it has been necessary to disconnect water service to any Premises pursuant to subparagraphs 4.2(b)(i) and (ii)(A)-(L), a disconnection and reconnection charge will be made to cover the expense of turning the water service off and back on, as set forth in the Company's Rate Schedules.
- (b) The Company will reconnect the service to the Customer as soon as reasonably possible but at least within one (1) working day after it is requested to do so; provided, however, that the Company shall not be required to reconnect the service until:
 - (i) the conditions, circumstances or practices which caused the disconnection have been corrected; and
 - (ii) payment of all delinquent charges and fees owed the Company by the Customer and legally collectible under 170 IAC 6-1-15 and IC 26-1-2-725, and any deposit authorized by these Rules has been made; and
 - (iii) a responsible person is present in the Premises to see that all water outlets are closed to prevent damage from escaping water.
- (c) Water service which has been disconnected for any reason may be reconnected only by the Company. If water service is reconnected by someone other than the Company, the Customer will be assessed a fee for disconnection and reconnection as described in the Rate Schedules.

5. METER READING, BILLING AND PAYMENTS

5.1 Meter Reading

Approved:

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- (a) Water shall generally be supplied to all Customers by Meter measurement only pursuant to Rule 6.1(a).
- (b) Meters will be read on a monthly cycle, except as otherwise provided herein.
- (c) The quantity of water recorded by the Meter shall be conclusive, except as provided herein.

5.2 Billing

(a) Billing Periods

- (i) Bills for general water service shall be rendered and payable monthly in arrears.
- (ii) Public fire service charges shall be payable monthly in arrears. Private fire service charges shall be payable monthly either in arrears or in advance, based on the Company's local practice.
- (iii) Special and non-recurring charges shall be payable on demand.

(b) Bill Payments

- (i) All bills will be sent to the address provided by the Customer. Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for nonpayment nor permit an extension of the date when the account shall be delinquent or waiver of late payment, disconnect or reconnect charges or insufficient funds charges.
- (ii) The use of water by the same Customer during the same time period at different Premises will not be combined for billing purposes. The service to each of the Premises will be billed separately.
- (iii) All charges follow the Customer. Moving from one Premises to another does not release the Customer from an obligation for any unpaid charges for service at the previous Premises as long as both Premises have the same class of service. Such charges for service at the previous Premises will be transferred to the new Premises. If such charges remain unpaid for more than forty-five (45) days, such unpaid charges become delinquent and service to the new Premises may be disconnected as provided in Rule 4 herein.
- (iv) All bills for water service are due and payable at a payment address of the Company or at an established collection agency of the Company during normal business hours or by electronic payment, on or before the due date printed on the bills, and are

Approved:

**APPROVAL BY
CONFERENCE MINUTES
MAY 20, 2015
INDIANA UTILITY
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considered delinquent if not paid by such date. The due date will not be less than seventeen (17) days after the date of the postmark of the bill, if mailed, or the date of delivery as shown on the bill if delivered by other means.

- (v) A late payment charge shall be added to a delinquent bill in the amount of ten (10) percent of the first three (3) dollars and three (3) percent of the excess of three (3) dollars.
- (vi) When a check that has been received as payment for water service is returned by the bank unpaid due to insufficient funds, a debit to the Customer's approved bank account as payment for water service is not recognized due to insufficient funds, or a credit card payment is rejected, an insufficient funds charge shall be assessed by the Company as provided in the Company's Rate Schedules. If more than one check from the Customer is dishonored in a twelve (12) month period, the Company may serve the Customer on a cash basis as provided in the Company's Rate Schedules.
- (vii) Billing disputes will be handled in accordance with Rules 4 and 11.

(c) Estimated Billing

The Company may estimate the bill of any Customer pursuant to a billing procedure approved by the Commission or for other good cause, including but not limited to: (a) request of Customer; (b) inclement weather; (c) labor or union disputes; (d) inaccessibility of a Customer's Meter if the Company has made a reasonable attempt to read it; and (e) other circumstances beyond the control of the Company or its agents and employees. Estimated bills shall be based on actual historical usage, when available, or on the average monthly usage for the Customer.

