

APPENDIX A-C
IS DEEMED CONFIDENTIAL
IN ITS ENTIRETY
PURSUANT TO COMMISSION RULE
20 CSR 4240-2.135(2)(A)1

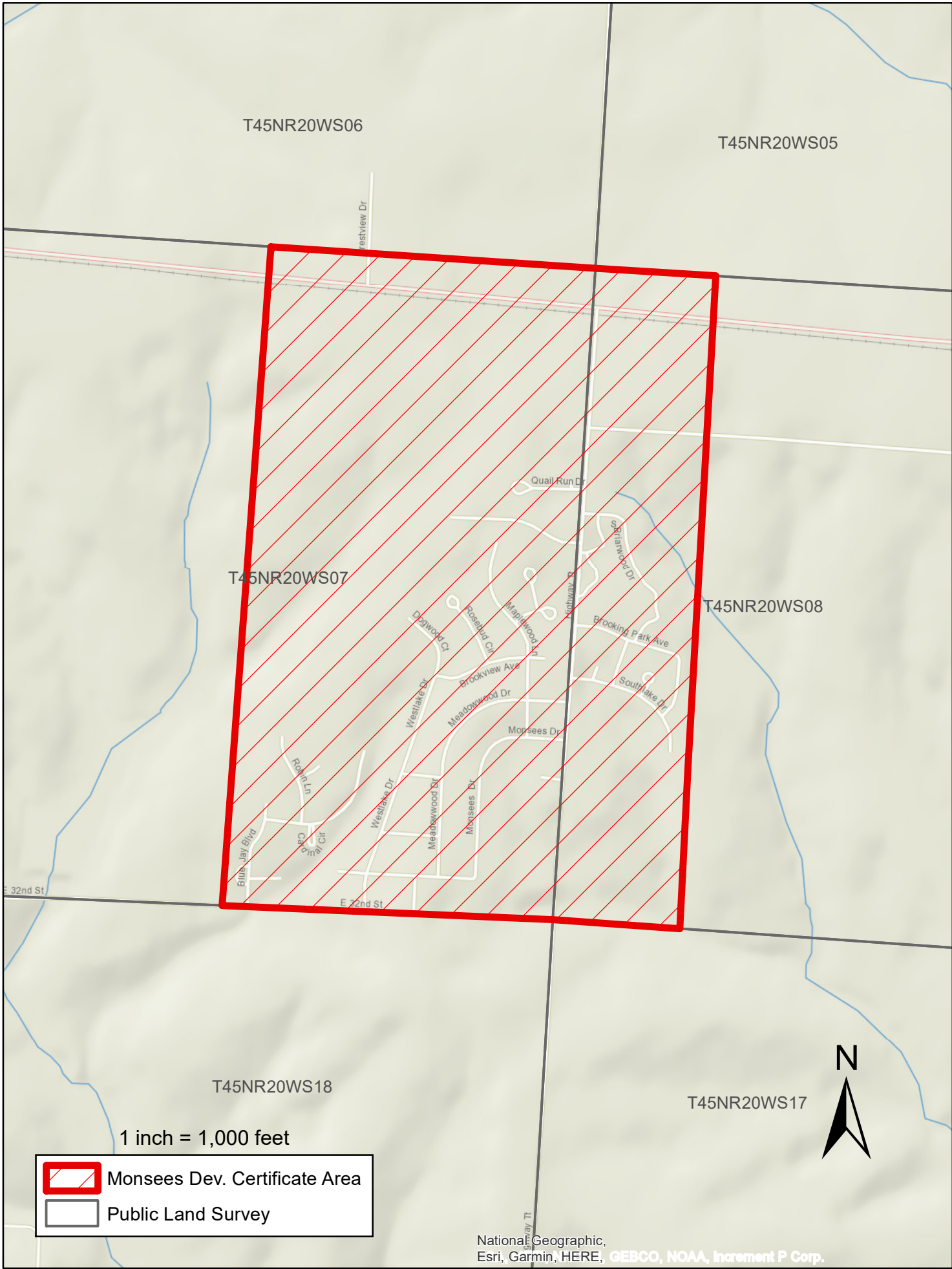
APPENDIX B-C
IS DEEMED CONFIDENTIAL
IN ITS ENTIRETY
PURSUANT TO COMMISSION
RULE 20 CSR 4240-2.135(2)(A)6

Legal Description

A tract of land in part of Section 7 and 8 Township 45 North, Range 20 West, Pettis County, Missouri and being more particularly described as follows:

