

**Customer Service Transition
City of Ironton Acquisition**

Current Ironton Practice		Proposed MAWC Practice	
Customer Service Physical Location			
<u>Office Location:</u> Ironton City Hall 123 N Main Street Ironton, MO 63650	<u>Hours of Operation:</u> Monday - Friday 8:00 am – 4:00 pm	<u>Office Location:</u> Missouri-American Water 727 Craig Road St. Louis, MO 63141	<u>Hours of Operation:</u> Monday - Friday 7:00 am – 4:00 pm
Customer Service Contact Information			
<u>Contact:</u> Melanie Crocker, Clerk 123 N Main Street Ironton, MO 63650 573-546-3545 Ex. 1		<u>Contact:</u> Customer Service Center (866-430-0820) OR Customer Portal www.missouriamwater.com OR Direct E-mail welcomemoaw@amwater.com	
<u>Hours Available:</u> Monday - Friday 8:00 am – 4:00 pm		<u>Hours Available:</u> Customer Service Center Monday – Friday 7:00 am – 7:00 pm (24/7 for emergencies)	
Payment Options			
Cash or Check Debit/Credit Card Pay via mail, online or at City Hall		Cash or Check Debit/Credit Card Electronic Funds Transfer (“EFT”) Pay via mail, telephone, online or at select third party payment locations. No transaction fees for debit/credit cards	
Billing Process			
Meters are read between the 15th and 19th of the month. Bills are mailed the last week of the month. Bills are due on the 1st and late on the 15 th .		Standard MAWC billing process Bill generated within 3 days of meter read, with due date of 21 days from invoice date.	

Note: Customers will be integrated into the MAWC systems, and do not need to apply for service at the time of transition.

Other Customer Service Documentation

Appendix K1	MAWC Collections Process Timeline
Appendix K2	Sample Customer Discontinuance, Final Discontinuance & Overdue Payment Notices
Appendix K3	Sample Customer Welcome Letter & Customer Rights and Responsibilities
Appendix K4	Sample Customer Bill

1017	Missouri	Missouri	Missouri	Missouri	Missouri	Missouri
Strategy	Residential	Residential STL county	NonResidential	NonResidential STL county	Sewer Only	Multi Dwelling
Threshold	\$75	\$150	\$75	\$150	\$75	\$100
Day Zero = Invoice Postmark						
Day 1	Invoice	Invoice	Invoice	Invoice	Invoice	Invoice
Day 2	↓	↓	↓	↓	↓	↓
Day 3	↓	↓	↓	↓	↓	↓
Day 4	↓	↓	↓	↓	↓	↓
Day 5	↓	↓	↓	↓	↓	↓
Day 6	↓	↓	↓	↓	↓	↓
Day 7	↓	↓	↓	↓	↓	↓
Day 8	↓	↓	↓	↓	↓	↓
Day 9	↓	↓	↓	↓	↓	↓
Day 10	↓	↓	↓	↓	↓	↓
Day 11	↓	↓	↓	↓	↓	↓
Day 12	↓	↓	↓	↓	↓	↓
Day 13	↓	↓	↓	↓	↓	↓
Day 14	↓	↓	↓	↓	↓	↓
Day 15	↓	↓	↓	↓	↓	↓
Day 16	↓	↓	↓	↓	↓	↓
Day 17	↓	↓	↓	↓	↓	↓
Day 18	↓	↓	↓	↓	↓	↓
Day 19	↓	↓	↓	↓	↓	↓
Day 20	↓	↓	↓	↓	↓	↓
Day 21	Due Date	Due Date	Due Date	Due Date	Due Date	Due Date
Day 22	DD+1	DD+1	DD+1	DD+1	DD+1	DD+1
Day 23	DD+2	DD+2	DD+2	DD+2	DD+2	DD+2
Day 24	DD+3	DD+3	DD+3	DD+3	DD+3	DD+3
Day 25	DD+4	DD+4	DD+4	DD+4	DD+4	DD+4
Day 26	DD+5	DD+5	DD+5	DD+5	DD+5	DD+5
Day 27	LDSN	LDSN	LDSN	LDSN	LSON	MDDN
Day 28	DD+7	DD+7	DD+7	DD+7	DD+7	DD+7
Day 29	DD+8	DD+8	DD+8	DD+8	DD+8	DD+8
Day 30	CAF1	CAF1	CAF1	CAF1	DD+9	CAF1
Day 31	CAFP	CAFP	CAFP	CAFP	CAF1	CAFP
Day 32	DD+11	DD+11	DD+11	DD+11	CAFP	DD+11
Day 33	LDMO	LDMO	LDMO	LDMO	BSEW	DD+12
Day 34	DD+13	DD+13	DD+13	DD+13		DD+13
Day 35	DD+14	DD+14	DD+14	DD+14		DD+14
Day 36	DD+15	DD+15	DD+15	DD+15		DD+15
Day 37	DD+16	DD+16	DD+16	DD+16		DD+16
Day 38	ODSN	ODSN	ODSN	ODSN		OPNL
Day 39	DD+18	DD+18	DD+18	DD+18		DD+18
Day 40	DD+19	DD+19	DD+19	DD+19		DD+19
Day 41	DD+20	DD+20	DD+20	DD+20		DD+20
Day 42	DD+21	DD+21	DD+21	DD+21		DD+21
Day 43	DD+22	DD+22	DD+22	DD+22		DD+22
Day 44	DD+23	DD+23	DD+23	DD+23		DD+23