(d) Bill Adjustments

Billing adjustments for Meter errors, interruptions of service for a reason other than an act of the Customer or the condition of Customer controlled or owned equipment for more than two (2) days after being reported by the Customer or found to be out of order by the Company, and all other billing errors including incorrect Rate Schedule applications, shall be adjusted to the known date of the error or one (1) year, whichever is shorter.

6. METERS

6.1 Ownership and Use

- (a) Water shall be supplied to all Customers by Meter measurement only, except public fire service, sale of water to tank trucks of known capacity and to those Customers having private fire service. The Company shall have the right to place a Meter on any Customer Service Line and charge for water service by Meter measurement.

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- (b) The Company reserves the right to determine the kind, size, type, location and number of Meters that shall be placed on any Customer Service Line. The water supplied for each Customer's Premises shall ordinarily be separately Metered, except as agreed to by the Company for commercial and multi-family housing units. The Company reserves the right to put seals on all Meters or Meter couplings.
- (c) All Meters and appurtenances shall be furnished, installed, maintained, tested, repaired, removed and replaced only by and at the expense of the Company and shall be Company property except as provided otherwise herein.
- (d) Boxes or vaults for settings for single Meters smaller than two inches in diameter will be furnished, installed and maintained by and at the cost and expense of the Company. Meter boxes or vaults for settings of single Meters of two inches or larger in diameter and for battery settings of Meters shall be furnished, installed and maintained by and at the expense of the Customer.
- (e) Customers requiring additional Meter(s) or larger Meter(s) at a Premise, if approved by the Company as provided in Rule 6.1(b) herein, shall pay the system development charge for any additional Meter(s) and the difference between the larger Meter(s)' system development charge and the existing smaller Meter(s)'s system development charge.

6.2 Location and Relocation

- (a) Location
 - (i) Meters may be located either in an outdoor Meter box or vault, or inside the Customer's building or structure, at the option of the Company.
 - (ii) If the Meter is to be installed inside the building or structure, it shall be located in a clean, dry, safe place, protected from freezing and hot water, and not subject to wide temperature variations. The location must be acceptable to the Company and allow for the Meter to be easily examined, tested, repaired, read, removed or replaced.
 - (iii) If the Meter is to be installed in a Meter box or vault located outside the foundation walls of the building or structure, the Meter box or vault shall be located in a convenient and readily accessible location acceptable to the Company. The Meter box or vault must be constructed to protect the Meter from freezing and damage by vehicular traffic, and its location and design shall prevent, as far as possible, the inflow of surface water.
 - (iv) Upon a request by the Customer before the original installation is made, the Meter box or vault will be located at the point requested, if acceptable to the Company.
 - (v) After a Meter is installed by the Company, a Customer shall not tamper with, alter, repair or remove the Meter or allow anyone other than the Company to do so. Any

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plumbing, piping, or structural modification which could result in the relocation of the Meter or impact accessibility must first be approved by the Company.

- (vi) If the Company determines that it is desirable or necessary in order to facilitate Meter reading, an external reading register shall be installed outside the building or structure at an accessible location at the Company's expense.

(b) Relocation

If a Customer requests for the Customer's convenience or by the Customer's actions requires that the Meters or appurtenances be relocated, removed or modified, the Customer must reimburse the Company for the full cost of performing such service. Any relocation, removal or modification of Meters and appurtenances requested by a Customer will be made only if and to the extent that such relocation, removal or modification is approved by the Company.

6.3 Access

Employees of the Company shall have the right to enter upon and in the Premises of the Customer at reasonable times for the purpose of reading, inspecting, removing, repairing, replacing or testing the Meter. Employees of the Company shall also have the right to enter upon and in the Premises of the Customer at reasonable times for the purpose of inspecting, removing, repairing, replacing or testing all Company-owned appurtenances, and to check for unsafe conditions or other purposes connected to rendering water service and protecting and accessing the condition of Company and Customer property relating to water service.

6.4 Testing

- (a) Each installed Meter shall be periodically inspected and tested or replaced in accordance with the following schedule or more often if the results may warrant, in order that the Meter accuracy is maintained within the tolerances determined by the Commission's Rules:

5/8 inch Meters	15 years or 100,000 cubic feet or equivalent units registered
5/8 by 3/4 inch Meters	15 years or 100,000 cubic feet or equivalent units registered
3/4 inch Meters	8 years or 150,000 cubic feet or equivalent units registered
1 inch Meters	6 years or 300,000 cubic feet or equivalent units registered
1 1/2 inch and over	On an as needed basis, based on consumption and revenue, but not less frequently than 4 years.