Beginning at the intersection of the North-South centerline of Section 7, Township 45 North, Range 20 West with the center line of E Broadway Blvd / Highway 50; thence East, along the centerline of said Highway 50 to a point on the common line between Sections 7 and 8; thence continuing East along said centerline to a point on the North-South centerline of said Section 8; thence South along said North-South centerline to the South line of Pony Path Road; thence West, along the South line of said Road, to the intersection with a line offset 990 feet more or less East from and parallel to the West line of said Section 8; thence South, along said parallel line to its intersection with the North line of the of the Southwest Quarter of the Southwest Quarter of said Section 8; thence West, along the North line of said Quarter-Quarter Section to the West line of said Section 8, being also the East line of said Section 7; thence South, along the East line of said Section 7 to the Southeast corner thereof; thence West, along the South line of said Section 7 to the Southwest corner of the Southeast Quarter of the Southwest Quarter of said Section 7; thence North, along the West line of said Quarter-Quarter Section to the Northwest corner thereof; thence East, along the North line of said Quarter-Quarter Section to the Northeast corner thereof, being also the North-South centerline of said Section 7; Thence North, along said North-South center line to the Point of Beginning. Containing 493 acres, more or less.

(Monsees)



T45NR20WS06

T45NR20WS05



T45NR20WS07

T45NR20WS08

T45NR20WS18

T45NR20WS17

1 inch = 1,000 feet

 Monsees Dev. Certificate Area
 Public Land Survey



National Geographic, Esri, Garmin, HERE, GEBCO, NOAA, Increment P Corp.

APPENDIX E-C
IS DEEMED CONFIDENTIAL
IN ITS ENTIRETY
PURSUANT TO COMMISSION
RULE 20 CSR 4240-2.135(2)(A)1

APPENDIX F-C
IS DEEMED CONFIDENTIAL
IN ITS ENTIRETY
PURSUANT TO COMMISSION RULE
20 CSR 4240-2.135(2)(A)3, 4 and 6

APPENDIX G-C
IS DEEMED CONFIDENTIAL
IN ITS ENTIRETY
PURSUANT TO COMMISSION RULE
20 CSR 4240-2.135(2)(A)3, 4 and 6

Integration Information

1. There is no current office for residents to contact the HOA regarding water and sewer service, however, a resident may contact a board member. There is a P.O. Box available to submit inquiries and requests.

The anticipated location and hours of operation for the business office that will serve the customers in the Monsees Lake Estates service area is 1705 Montserrat Park, Warrensburg, MO 64093. The hours of operation are 7:30 am to noon and 12:30 to 4:00 pm, Monday thru Friday.

2. The current methods for Monsees Lake Estates customers to contact the HOA regarding water and sewer service are via phone, email, and through the HOA Facebook page.

The anticipated methods for customers in the Monsees Lake Estates service area to contact the company during non-business hours will be the same customer service team that takes care of all MAWC customers. Customer service hours are 7:00 a.m.-7:00 p.m., Monday thru Friday and 24/7 coverage for emergencies.

3. The current payment options available for Monsees Lake Estates are in person via credit/debit card, check, or cash and online via credit/debit card or check. Checks are also accepted by mail.

MAWC currently accepts and will offer to Monsees Lake Estates customers payment options of check, credit/debit cards and electronic funds transfer (EFT). Monsees Lake Estates customers will also have the option to make MAWC payments online via check or credit/debit cards.

4. Information for MAWC's intended credit and collection actions for delinquent accounts with associated time frames for each step of the process along with sample copies of notifications to customers are attached as Attachments 1 and 2.

5. The current billing process for Monsees Lake Estates customers is as follows:

Payment for water and sewer service are included in the monthly HOA dues which are \$60/month which also includes mowing of the common areas, utilities, insurance, permits/fees, administrative expenses, lake upkeep, access to the trails and lakes for fishing. **\$40.00 is reserved for water and sewer service. Payment is due on the 1st of each month and considered late on the 10th of each month.**

MAWC billing process begins once MAWC obtains a read. Within 3 days of that read, a bill is generated and has a due date of 21 days from invoice date. Payments can take up to 5 days to post depending on the method of payment.

6. A copy of the customer brochure summarizing the rights and responsibility of MAWC and its customers is attached as Attachment 3.
7. A copy of a sample bill which MAWC intends to utilize if it acquires the Monsees Lake Estates water and sewer systems is attached as Attachment 4.
8. No formal application process is required for new customers. Current Monsees Lake Estates customers will be integrated into the MOAW customer database using the provided customer information. New customers can call customer service or visit us online to activate new service.