Day 45	MOUT	MOUT	MOUT	MOUT		DD+24
Day 46						DD+25
Day 47						DD+26
Day 48						DD+27
Day 49						DD+28
Day 50						OMDN
Day 51						DD+30
Day 52						DD+31
Day 53						DD+32
Day 54						DD+33
Day 55						DD+34
Day 56						DD+35
Day 57						DD+36
Day 58						MOUT
Day 59						
Day 60						
Day 61						
Day 62						

02/22/2023

For Service To:
Account Number:
Service Address:

FINAL DISCONTINUANCE NOTICE
PAY THIS AMOUNT: \$136.36 PRIOR TO: 02/27/2023

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 02/27/2023. You can prevent discontinuation of water service by paying \$136.36.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due including a disconnection charge, restoration charge, along with an excavation charge, if required. Please call customer service at the number listed below to ensure payment is applied to your account immediately.


Please note, someone must be available at the premises when service is restored.


Disconnection Charge: \$27.50
Regular Hour Restoration Charge: \$27.50
Off Hour Restoration Charge: \$159.00
Excavation Charge: Actual Cost


Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

For St. Louis County customers only: If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

CONVENIENT PAYMENT OPTIONS

 **Pay your bill online:**
www.amwater.com/myaccount

 **Pay by Phone: 855-748-6066**
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)

 **Pay in person:** for a list of approved payment locations, visit www.amwater.com/myaccount

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-855-669-8753 www.missouriamwater.com

For Service To: XXXX DELMAR BLVD
ST LOUIS, MO 63130-4719

Account Number	
Pay Before	03/06/2023
Total Due	395.16

02/22/2023

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: DISCONTINUANCE NOTICE
Please read and take the steps needed to avoid your service from being discontinued.

PAY THIS AMOUNT \$395.16 PRIOR TO 03/06/2023

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 03/06/2023. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due including a disconnection charge, a restoration charge, along with an excavation charge, if required.

Please note, someone must be available at the premises when service is restored.

- Disconnection Charge: \$27.50**
- Regular Hour Restoration Charge: \$27.50**
- Off Hour Restoration Charge: \$159.00**
- Excavation Charge: Actual Cost**

Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

CONVENIENT PAYMENT OPTIONS

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MISSOURI AMERICAN WATER 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)

Esto es un aviso importante sobre su servicio de agua. Para la ayuda de la traducción, por favor llamas a Missouri American Water al numero 1-866-430-0820.

ADDRESS, EMAIL OR PHONE NUMBER CHANGE REQUEST

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online self-service tool, **MyWater**. Access MyWater by visiting amwater.com/mywater.

EASY PAYMENT OPTIONS

- **Online:** Visit www.amwater.com/billpay.
- **By phone:** 24/7 at 1-855-748-6066.
- **In person:** To find an authorized payment location near you, visit us online at missouriamwater.com. See Customer Service & Billing or call.

Want to avoid late payments in the future?

Consider enrolling in Auto Pay. Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

Want to cut down on clutter and save some trees?

Consider enrolling in our Paperless Billing Program. You must first sign up for MyWater by visiting amwater.com/mywater. After you enroll, you will only receive your bills online.

CUSTOMER ASSISTANCE PROGRAMS

If you're experiencing financial hardship, please reach out to us. We may be able to assist. Here are some of the programs we offer to help keep your life flowing:

FINANCIAL ASSISTANCE

Through our H2O Help to Others Program, we offer financial assistance to customers who qualify, as well as a Low-Income Assistance Program for eligible customers in certain areas.

Learn more online at missouriamwater.com. Under Customer Service & Billing, select Payment Assistance Program.

INSTALLMENT PLANS

You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay. We collect this information, including household income and number of people in your household, to determine what options we can provide to you.

BUDGET BILLING

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay.

WATER SAVING TIPS AND TOOLS

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify common and not-so-common household leaks.
- **Conservation Tips**

Visit missouriamwater.com. Under Water Information, select Detecting Leaks and Wise Water Use.

MANAGE YOUR ACCOUNT ONLINE WITH MYWATER

MyWater is a fast and easy way to access and manage your account online.

Here are a few things you can do through MyWater:

- View and pay your bill
- Sign up for our Auto Pay and Paperless Billing programs.
- Check your account balance.
- Update your contact information.
- Sign up to receive emergency and non-urgent alerts by email, phone and text.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Access MyWater online at amwater.com/mywater.

For Service To: 8442 GOLDEN SPRING CT LT 41
CEDAR HILL, MO 63016-0000

02/22/2023

Account Number	
Pay Before	02/28/2023
Total Due	98.13

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: OVERDUE NOTICE
Please read and take the steps needed to avoid your service from being terminated.

PAY THIS AMOUNT \$98.13 PRIOR TO 02/28/2023




Providing reliable, quality wastewater service to our customers is a top priority. That's why we are contacting you today about a very important matter regarding your account. Your wastewater bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If you have already submitted your payment, thank you and please disregard this notice. As a reminder, we provide our customers with several convenient ways to pay their bills.