- (b) The Customer may request that a Meter be tested by a direct request to the Company or upon application to the Commission. Such tests shall be performed at such times, in compliance with such standards and reporting requirements, and paid for as provided by Commission Rules.

6.5 Damage or Tampering

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All meters, or except as otherwise provided in these rules, shall be furnished installed and maintained, tested, repaired, removed and replaced only by and at the expense of the Company and shall remain its property; but in case of damage to a meter by reason of any act, misuse, neglect or omission on the part of the Customer (such as damages occasioned by fire, frost, hot water, thawing procedure or misuse), the Customer shall reimburse the Company the cost of repairing the Meter on presentation of a bill for the repair.

7. COMPANY AND CUSTOMER SERVICE LINES

7.1 Company Service Lines

- (a) Subject to Rule 8 on Main extensions and subject to the terms of any applicable Main extension agreement, the Company will install a Company Service Line when required in order to furnish general water service provided the Premises to be served abuts a street, highway or right-of-way in which a Main is located.
- (b) The Customer shall install the Customer Service Line to a point approved by an authorized employee of the Company, after which the Company will have the Company Service Line installed from the Main to the Customer Service Line upon payment by the Customer of the system development charge and the connection fee. Where the Company Service Line is already installed, the Customer Service Line shall be connected to the Company Service Line at a point approved by an authorized employee of the Company.
- (c) The Company Service Line shall be furnished, installed, owned and maintained only by the Company and shall remain under its sole control. Only the Company may make connections to its Mains. Nothing may be attached to the Company Service Line other than by an authorized employee or agent of the Company.
- (d) Company Service Lines for temporary service shall be installed by the Company at the Customer's expense.

7.2 Customer Service Lines

- (a) The Company will specify the size, kind, and quality of all materials used in the Customer Service Line. The Customer Service Line shall be installed, maintained, and/or owned by the Customer, at the Customer's expense and risk. The Customer Service Lines shall be installed in accordance with applicable Company specifications below the frost line on firm and continuous earth so as to give unyielding and permanent support, and shall be kept free from leaks and other defects.
- (b) The Premises shall not be served by more than one Customer Service Line unless otherwise approved by the Company. Customer Service Lines supplying the Premises shall not pass through or across any other Premises. No water pipes or plumbing in any Premises shall be extended from there to any other Premises.

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- (c) The Customer shall install and properly maintain a shut off or control valve of a type approved by local plumbing codes on the Customer Service Line immediately inside the foundation wall in a readily accessible location, protected from the possibility of freezing, which will shut off and drain all plumbing within any and all buildings on the Premises.
- (d) The Customer shall make, at the Customer's expense, all changes in the Customer Service Line required because of changes of grade, relocation of Mains, sewer or highway construction, and other causes. A Customer's Service Line which is irregularly located because there was no Main abutting the Premises at the time such Customer Service Line was installed shall, at the Customer's expense, be relocated and connected to a new Company Service Line on the Main abutting the Premises when it becomes necessary for such Customer Service Line to be repaired or replaced.
- (e) Any Customer Service Line laid in proximity to any existing or proposed sewer or drain line shall be installed in accordance with the Indiana plumbing rules and regulations applicable to such installation.
- (f) The Company Service Lines and Meters and appurtenances have defined capacity and no substantial addition to the water-consuming equipment should be made without first consulting with the Company. The Company is not responsible for inadequate or unsatisfactory service due to undersized Company Service Lines, Meters, or appurtenances. Replacement of undersized Company Service Lines, Meters, or appurtenances on the Customer's property shall be made at the Customer's expense. The Company will, upon request, review Customer's plans and specifications with respect to Customer's service requirements, but it is understood that the Company is under no duty to inspect such piping and equipment on Customer's Premises.
- (g) A Customer, occupant, owner, or any agent thereof is not authorized to attach the Customer Service Line to Company property or shut the water line on or off. If a Customer, occupant, owner, or any agent thereof does so, and in making an attachment or in shutting off or turning on water does not properly replace the curb box cap or Meter lid, or damages the curb stop, curb box, copper setter, or other property of the Company, repairs shall be made only by the Company, but at the Customer's expense.
- (h) The Customer Service Line and all connections and fixtures attached thereto shall be subject to the inspection of the Company before water will be turned on. All Premises receiving a supply of water and all Company Service Lines and Meters and appurtenances, including any and all fixtures within the Premises, shall at all reasonable hours be subject to inspection by any duly authorized employee or agent of the Company.