1017	Missouri	Missouri	Missouri	Missouri
Strategy	Residential	Non-Residential	Sewer Only	MultiDwelling
Threshold	\$75	\$75	\$135	\$100
Day Zero = Invoice Postmark				
Day 1	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
Day 22	DD+1	DD+1	DD+1	DD+1
Day 23	DD+2	DD+2	DD+2	DD+2
Day 24	DD+3	DD+3	DD+3	DD+3
Day 25	DD+4	DD+4	DD+4	DD+4
Day 26	DD+5	DD+5	DD+5	DD+5
Day 27	LDSN	LDSN	LSON	MDDN
Day 28	DD+7	DD+7	DD+7	DD+7
Day 29	DD+8	DD+8	DD+8	DD+8
Day 30	CAF1	CAF1	DD+9	CAF1
Day 31	CAFP	CAFP	CAF1	CAFP
Day 32	DD+11	DD+11	CAFP	DD+11
Day 33	LDMO	LDMO	BSEW	DD+12
Day 34	DD+13	DD+13		DD+13
Day 35	DD+14	DD+14		DD+14
Day 36	DD+15	DD+15		DD+15
Day 37	DD+16	DD+16		DD+16
Day 38	ODSN	ODSN		OPNL
Day 39	DD+18	DD+18		DD+18
Day 40	DD+19	DD+19		DD+19

Day 41	DD+20	DD+20		DD+20
Day 42	DD+21	DD+21		DD+21
Day 43	DD+22	DD+22		DD+22
Day 44	DD+23	DD+23		DD+23
Day 45	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

**Write Off
Occurs
90 Days
after final
bills due.**

For Service To:

Account Number	
Pay Before	
Total Due	

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 \$180.91 PRIOR TO 05/25/2021

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 05/25/2021. 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

8 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



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 myaccount.amwater.com.

EASY PAYMENT OPTIONS

- **Online:** Visit www.amwater.com/billpay. Please note that our payment partner charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through MyWater at myaccount.amwater.com.
- **By phone:** 24/7 at 1-855-748-6066. Please note, there is a \$1.95 transaction fee.
- **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.

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 myaccount.amwater.com.

P.O. Box 578 Alton, IL 62002

05/14/2021

For Service To:
Account Number:
Service Address:

FINAL DISCONTINUANCE NOTICE
PAY THIS AMOUNT: \$952.55 PRIOR TO: 05/19/2021

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 05/19/2021. You can prevent discontinuation of water service by paying \$952.55.

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

For Service To:

Account Number	
Pay Before	
Total Due	

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 \$230.52 PRIOR TO 05/20/2021

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

8 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

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.

**WELCOME TO
MISSOURI
AMERICAN WATER**



**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 & WASTEWATER SERVICE

INFRASTRUCTURE INVESTMENT

EMERGENCY NOTIFICATIONS

SERVICE ARRANGEMENTS

PAYMENT OPTIONS

LOW-INCOME ASSISTANCE PROGRAM

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



INFRASTRUCTURE



SOLUTIONS



QUALITY



SERVICE



SAFETY



COMMUNITY

A Message from Missouri
American Water President
DEBBIE DEWEY

Welcome to Missouri American Water. We are proud to be your water and/or wastewater service provider. Every day, our teams deliver more than 230 million gallons of high-quality water to approximately 1.5 million Missourians across the state, while at the same time treating the wastewater from thousands of homes and businesses and returning it safely to the environment. We're dedicated to providing the best water and wastewater service to the communities we serve.

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 "Debbie Dewey". The signature is fluid and cursive.

Debbie Dewey
President, Missouri American Water

A young girl with long brown hair is shown in profile, washing her hands with white soap foam at a kitchen sink. The background is slightly blurred, showing a kitchen setting with a faucet and a red fire extinguisher.

PROVIDING YOU HIGH-QUALITY WATER

We work closely with the United States Environmental Protection Agency, the Missouri Department of Natural Resources and other state authorities to provide water that meets and exceeds federal and state safety standards. Our parent company, American Water, has received more than 150 awards for superior water quality, and our water is 21 times better than the industry average. Our four surface water treatment plants in St. Louis County, as well as our treatment plants in Joplin and Jefferson City, have all been recently honored with 15-year Directors Awards from the Partnership for Safe Water, a recognition earned by fewer than 1 percent of all surface water treatment plants.



RELIABLE WASTEWATER TREATMENT

We provide communities with scientifically proven and environmentally sound solutions for 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 disinfect wastewater.