1. Register for a self-service account and submit payment at www.amwater.com/MyAccount.
2. Sign up for our automatic payment program through our web site.
3. Mail your payment using the return envelope enclosed with your bill.
4. Pay by phone by calling 855-748-6066. (A small fee is charged for this service.)
5. Pay at a local authorized payment location. You can search for sites by zip code on our website.
6. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$0.00 before service is reconnected.

If you are unable to make payment in full, you may contact the company within the next 10 days to see if you are eligible to make payment arrangements.

Again, thank you for the opportunity to provide quality, reliable wastewater service in your community. If you have additional questions, please contact our customer service center at 1-855-669-8753.

CONVENIENT PAYMENT OPTIONS

 <p>Pay your bill online: www.amwater.com/myaccount</p>	 <p>Pay by Phone: 855-748-6066 24 hours a day, seven days a week TTY/TDD FOR THE HEARING IMPAIRED: 711 (and then reference Customer Service number listed above)</p>	 <p>Pay in person: for a list of approved payment locations, visit www.amwater.com/myaccount</p>
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ADDRESS, EMAIL OR PHONE NUMBER CHANGE REQUEST

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online self-service tool, **MyAccount**. Access MyAccount from any electronic device by visiting www.amwater.com/MyAccount.



February 17, 2023

Dear Stewartsville Customer:

Welcome to the Missouri American Water family! We are thrilled to have you as a customer. We are proud to be your new water and wastewater provider since February 17, 2023.

The transfer of your water and wastewater service accounts is being completed. There are no additional steps you need to take for your service to continue. Billing information is being transferred to our system. If you have a non-emergency question about the transition of your water and wastewater service, you may email us at welcomemoaw@amwater.com.

Your first bill from Missouri American Water is scheduled to arrive the week of March 20. A sample bill is enclosed for your reference. This bill does reflect the current water and wastewater rates.

MYWATER: CUSTOMER SERVICE AT YOUR FINGERTIPS

Below are helpful tips as we transition to being your water and wastewater service provider. This information can also be found on our website at missouriamwater.com > **Customer Service & Billing**.

As a customer of Missouri American Water, you have access to a self-service website called MyWater that allows you to manage your account and get emergency updates any time, day or night. With MyWater, you can pay your bill, turn water service on and off and track water usage history. When emergencies do occur, be sure you have access to the most up-to-date information by also signing up for alerts.

Signing up for MyWater is easy, free and simple! After you receive your first bill in the mail, visit missouriamwater.com and click on "Sign Up" in the "Login to MyWater" box in the top right corner. Make sure you have your Missouri American Water account number handy, which is listed on the top corner of your bill.

MyWater provides you with 24/7 payment ability. With MyWater, you can view and pay your bill, manage your account, set up paperless billing, and enroll in Auto Pay. Payments can also be made by phone or via mail. You can also pay by cash, check, or credit card. To learn more about these options, please visit missouriamwater.com. You can also contact customer service at **866-430-0820**.

YOUR SERVICE

Missouri American Water operates under regulations established by the Missouri Public Service Commission (MoPSC). If you believe we have not responded to an issue in a satisfactory manner, you have the right to request that the MoPSC review the unresolved issue. You may contact them at:

Missouri Public Service Commission
Governor Office Building
200 Madison St, PO Box 360
Jefferson City, MO 65102-0360
800-392-4211 or psc.mo.gov

continued on reverse

Included in this packet you will find a copy of our new customer brochure, cross connection letter, understanding your bill, and our rights and responsibilities brochure, which provides specific information about our policies regarding your water and wastewater service with us. It defines your rights and responsibilities and provides information about your bill, how to pay your bill and who to contact for questions regarding your service.

Our team of dedicated professionals is committed to providing exceptional water, wastewater and customer service. From customer service representatives to plant operators, our employees recognize the critical role they play in meeting your daily water and wastewater service needs. You will notice our employees are easily recognizable as they wear uniforms and carry company identification.