8. WATER MAIN EXTENSIONS

8.1 General Rules

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- (a) The Company will extend its Mains and appurtenances from existing Mains on the terms and conditions set forth in this Rule, Commission Rules on Main extensions set forth at 170 IAC 6-1.5 (as the same may be amended from time to time), and the Company's Main extension agreement with the Customer. A Main extension shall be made only after receipt by the Company of a signed Main extension agreement that shall specify all terms and conditions, such as deposits, payment of costs, revenue refunds, treatment of subsequent connectors, and transfer of ownership.
- (b) The Applicant requesting a Main extension shall install same in accordance with the Company's specifications and transfer same to the Company as the deposit under a Main extension agreement. On an exception basis, the Company may install Main extensions through its employees or agents.
- (c) The cost of a Main extension to be constructed within the corporate limits of a Governmental Unit shall include the cost of installing public fire hydrant(s) on the Main extension, if the installation of such fire hydrant(s) is required by the Governmental Unit.
- (d) The cost of a Main extension shall include all the Company's costs related to the Main extension and appurtenances, including but not limited to design, engineering, inspection, construction and administration costs. The Company shall determine the size of Main, routing, design and specifications for Main extensions. All Mains shall be installed in easements and, only upon Company approval, may be installed in right-of-ways. The Applicant shall obtain easements from the property owner or owners prior to the commencement of construction and deliver to the Company prior to transfer of ownership of the Main.
- (e) The option set forth in the Commission's Rules on Main extensions at 170 IAC 6-1.5-33(a)(3) shall apply to all Main extensions under this Rule 8.1.

8.2 Free Extensions

Upon written request for service by a Main extension Applicant and receipt of a signed Main extension agreement, the Company shall extend a Main and make the connections necessary to provide the requested service without charge if: (a) the cost of such installation, including the cost of connecting the Customer(s) to the Main, does not exceed three (3) times the estimated annual revenue from the original Customer(s); (b) such Customer(s) agree to take service within nine (9) months following the completion date of the Main extension, and (c) the Applicant provides an irrevocable letter of credit from a bank incorporated in the United States guaranteeing payment for the cost of the main extension to the Company if the actual first three years of revenue from the original customers is less than the cost of the main extension. Nothing in these Rules prohibits the Company, in its discretion, from making free extensions of lengths greater than as specified in this paragraph or from providing a method of return of deposits for extensions more favorable to original depositors, so long as discrimination is not practiced among depositors whose service requirements are similar.

8.3 Unserved, Developed Residential Areas

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July 31, 2018
Indiana Utility Regulatory Commission
Water/Wastewater Division

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- (a) The Company will make a Main extension to an unserved, developed residential area ("designated area") if the owners of at least 50% of the Premises in the designated area execute a deferred Main extension agreement for service, on terms acceptable to the Company, providing for the Company's recovery of the cost of the Main extension ("Main extension cost") and its cost of connecting Customer Service Lines to the Main through deferred Main extension monthly payments, as prescribed in the Company's Rate Schedules applicable to all Customers and potential Customers in the designated area for 120 months following installation of the Main extension. If owners of fewer than 50% of the Premises in an area enter into an agreement, the Company may elect not to proceed with a Main extension under this Rule.
- (b) The total cost per Customer will be determined by dividing the Main extension cost by 80% of the number of potential Customers in the designated area. If greater than 80% of the number of potential Customers in the designated area commit initially to connecting, the total cost per customer will be determined by dividing the Main extension cost by the actual percentage of Customers who initially agree to connect. The total Customer deposit shall be computed by subtracting three (3) times the estimated annual revenue per Customer less cost of connecting from the total cost per Customer. The deferred Main extension monthly payment shall be equal to the total cost per Customer less a down payment of \$500.00, divided by 120 months. The down payment shall be paid by the Customer prior to the commencement of water service. The deferred Main extension monthly payment shall be payable by all Customers served by the Main extension, shall become effective upon the placement in service of the Main extension, and shall expire automatically at the end of 120 months following placement in service of the Main extension. Subsequent Customers in Premises for which the full 120-month payments have not been made shall be responsible for payment of the remaining balance.
- (c) A Customer who connects to the Main extension at some time subsequent to the effective date of the deferred Main extension monthly payments but while the deferred Main extension monthly payments remain in effect shall pay the same total Customer deposit as those Customers who connect initially. Prior to connection, the Customer shall pay a down payment equal to \$500.00 plus the product of multiplying the number of months for which the deferred Main extension monthly payments have been applicable to the designated area times the deferred Main extension monthly payment.
- (d) At any time after the installation of the Main extension, Customers may at their option elect to pay the then-unpaid total Customer deposit in full. The then-unpaid total Customer deposit at any particular time is equal to the total Customer deposit less down payment and less amounts paid to date through the deferred Main extension monthly payments. Customers making the election to pay the total Customer deposit in full, will after such payment, no longer be subject to the deferred Main extension monthly payments.