INVESTMENT YOU CAN COUNT ON



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



Statewide, we invest approximately \$80–130 million per year in infrastructure improvements. Our ongoing commitment to investing in and updating water and wastewater plants, pumps and pipelines helps ensure quality, reliable water service.





EMERGENCY INFORMATION YOU NEED

Missouri American Water uses a high-speed mass notification system to keep customers informed about water-related emergencies. This technology is used when direct notification by doorhangers is not possible. Make sure we can reach you by updating your contact information today at www.missouriamwater.com through **My Account** or by calling us at **(866) 430-0820**.





AROUND-THE-CLOCK CUSTOMER SERVICE

We've offered 24-hour customer service for years, but are making it even more convenient with our self-service website **My Account**. Here's what you can do from the comfort of your home:

- 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
www.missouriamwater.com



PAYMENT OPTIONS

AUTOMATIC PAYMENTS: Payments will be made from your bank account automatically.



PAY ONLINE: Visit amwater.com/billpay. A \$1.95 transaction fee applies for credit/debit card payments.



PAY BY PHONE: Call (855) 748-6066 and use your Visa or MasterCard. A \$1.95 transaction fee applies.



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.





OFFERING H2O HELP TO OTHERS

H2O Help to Others provides financial help to customers who are having trouble paying their bill. The program also connects customers with additional sources of aid in the community. The program is supported by contributions from Missouri American Water and customer donations. Contribute by checking the box on the back of your water bill.

An individual or family qualifies if they:

- Use Missouri American Water as their water provider
- Are in danger of having their water service terminated
- Meet the “basic needs” criteria set by Community Action Agency caseworkers

Apply by calling **(866) 430-0820**.



A document that provides the rights and responsibilities of the utility and its customers is available to all customers. Visit missouriamwater.com, click “Customer Service & Billing,” and then click “Rights & Responsibilities” in the left sidebar to learn more about the rights and responsibilities, including the following:

- (A) Billing and estimated billing procedures;
- (B) Methods for customer verification of billing accuracy;
- (C) Conditions of termination, discontinuance, and reconnection of service;
- (D) Explanation of meter reading procedures which would enable a customer to read his/her own meter;
- (E) A procedure where a customer may avoid discontinuance of service during a period of absence;
- (F) The telephone number and address of a customer services office of the Missouri Public Service Commission, the commission’s toll-free telephone number, and the statement that the company is regulated by the Missouri Public Service Commission;
- (G) The address and telephone number of the Office of Public Counsel (OPC) and statement of the function of that office.

HOW TO 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



www.missouriamwater.com



**MISSOURI
AMERICAN WATER**

WE KEEP LIFE FLOWING™



Appendix H
Page 20 of 24



WE KEEP LIFE FLOWING™

Service Address:

SAM SMITH
123 WATER AVE
OCEAN, MO 12345-6789



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

Monthly Statement

Account No. **1017-220000000000**

Total Amount Due:	\$94.32
Payment Due By:	November 30, 2021

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

Billing Date: November 05, 2021
Service Period: Oct 06 to Nov 04 (30 Days)

Account Summary – See page 3 for Account Detail

Prior Billing:		\$94.32
Payments - Thank You!	-	\$94.32
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$93.63
Pass Through Charges:	+	\$0.27
Taxes:	+	\$0.42
Total Amount Due:	=	\$94.32



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



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



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

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

Account No. **1017-220000000000**



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

Service to: 123 WATER AVE
OCEAN, MO 12345-6789

SAM SMITH
123 WATER AVE
OCEAN, MO 12345-6789

Total Amount Due:	\$94.32
Payment Due By:	November 30, 2021

If paying after 11/30/21, pay this amount: \$95.73

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

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

Messages from Missouri American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/area.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 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 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.

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.

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



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.

Account Detail Account No. 1017-220000000000

Service To: 123 WATER AVE OCEAN, MO 12345-6789

Prior Billing	94.32
Payments	-94.32
Total payments as of Oct 28. Thank you!	-94.32
Balance Forward	0.00
Service Related Charges - 10/06/21 to 11/04/21	
 Water Service	35.50
Water Service Charge	35.50
 Wastewater Service	58.13
Wastewater Service Charge (1 x \$58.13)	58.13
Total Service Related Charges	93.63
 Pass Through Charges	0.27
Water Primacy Fee (1 x \$0.27)	0.27
 Taxes	0.42
County Sales Tax	0.42
Total Current Period Charges	94.32

Total Amount Due



\$94.32

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/moaw/rates>

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