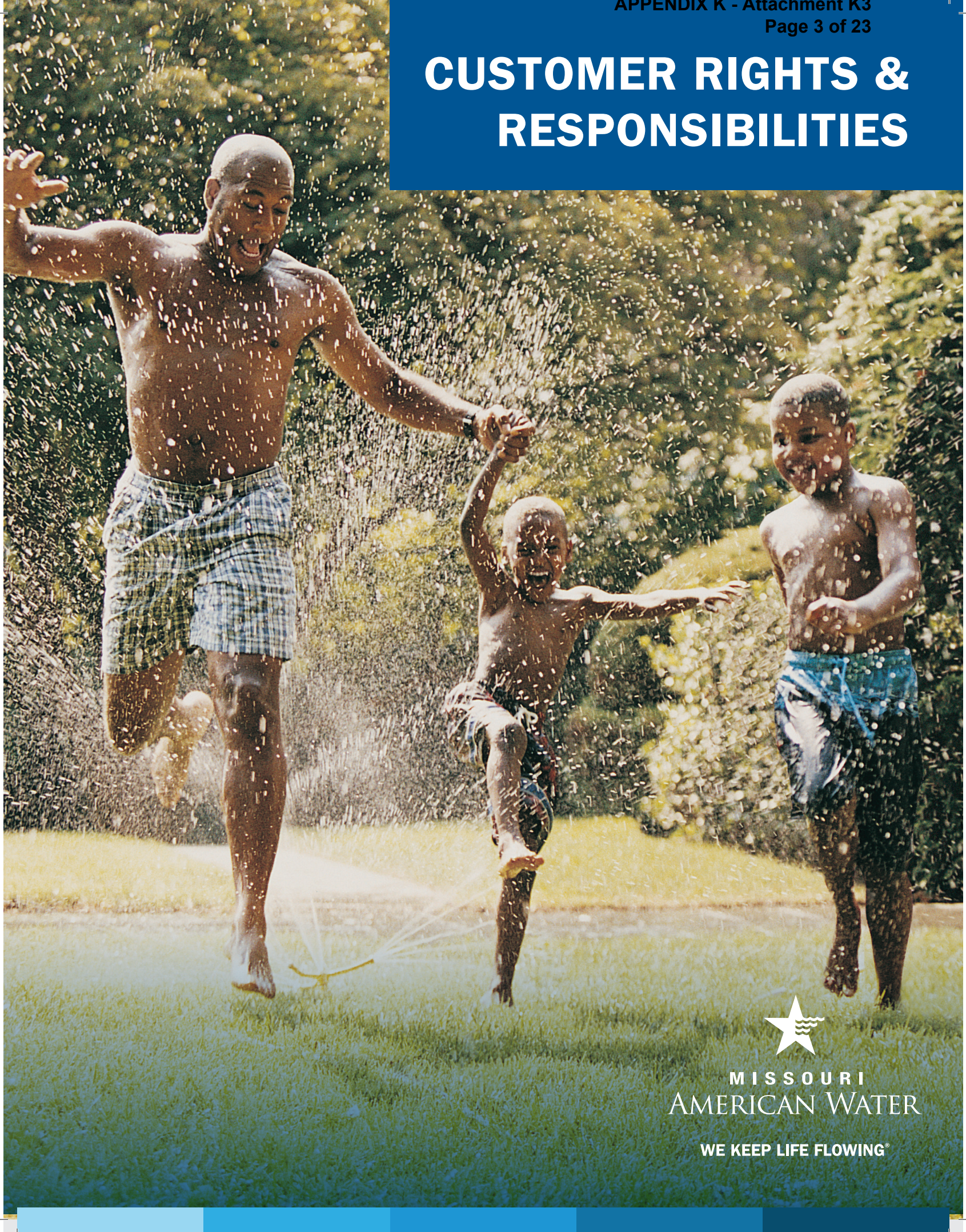
As a subsidiary of American Water, we have been providing reliable service to Missourians for more than 140 years. We are a proud community partner, dedicated to making your customer experience a pleasant one. We look forward to serving your community.

Sincerely,



Jody Carlson
Senior Manager Operations
Missouri American Water

CUSTOMER RIGHTS & RESPONSIBILITIES



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®

YOUR RIGHTS AND RESPONSIBILITIES AS A CUSTOMER OF MISSOURI AMERICAN WATER

IF YOU HAVE A QUESTION OR COMPLAINT

Missouri American Water customer service representatives are dedicated to handling every customer inquiry with attention and care. Our goal is to answer your question or resolve your issue quickly and effectively. We encourage customers to call us at 866-430-0820 as soon as an issue arises. Representatives are available anytime for emergencies, and Monday through Friday from 7 a.m. to 7 p.m. for non-emergency calls.

BILL PAYMENT

Bill payments are due 21 days after the billing date. The due date is printed on the front of the bill. A delinquent charge may be applied to all accounts not paid in full by the due date. Bills become delinquent after the due date stated on the bill. If the bill is not paid, service may be disconnected.

DISCONTINUANCE AND RECONNECTION OF SERVICE

We will mail a written notice at least 10 days before we discontinue service for water customers (including customers that are both water and wastewater customers of Missouri American Water), and at least 30 days before we discontinue service for wastewater-only customers. The notice explains the reason for the discontinuance of service and the amount of money owed in the case of a past due bill. For wastewater customers, the 30-day notice may be waived if there is any waste discharge that might be detrimental to the health and safety of the public or cause damage to the wastewater system.

If you receive a notice, please take immediate action to avoid service discontinuance. Call our Customer Service Center at 866-430-0820. We will restore service when the bill has been paid or the conditions that caused the disconnection have been corrected. There is a reconnection fee. If you will be absent from your home or business for a period of time, you may avoid discontinuance of service by:

1. Forwarding your mail to an address where your bill will reach you.
2. Signing up for automatic payment.
3. Requesting termination of your service.

QUESTIONS ABOUT BILLING ACCURACY

For questions about billing accuracy, please contact a customer service representative at 866-430-0820.

CUSTOMER DEPOSITS

Missouri American Water does not require customer deposits.

READING METERS FOR ACCURATE BILLS

Missouri American Water makes every effort to obtain an actual meter reading as the most accurate way to calculate your bill. However, there are times when we may have to estimate usage. For example, adverse weather may prevent meter readings. When it is necessary to estimate usage, Missouri American Water will comply with the bill estimation procedures prescribed by PSC rules 20 CSR 4240-13-020(2)(C). The difference between the estimated bill and your actual usage will be automatically adjusted on your bill following the next actual meter reading.