8.4 Special Agreements

Special agreements may be required or made pursuant to Commission Rules.

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9. PRIVATE AND PUBLIC FIRE SERVICE

9.1 Private Fire Service

(a) Establishing and Maintaining Service

- (i) Private fire service for the purpose of supplying water to be used for the extinguishment of fire shall be installed only after submission of the required information, and approval by the Company. Private fire service may require approval by the local fire authorities having jurisdiction of the Premises to be served by such service at the Company's discretion.
- (ii) Private fire service will not be approved unless there is suitable water volume and pressure available in the Main abutting the Premises to be supplied by such service.
- (iii) The Company shall approve the size and location of any new connection made to a Main for private fire service. The Customer shall at its expense install the connection from the Main and the Company Service Line from the curb or Customer's property line to the Customer's Premises. The Company shall at its expense maintain or replace the connection from the Main and the Company Service Line to the curb or Customer's property line.
- (iv) Private fire service shall be furnished through a Company Service Line guarded by an approved fire line Meter or detector device. The detector device shall be furnished and installed by the Customer at the Customer's expense. The fire line Meter or detector device shall be located at a point approved by the Company. The detector device shall be maintained by and at the expense of the Customer subject to the inspection and approval of the Company. The by-pass Meter used with the detector device or the fire line Meter, if installed, shall be furnished, installed and maintained by the Company at its expense. Private fire service is subject to all the requirements of Rule 10.
- (v) If required by the local fire authorities having jurisdiction of the Premises, a gate valve with post indicator controlling the entire supply shall be placed at the curb or property line of the street in which the Main is located or at such other point as may be approved by the Company and shall be furnished, installed and maintained by and at the expense of the Customer and, unless otherwise approved by the Company, the valve shall be installed in a valve

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pit or vault which shall also be furnished, installed and maintained by and at the expense of the Customer.

- (vi) After the commencement of private fire service, the Customer must obtain in advance the approval of the Company for any change, alteration or addition to the fixtures, openings and uses specified in the agreement.
- (vii) Private fire hydrants shall not be painted the color adopted by the Company for public fire hydrants, and shall be painted a color acceptable to the local fire authorities.

(b) Service Provided and Limitations of Liability

- (i) The private fire service Customer shall be entitled to receive, but only at times of fire on the Premises, such supply of water as shall then be available from the Company's Main and no other or greater supply except as otherwise provide herein. 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 Customers, persons or property against loss or damage by fire and it shall have no liability on account of any injury to property or persons by reason of fire, water used for the extinguishment of fire, or failure of water supply or pressure during a fire.
- (ii) Notwithstanding the approval by the Company, the Customer shall be solely responsible for the design, adequacy, function and maintenance of its private fire service system.
- (iii) Private fire service includes only the water used for the extinguishment of fires and necessary for the testing of the fire service facilities on the Premises. Unauthorized use of water for purposes other than those specified will subject the Customer to termination of private fire service, and the Company may charge a disconnection and reconnection fee as set forth in the Company's Rate Schedules and charges for the unauthorized water.
- (iv) Water service for a Customer's private fire system may be discontinued for the reasons set forth in Rule 4, for failure to notify the Company promptly in case its seals on valves, fittings, or hydrants are broken, and/or loss of water due to improper maintenance of its system. In addition to termination of service, the Company may charge a disconnection and reconnection fee as set forth in the Company's Rate Schedules and charges for the lost water.

