

**DATA INFORMATION REQUEST
Missouri-American Water Company
WR-2022-0303
General Rate Case**

Requested From: Brian LaGrand

Date Requested: 11/10/2022

Information Requested:

Section 386.266.7 RSMo requires the Revenue Stabilization Mechanism (“RSM”) be separately disclosed on each customer’s bill. Please provide a sample bill for each of Missouri American Water Company’s (“MAWC”) residential, commercial, other public authority, and sale for resale metered customer classes that shows how MAWC will abide by this statutory requirement that the RSM charge be separately identified on MAWC customers’ bills.

Requested By: Lindsay Van Gerpen – Lindsay.VanGerpen@opc.mo.gov

Information Provided:

Please see OPC 8001.1_Attachment for a sample MAWC bill with the RSM shown as a separate line item. The presentation of RSM on the customer bill would be identical for all eligible customer classes.

Responsible Witness: John Watkins



WE KEEP LIFE FLOWING™

Service Address:

SAMPLE CUSTOMER
 123 MAIN STREET
 CHESTERFIELD, MO 63011-5163

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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

For more information, visit www.missouriamwater.com

Statement

Account No. **1017-SAMPLE**

Total Amount Due:	\$194.49
Payment Due By:	November 15, 2022

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

Billing Date: October 24, 2022
Service Period: Sep 21 to Oct 19 (29 Days)
Total Gallons: 26,180

Account Summary – See page 3 for Account Detail

Prior Billing:		\$170.75
Payments - Thank You!	-	\$170.75
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$184.00
Pass Through Charges:	+	\$1.29
Taxes:	+	\$9.20
Total Amount Due:	=	\$194.49

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

Pay by Phone*: Pay anytime at 1-855-748-6066

Customer Service: 1-866-430-0820
 M-F 7:00am to 7:00pm – Emergencies 24/7

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

[Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.](#)

Account No. **1017-SAMPLE**

Total Amount Due:	\$194.49
Payment Due By:	November 15, 2022

If paying after 11/15/22, pay this amount: \$197.41

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



WE KEEP LIFE FLOWING™



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

Service to: 123 MAIN STREET
 CHESTERFIELD, MO 63011-5163

SAMPLE CUSTOMER
 123 MAIN STREET
 CHESTERFIELD, MO 63011-5163

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

Messages from Missouri American Water

- Effective 08/11/22, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) per 1,000 gallons is \$0.9428 for Rate A (residential & commercial), \$0.3535 for Rate B (sale for resale), and \$0.2515 for Rate J (large industrial). The WSIRA funds completed water infrastructure replacements and related improvements for our Missouri customers. WSIRA is implemented pursuant to Sections 393.1500 through 393.1509, RSMo. Additional information is available on our website at www.missouriamwater.com
- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/stlouisregion.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 1-866-430-0820.

What's the best way to reach you

IN CASE OF AN EMERGENCY



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **My Account** at www.amwater.com/myaccount to choose how you want to be notified and enter your contact information.



CUSTOMER SERVICE

1-866-430-0820

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)



SERVICES

Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.

Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit missouriamwater.com. Under Water Quality, select Water Quality Reports.

H₂O Help To Others: H₂O Help to Others is an emergency assistance program created by Missouri American Water and Missouri's Community Action Agencies. The program helps provide supplemental funding to Missouri American Water customers who would otherwise have trouble paying their bills. H₂O Help to Others is supported by contributions from Missouri American Water and voluntary contributions from customers.

EXPLANATION OF OTHER TERMS

Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

Disputes: If you have questions or complaints about your bill, please call us at 1-866-430-0820 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

Rates: A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at missouriamwater.com. Under Customer Service & Billing, select Your Water and Sewer Rates.

Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

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

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
SAMPLE	100 CF	5/8"	09/21/2022	10/19/2022	4,237 (A)	4,272 (A)	35	261.80	26,180

A = Actual E = Estimate

1 CF = 7.48 gallons

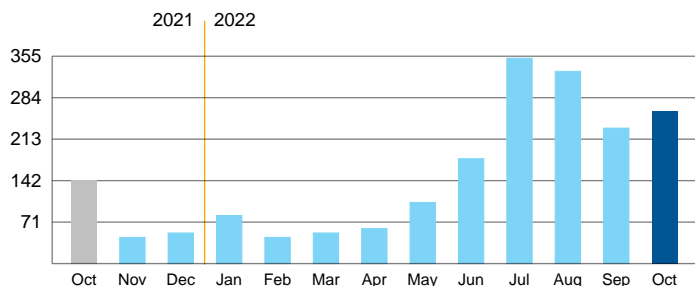
1 Billing Unit = 100 gallons

Total Gallons:

26,180

Billed Usage History (graph shown in 100 gallons)

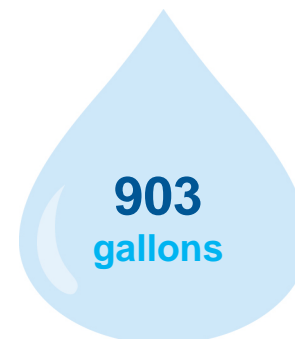
- 26,180 gallons = usage for this period
- 14,212 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 17, 2022

Account Type: Residential

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



Year to Date Billed Usage: 169,796 gallons

Account Detail

Account No. 1017-SAMPLE

Service To: 123 Main Street, Chesterfield, MO 63011-5163

Prior Billing	170.75
Payments	-170.75
Total payments as of Oct 13. Thank you!	
Balance Forward	0.00
Service Related Charges - 09/21/22 to 10/19/22	
Water Service	184.00
Water Service Charge	9.00
Water Usage Charge (261.8 x \$0.5629)	147.37
RSM Surcharge (261.8 x \$0.01126)	2.95
WSIRA Surcharge (261.8 x \$0.09428)	24.68
Total Service Related Charges	184.00
Pass Through Charges	1.29
Water Primacy Fee (1 x \$0.29)	0.29
Service Line Protection Charge	1.00
Taxes	9.20
City Gross Receipts Tax	9.20
Total Current Period Charges	194.49

Total Amount Due



\$194.49

Understanding Your Bill

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

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

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

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

<This page is intentionally left blank and reserved for future messages>

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAMD02.pdf>