Outdoor meters should not be opened, as they are sometimes difficult to re-seal properly. If you want to read your meter, you will find a numerical odometer-type meter (similar to the device that records miles traveled in a car). The odometer-type meter readings show the gallons used with a series of numbers in a small window. You can calculate the difference between readings to determine the number of gallons used. Your bill shows usage in terms of gallons. Please see our website for more information about how to read your meter.

COMPLAINT PROCEDURES

If you have a question about your bill that we cannot resolve to your satisfaction, you may pay the bill in full and Missouri American Water will credit any overpayment if the matter is resolved in your favor. If you do not pay the bill in full, Missouri American Water and the Missouri Public Service Commission (MoPSC) have complaint procedures in place that are available to customers to resolve disputes and avoid service discontinuance.

1. Customers must register a complaint by phone or in writing at least 24 hours before the date stated in the notice of discontinuance.
2. Within four days after registering the complaint, the customer must pay the part of the bill not in dispute. If the company and the customer cannot agree on the undisputed amount, at the company's discretion, it may be set at 50 percent of the disputed bill or at the amount of the customer's bill during the same time a year ago.
3. Missouri American Water will thoroughly investigate the complaint and attempt to resolve the problem. If, at the conclusion, the customer is still dissatisfied, we will mail a written notice explaining the MoPSC's informal complaint process. Informal complaints must be made to the MoPSC within five days after the date of the notice to avoid service disconnection. Informal complaints can be made by phone at 800-392-4211 or through the MoPSC's website at psc.mo.gov.
4. The MoPSC staff will investigate the informal complaint and issue findings. Missouri American Water or the customer may elect to file a formal complaint following the issuance of the finding.
5. A formal customer complaint must be filed within 30 days of the MoPSC findings to avoid disconnection. Formal complaints must follow specific rules set out in the MoPSC's Rules of Practice and Procedures, which is available on the MoPSC website at psc.mo.gov.

MISSOURI PUBLIC SERVICE COMMISSION (MoPSC)

Missouri American Water operates under regulations established by the MoPSC. If you feel we have not responded to your issue in a satisfactory manner, you have the right to request that the MoPSC review the unresolved issue. You may contact the MoPSC at:

Missouri Public Service Commission
Governor Office Building
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360
800-392-4211
psc.mo.gov

OFFICE OF PUBLIC COUNSEL (OPC)

The OPC represents the interests of the public and utility customers in proceedings before the MoPSC and in appeals in the courts. You may contact the OPC at:

Office of Public Counsel
Governor Office Building
200 Madison Street, PO Box 2230
Jefferson City, MO 65102-2230
866-922-2959
opc.mo.gov

From time to time, Missouri American Water's policies may change, so please visit our website at missouriamwater.com for the latest information.



WELCOME NEW CUSTOMERS



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®



WELCOME TO MISSOURI AMERICAN WATER! We look forward to serving you. Inside this booklet, you will find information on the following:

- Water and wastewater service
- System investment
- Emergency notifications
- Saving water and money
- Customer service
- Payment options
- Payment assistance program

For additional information, visit our website at **missouriamwater.com**.



RICHARD SVINDLAND
President

A Message from Missouri American Water President RICHARD SVINDLAND

Dear Customer,

Welcome to Missouri American Water. We are proud to be your water and/or wastewater service provider. Our team of experts delivers high-quality drinking water to nearly one in four Missourians, and we also treat wastewater for thousands of homes and businesses to protect the environment. **We're dedicated to providing our customers and communities with safe, clean, reliable and affordable water and wastewater service.**

This guide will answer questions you may have about our company and the services we offer. We hope you will review its contents and keep it for future reference. If you have questions about Missouri American Water, please call our Customer Service Center at 866-430-0820.

Sincerely,

A handwritten signature in blue ink that reads "Richard Svindland".

RICHARD SVINDLAND
President

A young girl with brown hair is drinking water from a chrome faucet. The water is splashing around her mouth. The background is a soft, out-of-focus indoor setting.

PROVIDING YOU WITH HIGH-QUALITY WATER

Nothing is more important than the safety and quality of our water. We work closely with the U.S. Environmental Protection Agency and the Missouri Department of Natural Resources to provide water that consistently meets or surpasses federal and state standards. To do this, we closely monitor our treatment process by performing more than 500,000 tests each year.

Our commitment to exceptional water quality is recognized in Missouri and across the country. Our parent company American Water has received more than 150 awards for superior water quality. All six of Missouri American Water's surface water treatment plants are recognized by the Partnership for Safe Water, an honor achieved by less than 1% of all water utilities.





RELIABLE WASTEWATER TREATMENT

We only have one environment, so we provide communities with scientifically proven solutions for the safe collection, treatment, and release of wastewater.

Below are a few examples of technology we implement:

- ◆ **Membrane Bioreactors:** A powerful and efficient solution for the treatment of wastewater.
- ◆ **Biological Nutrient Removal:** The removal of nutrients through an activated sludge system.
- ◆ **UV Disinfection:** Replacing chlorine with more environmentally friendly technologies for a safer, more efficient way to treat the water making it safe enough to return to the environment.



INVESTMENT YOU CAN COUNT ON



We continuously monitor, maintain and upgrade our facilities so they operate efficiently and meet all regulatory standards. This requires investing in our treatment plants, tanks, pump stations, fire hydrants and metering equipment.