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(c) Protection of Water Supply

- (v) No pipe or fixtures connected with a private fire system served by the Company shall be connected with pipes or fixtures supplied with water from any other source.
- (vi) Unless otherwise approved by the Company, Customer Service Lines for private fire service shall be distinct and separate from the Customer Service Lines used for general water service.
- (vii) Nothing that could be a contaminant to the public water supply shall be permitted in the Customer's private fire service system.
- (viii) Private fire services are also subject to all applicable requirements of Rule 10.

(d) Charges

- (i) Charges for private fire service shall be made in accordance with the Rate Schedules.
- (ii) Where one Customer Service Line is used for both general water service and private fire service, separate charges will be made for each type of use.
- (iii) Water service for a Customer's private fire system may be discontinued for failure to pay in accordance with Rule 4.

(e) Testing and Inspection

- (i) The Customer's private fire system shall be subject to the inspection, testing and acceptance by the Company before commencement of service, and at such times thereafter as may be deemed necessary or appropriate by the Company.
- (ii) Whenever a private fire system is proposed to be tested by the Customer, the Customer shall notify the Company at least two (2) business days in advance of such proposed test, requesting approval of the day and hour when the test is to be made, so that the Company's system will not be adversely affected, and further so that, if desired, the Company may have an inspector present during the test.

(f) Hydrants

Hydrants and other fixtures connected with a private fire system may be sealed by the Company, and any such seal may be broken only in case of fire or as specifically permitted

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by the Company for testing or other approved purposes, and the Customer shall immediately notify the Company of the breaking of any such seal.

9.2 Public Fire Service

(a) Hydrants

- (i) In cases where public fire service charges are directly billed to a Governmental Unit, the Governmental Unit shall have the right, upon passage of a proper ordinance or resolution by the legally constituted authority of such Governmental Unit, to order the installation of additional public fire hydrants on existing Mains six inches (6") or larger in internal diameter at the Company's cost and expense, provided that the flows from such Mains, as determined by the Company, are adequate to provide the required fire flows. In cases where public fire service charges are not directly billed to a Governmental Unit, additional public fire hydrants shall be installed on existing Mains as aforesaid at the request of a Governmental Unit only when the Governmental Unit or another party pays for the cost of constructing and installing the new hydrants, unless otherwise agreed by the Company.
- (ii) Any Governmental Unit shall have the right to order the installation of public fire hydrants on newly installed Mains, subject to the terms and conditions of Rules 8 and 9 herein.
- (iii) Public fire hydrants shall be maintained by the Company.
- (iv) Relocation costs for public hydrants shall be paid by the Company unless moved at the Governmental Unit's request.
- (v) Public fire hydrants shall be painted the color established by the Company.

(b) Service Provided and Limitation of Liability

- (i) The use of public fire hydrants shall be restricted to the taking of water for the extinguishing of fires, and water shall not be taken from any public fire hydrant for construction purposes, sprinkling streets, flushing trenches, sewers or gutters or for any other use, unless specifically authorized by the Company as to the time, location and use and billed in accordance with the Rate Schedules.
- (ii) No person, except for the legitimate purpose of extinguishing fires, shall open any public fire hydrant without consent of the Company.
- (iii) Any person opening a public fire hydrant shall remain in the immediate vicinity and in control of the hydrant during the time the hydrant is open, and shall close the hydrant immediately after its use is no longer required. Any Governmental Unit, and

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others who may be specifically authorized by the Company to operate public fire hydrants, shall notify the Company as soon as possible after any hydrant has been opened.

(iv) The Company shall have no responsibility or liability for any damage or injury caused by persons operating public fire hydrants. Any unauthorized person or Governmental Unit whose representatives or employees cause damage to a public fire hydrant while opening or operating the hydrant shall be responsible for the cost of repairing the hydrant.

(v) 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 Customer, persons or property against loss or damage by fire and it shall have no liability on account of any injury to property or persons by reason of fire, water used for the extinguishment of fire, or failure of water supply or pressure during a fire.