Statewide, we invest more than \$200 million per year in water and wastewater system improvements. Our ongoing commitment to investing in and updating our plants, pumps and pipelines helps provide safe, clean, and reliable service.



EMERGENCY INFORMATION YOU NEED

Missouri American Water uses a high-speed mass notification system to keep customers informed about water-emergencies and planned temporary service interruptions.

Make sure we can reach you by updating your contact information today through **MyWater** at [amwater.com/mywater](https://www.amwater.com/mywater) or by calling us at **866-430-0820**.



CONVENIENT CUSTOMER SERVICE

We know you're busy, so we've made it easier than ever to manage your account online through **MyWater**:

- Turn water service on and off
- Track water use
- Sign up for emergency alerts
- Manage your account
- View and pay your bill
- Set up paperless billing

Sign up today by visiting **missouriamwater.com**. You can also contact us at **866-430-0820** to speak with a U.S.-based customer service representative. Call anytime for a water emergency or 7 a.m. – 7 p.m. for non-emergency issues.

PAYMENT OPTIONS

Missouri American Water offers a number of payment options to fit into your busy lifestyle.



AUTOMATIC PAYMENTS: Pay your bill on time, every time. Each month, payments will be automatically deducted from your checking or savings account on the due date.



PAY ONLINE: Visit amwater.com/billpay. Be sure to have your 16-digit account number handy.



PAY BY PHONE: Call **855-748-6066** and use your Visa or MasterCard.



PAY BY MAIL: Send your payment and payment stub in the envelope provided. No cash, staples or paper clips.



PAY IN PERSON: Visit our website to find a location near you. Locations DO NOT accept payments by mail.



PAYMENT ASSISTANCE

Sometimes customers face circumstances that stretch their financial resources. Missouri American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive emergency assistance through our H2O Help to Others Program™, which is supported by voluntary donations from our customers and the company.

For more information about payment assistance options, contact our Customer Service Center at **866-430-0820** or visit us online at **missouriamwater.com > Customer Service & Billing > Payment Assistance Program.**

CONTACT US

Our customer service representatives are dedicated to handling every customer inquiry with attention and care.



866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



infomo@amwater.com



missouriamwater.com



/missouriaiw



/moamwater



/moamwater



727 Craig Road
St. Louis, MO 63141

MAKING IT EASY TO UNDERSTAND YOUR NEW BILL

SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

At Missouri American Water, we offer a clear, simplified bill so that you can easily find the information you need. Here's a sample bill of what you can expect:

MISSOURI AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
LAWRENCE SAMPLE
123 WATER WAY
STEWARTSVILLE, MO 64490-0001

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.

For more information, visit www.missouriamwater.com

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

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

Customer Service: 1-855-430-8820
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.

Statement
Page 1 of 100003584430

Account No. **1017-200000000001**

Total Amount Due:	\$81.31
Payment Due By:	February 15, 2022

Billing Date: January 24, 2022
Service Period: Dec 29 to Jan 28 (31 Days)
Total Gallons: 4,000

Account Summary - See page 3 for Account Detail

Prior Billing:	\$0.00
Payments:	- \$0.00
Balance Forward:	= \$0.00
Service Related Charges:	+ \$80.03
Pass Through Charges:	+ \$0.44
Taxes:	+ \$0.84
Total Amount Due:	= \$81.31

Account No. **1017-200000000001**

Total Amount Due:	\$81.31
Payment Due By:	February 15, 2022

If paying after 2/15/22, pay this amount: \$82.29

Amount Enclosed \$

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

LAWRENCE SAMPLE
123 WATER WAY
STEWARTSVILLE, MO 64490-0001

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

0001017220031739456000000000009301013

FULL-COLOR DESIGN
Makes your bill easier to read.

ACCOUNT MESSAGES
If it's related to this billing cycle, you'll find it here.

SIMPLIFIED FRONT PAGE
Shows you the most crucial information.

AMOUNT DUE AND DUE DATE
The first thing everyone looks for is as clear as can be.

Messages from Missouri American Water

- Effective 02/01/22, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) per 1,000 gallons is \$0.2559 for Rate A (residential & commercial), \$0.0825 for Rate B (sale for resale), and \$0.0694 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
- Effective 08/11/22, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) for sewer customers will be 2.5882% of the total customer bill, before taxes. The WSIRA funds completed sewer 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



WAYS TO REPORT

- missouriamwater.com
- MyWater account
- 1-866-430-0820

TO RECEIVE ALERTS

Sign up or update your contact information go to: amwater.com/mywater



INFO AND EDUCATION

Get useful tips on saving time, saving energy and staying safe throughout the seasons.

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)

- 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 578, Alton, IL 62002-0578. 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.

INTEGRATED MATERIAL

Helps you stay informed while cutting down on paper clutter.

- SERVICES**
- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. 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.

OTHER WAYS TO PAY

Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.

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 _____

Phone Number _____ Mobile Number _____

E-mail Address _____

Other ways to pay your bill

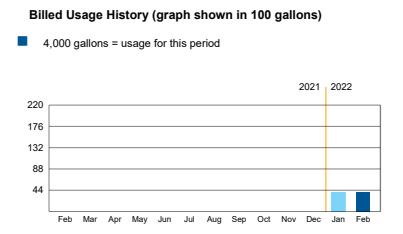
- Auto Pay** Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!
- Online** With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).
- In Person** 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
26986264	100 gal	5/8"	12/29/2021	01/28/2022	1,548 (A)	1,588 (A)	40	40.00	4,000

A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons: 4,000



Next Scheduled Read Date: on or about February 25, 2022
Account Type: Residential

Average daily use for this period is: (31 days)

129 gallons

Year to Date Billed Usage: 8,000 gallons

CHARGE BREAKDOWN

Every penny of your bill is accounted for here.

WATER AND SEWER INFRASTRUCTURE RATE ADJUSTMENT (WSIRA)

WSIRA is a small rate adjustment that funds the replacement of aging pipes, pumps and other critical components of water and wastewater systems. These projects have already been completed and are improving service and reliability in the communities we serve.

Account Detail Account No. 1017-200000000001
Service To: 123 WATER WAY STEWARTSVILLE, MO 64490-0001

Prior Billing	0.00
Payments	0.00
Balance Forward	0.00
Service Related Charges - 12/29/21 to 01/28/22	
Water Service	34.86
Water Service Charge	9.00
Water Usage Charge (40 x \$0.62469)	24.99
WSIRA Surcharge (40 x \$0.025591)	0.87
Wastewater Service	45.17
Wastewater Service Charge	44.03
WSIRA Surcharge (44.03 x 2.5882%)	1.14
Total Service Related Charges	80.03
Pass Through Charges	0.44
Water Primacy Fee 12/29/21 to 01/28/22 (1 x \$0.44)	0.44
Taxes	0.84
City Sales Tax	0.84
Total Current Period Charges	81.31
Total Amount Due	\$81.31

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, wastewater and fire protection. 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.
- Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- 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.

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



CUSTOMER ASSISTANCE



WE'RE HERE TO HELP

We understand it can be hard to get back on track once an account falls behind. If you are experiencing a financial hardship, we are here to help you. Please see below for several financial assistance options.



LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM

The Low-Income Household Water Assistance Program (LIHWAP) is a temporary federally funded program that helps low-income families pay their water and/or wastewater bills. LIHWAP provides grants of up to \$750 to help with:

- Current and past-due bills
- Threat of disconnection
- Disconnection and reconnection fees

Please visit mydss.mo.gov/utility-assistance/lihwap to learn more about the program requirements and application process in Missouri.



H2O HELP TO OTHERS PROGRAM

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. To find participating agencies, please visit missouriamwater.com > **Customer Service & Billing > Payment Assistance Options.**



ENHANCED INSTALLMENT PLAN

Missouri American Water is offering an enhanced installment plan for our customers through December 31, 2022.

You must set up an installment plan BEFORE your service is disconnected to maintain eligibility. Use our self-service web portal, MyWater, for fast and easy enrollment. If you have questions, contact us at **866-430-0820**.



BUDGET BILLING

Budget Billing provides a fixed monthly payment over a period of 12 months, based on the residential customer's anticipated annual billing. You may enroll in Budget Billing online through MyWater, our self-service web portal.



WE'RE HERE FOR YOU

We can be reached at our Customer Service Center:
1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.

For more information about Customer Assistance Programs, please visit missouriamwater.com > **Customer Service & Billing > Payment Assistance Options.**

PROTECTING YOUR DRINKING WATER



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®

TAKE OUR SURVEY

You can help us determine if a current or potential cross connection exists.

Complete our survey online at:
<https://forms.office.com/r/ev07RvchV6>

Or mail your completed survey (on the reverse) to:

MISSOURI AMERICAN WATER
Attn: Cross Connection Department
901 Hog Hollow Rd
Chesterfield, MO 63017

Or email your completed survey to:
moaw.crossconnection@amwater.com

Survey data helps us identify where backflow prevention devices may be needed and provides information on existing devices. If your response indicates an actual or potential cross connection, we'll contact you with steps to take to eliminate the hazard and protect yourself and the public.

QUESTIONS?

Please contact **Missouri American Water's Cross Connection Department** at **1-866-554-2912**.

You can also find information at missouriamwater.com > **Water Quality** > **Cross Connection & Backflow Prevention**.

PROTECTING OUR DRINKING WATER SUPPLY IS EVERYONE'S RESPONSIBILITY!

To help protect the public water supply, Missouri American Water implements a cross connection control program as required by the Missouri Department of Natural Resources (MDNR).

WHAT IS A CROSS CONNECTION?

A cross connection is a physical connection between a possible source of contamination and the public drinking water system piping. This connection, if not properly protected, can lead to the contamination of the drinking water system through a backflow event – or when the flow of water is reversed.

Follow these tips to help protect our water supply:

- ◆ Have your backflow device tested by an MDNR certified tester.
- ◆ Be aware of, eliminate and/or isolate cross connections.
- ◆ Maintain air gaps on sinks.
- ◆ Do not submerge hoses or place them where they could become submerged.
- ◆ Use hose bib vacuum breakers on fixtures (hose connections in the basement, laundry room, and on outside faucets/spigots).
- ◆ Install approved backflow prevention devices on lawn irrigation and fire sprinkler systems.
- ◆ Do not create a connection between an auxiliary water system (well, cistern, body of water) and the water supply plumbing.

CUSTOMER RESPONSIBILITY

It is the customer's responsibility to ensure that unprotected cross connections are not created. Required backflow prevention devices must be tested to ensure they meet state requirements and must be maintained in operable condition.