(c) Charges

Charges for public fire service shall be made in accordance with Rate Schedules and Commission Rules.

10. PROTECTION OF PUBLIC WATER SUPPLY

10.1 Cross-Connections

- (a) No cross-connection will be permitted unless an acceptable form of protection against contamination by backflow into the water distribution system is provided. Acceptable forms of protection must comply with all requirements and regulations of the Water Pollution Control board, any other or successor agency responsible for such matters, and any local regulatory health agency. The required protective device or system shall be provided, installed and maintained by the Customer in good working condition, at the Customer's expense, and shall be subject to the inspection, testing and approval of the Company before being placed in service, and at such times thereafter as may be deemed necessary by the Company.
- (b) Any cross-connection made or permitted to exist which is in violation of these Rules shall be immediately removed or corrected. Failure of the Customer to do so may result in immediate termination of water service in accordance with Rule 4.2(b)(i)(A).

10.2 Lawn Irrigation System

If a Customer installs a lawn irrigation system, it must include an approved backflow prevention device. No portion of the lawn irrigation system, piping, valves, and controls shall be housed in the Company's Meter pit. Any such prohibited connections will be disconnected by the Company in

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accordance with Rule 4.2(b)(i)(A) and any damage caused to the Company's property shall be repaired only by the Company and the Customer shall be required to reimburse the Company for the full cost of such repairs.

10.3 Intercepting Tanks

- (a) Customer Service Lines shall not be connected to the suction side of pumps, unless approved by the Company. Customers who require a large quantity of water within a short period of time must have intercepting or intermediate storage tanks, pump discharge control valves, or other controls approved by the Company.
- (b) The inlet connection for the tanks attached directly or indirectly to the Customer Service Lines shall discharge at a point no less than three (3) times the diameter of the inlet pipe above the overflow of such tanks and must be approved by the Company.

10.4 Required Valves

Customers having boilers, hot water heating systems, or hot water heaters connected directly or indirectly to Mains must have such backflow prevention devices as required by applicable regulations. Such prevention must be provided, installed and maintained by and at the expense of the Customer. The Company will not be responsible for accidents or damages resulting from the imperfect action or failure of such backflow prevention.

10.5 Plumbing Work

- (a) No licensed plumber, Customer, occupant, owner, or any agent thereof shall connect to Mains or to any Company Service Lines, extend pipes from there to any Premises for the purpose of securing a supply of water, or turn on water to any Premises, until permission for doing so has been granted by the Company. All plumbing work done in connection with pipes and fixtures connected to Mains shall be submitted for the inspection of the Company before such work is covered. In case of emergencies, licensed plumbers are permitted to turn off and subsequently turn on the supply of water to the Premises, but notice thereof shall be given the Company within twenty-four (24) hours after doing so.
- (b) After testing any work, the licensed plumber shall turn off the water at such Premises, except where the work is a simple extension or additional fixture on a Customer's Service Line then in use. Where water was found turned off previous to making alterations or repairs licensed plumbers shall not leave water turned on when work is completed.
- (c) All plumbing work shall be done in accordance with the applicable plumbing codes and/or regulations adopted by any duly constituted board or body having jurisdiction with respect to such matters. Where plumbing work, upon inspection, is found to be in violation of any of the above, water service will be terminated by the Company in accordance with Rule 4 upon written notice thereof from such duly constituted authority. Whenever the Company determines that

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plumbing work is defective, so as to cause a leak, the Company may require it be corrected before the water will be turned on.

11. COMPLAINTS

- 11.1 A Customer may complain at any time prior to disconnection to the Company about any bill, security deposit, disconnection notice, or any other matter relating to its service, and may request a conference thereon. Such complaints may be made in person, in writing, by telephone, through the Company website, or by completing a form available from either the Commission or from the Company at its business offices. A complaint will be considered registered upon receipt by the Company, except mailed complaints will be considered registered as of the postmark date. In making a complaint and/or request for conference, the Customer must state at a minimum, his or her name, service address, telephone number, account number and the general nature of his or her complaint.
- 11.2 Upon receiving each complaint, the Company:
- (a) Will promptly, thoroughly and completely investigate such complaint, confer with the Customer when requested and notify, in writing, by telephone or email, the Customer of the results of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint.
 - (b) Such notification will advise the Customer that he or she may, within seven (7) days following the date in which such notification is mailed, or communication by phone or email, request a review of such proposed disposition by the Commission in accordance with Commission Rules.
- 11.3 A Customer may be eligible to continue service during the disposition of a disputed charge complaint pursuant to Rule 4.2(d).