CROSS CONNECTION SURVEY

Save a stamp! Complete the survey online in one of two ways:

- Scan the QR code:



- Go to <https://forms.office.com/r/ev07RvchV6>

Alternatively, mail your completed survey to:

MISSOURI AMERICAN WATER
Attn: Cross Connection Department
901 Hog Hollow Rd
Chesterfield, MO 63017

Or email your completed survey to:
moaw.crossconnection@amwater.com

MAILING ADDRESS

Name: _____

Business: _____

Address: _____

City/State/Zip: _____

Please check the box that best describes your facility type:

- | | |
|---|--|
| <input type="checkbox"/> Private Residence | <input type="checkbox"/> Medical/Dental Clinic |
| <input type="checkbox"/> Automotive Maintenance | <input type="checkbox"/> Mortuary |
| <input type="checkbox"/> Car Wash | <input type="checkbox"/> Agricultural |
| <input type="checkbox"/> Educational | <input type="checkbox"/> Treatment Facility |
| <input type="checkbox"/> Food Service | <input type="checkbox"/> Veterinary Clinic |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Apartment with ____ Units |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Other _____ |

Please check the box or boxes that best describe your fire protection at your facility:

- None
- This account serves private hydrants only (no fire sprinkler system in facility)
- This account serves an installed fire sprinkler system
- Fire sprinkler system has outside fire department connections for pumping into the system
- Fire sprinkler system contains antifreeze or other chemicals
- Fire sprinkler system is also supplied by an auxiliary source of water (i.e., pond, reservoir, or storage tank)

If backflow prevention devices are installed on your plumbing, fire protection or lawn irrigation, they are required by the Missouri Department of Natural Resources to be inspected annually and copies of the test reports be maintained on file with the water company. If current copies of the test reports are not on file with us, please attach copies of the test(s) to this survey.

PROPERTY LOCATION

Address: _____

City/State/Zip: _____

Telephone #: _____

Email: _____

Please check the box or boxes that best describe the usage of water in your facility:

- Typical, such as bathrooms, drinking fountains, outside water faucets; household laundry or dishwashing appliances
- Private well(s) supplying any part of your facility
- Connected into a manufacturing process
- Connected into a chemical process or photo processing
- Connected into underground lawn sprinkler/irrigation system
- Connected into a swimming pool
- Connected into water-operated/cooled equipment/appliances/boilers

If you have a backflow device installed on your plumbing, existing device information is needed. Please complete below and provide a copy of the most recent backflow test report(s). (If no backflow device is installed on your plumbing, please skip this section.)

Please circle device type: RP RPDA DC DCDA

Manufacturer: _____ Model: _____

Serial # _____ Size: _____

On line to: _____ Location: _____

Please circle device type: RP RPDA DC DCDA

Manufacturer: _____ Model: _____

Serial # _____ Size: _____

On line to: _____ Location: _____

Please circle device type: RP RPDA DC DCDA

Manufacturer: _____ Model: _____

Serial # _____ Size: _____

On line to: _____ Location: _____

Signature of individual completing the survey

Date



3524 S. Leonard Rd
St. Joseph, MO 64503



Messages from Missouri American Water

- Save time and money. Enroll in Auto Pay using your credit card or bank account, and your bill will be paid on time, every time, on the due date. No stamps required!



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

(_____) _____
 Phone Number Mobile Number

 E-mail Address

Other ways to pay your bill



Auto Pay

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!



Online

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).



In Person

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
B72902987	100 gal	5/8"	08/11/2023	09/12/2023	2,910 (A)	2,953 (A)	43	43.00	4,300

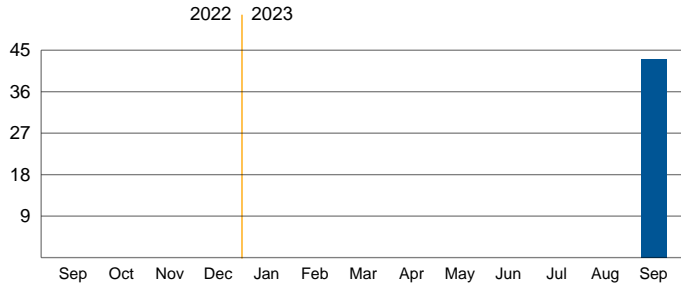
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,300

Billed Usage History (graph shown in 100 gallons)

- 4,300 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 12, 2023
Account Type: Residential

Average daily use for this period is: (36 days)

**119
gallons**

Year to Date Billed Usage: 4,300 gallons

Account Detail

Account No. 1017-210000000000

Service To: 123 WATER WAY IRONTON, MO 63650-0001

Prior Billing 0.00

Payments 0.00

Balance Forward 0.00

Service Related Charges - 08/11/23 to 09/12/23

Water Service 46.03
 Water Service Charge 10.00
 Water Usage Charge (43 x \$0.83781) 36.03

Wastewater Service 65.36
 Wastewater Flat Charge (1 x \$65.36) 65.36

Total Service Related Charges 111.39

Pass Through Charges 0.44
 Water Primacy Fee (1 x \$0.44) 0.44

Total Current Period Charges 111.83

Total Amount Due



\$111.83

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>

- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at . If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 1-866-430-0820.