12. RESPONSIBILITIES AND RIGHTS OF COMPANY

12.1 Interruptions or Fluctuations in, or Curtailment of, Water Supply

- (a) The Company will undertake to use reasonable care and diligence in order to avoid interruptions and fluctuations in the service, but it cannot and does not guarantee that such will not occur. Customers requiring uniform or uninterrupted supply should make special provisions on their Premises.
- (b) Notwithstanding any other provision in these Rules, the Company's Rate Schedules, or any contract or agreement between the Company and any Customer, when, in the judgment of the Company, sufficient supplies of water are not available to the Company, for any reason, to meet all existing and reasonably anticipated demands for service or to preserve and replenish its storage in amounts sufficient to provide fire protection on its system, the Company shall have the

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right to restrict, limit, curtail or interrupt water service to or water usage by any Customer or Customers. Whenever feasible, prior to restricting or curtailing water service due to lack of supply, the Company shall use its best efforts to inform the public in general of the emergency nature of its water supply situation and request voluntary curtailment of water usage by all Customers. If, in the judgment of the Company, the voluntary curtailment of usage is not sufficient, the Company may order curtailment of usage by Customers and, if any Customer fails to comply with any mandatory restriction, limitation, or interruption of service imposed under this Rule, the Company may shut off service to such Customer pursuant to Rule 4.

- (c) The Company reserves the right at any time to shut off the water in the Mains in case of accident or emergency, or for the purpose of making connections, extensions, improvements, alterations, repairs, changes, or for other proper business reasons. The Company may restrict the use of water to reserve a sufficient supply in its reservoirs for fire protection or other emergencies whenever the public welfare may so require in accordance with Commission Rules.

12.2 Limitations of Liability

- (a) The Company does not guarantee to furnish at all times any given quantity of water for fire protection or for general purposes or that interruptions and fluctuations in service will not occur. In the event there occurs any excess or deficiency in the pressure, volume or supply of water for any cause whatsoever, the Company shall not in any way or under any circumstances be held liable or responsible to any person, entity, corporation or Governmental Unit for any loss or damage resulting therefrom other than willful misconduct or gross negligence on the part of the Company.
- (b) 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 Customers, persons or property against loss or damage by fire. The provision of private and public fire service by the Company is also subject to the limitations on liability set forth in Rule 9.
- (c) Company shall not be liable for any damages resulting from the breaking of any Mains or appurtenances, Company Service Lines or Customer Service Lines; from any interruption of the supply of water caused by the malfunction of machinery or facilities or by the stoppage thereof for necessary repairs or maintenance; or from any other act, omission, or event unless due to gross negligence or willful misconduct on the part of the Company. The Company shall not be liable for damages caused by defective piping, equipment, facilities or plumbing owned by the Customer.
- (d) The Company shall not be liable for damages resulting from any act, omission, or event caused by strikes, acts of God, unavoidable accidents, or contingencies beyond its control.

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INDIANA-AMERICAN WATER COMPANY, INC.

I.U.R.C. No. W-15
CANCELLING ALL PREVIOUSLY
APPROVED RULES AND REGULATIONS
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- (e) No promises, agreements or representations of any agent or employee of the Company shall be binding upon the Company unless incorporated in a written agreement signed by a duly authorized officer or employee of the Company.

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INDIANA-AMERICAN WATER COMPANY, INC.

ADDENDUM 1
TO

RULES AND REGULATIONS APPLICABLE TO SEWER SERVICE

1. SEWER MAIN EXTENSIONS: The option set forth in the Commission's Rules on Extensions of Sewer Mains at 170 IAC 8.5-4-32(a)(3) shall apply to all sewer main extensions.

Issued Pursuant to
Cause No. 45032 S4
July 31, 2018

Indiana Utility Regulatory Commission
Water/Wastewater Division

EFFECTIVE

August 1, 2018

Indiana Utility Regulatory
Commission