

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Missouri-American Water)
Company for a Certificate of Convenience)
and Necessity Authorizing it to Install, Own,) File No. WA-2022-
Acquire, Construct, Operate, Control,)
Manage and Maintain a Water System in and)
around an area of Benton County, Missouri)
(Pom-Osa Heights Subdivision).)

**APPLICATION, MOTION FOR WAIVER
AND MOTION FOR EXPEDITED TREATMENT**

COMES NOW Missouri-American Water Company ("MAWC") pursuant to Sections 393.140, and 393.170 RSMo, and 20 CSR 4240-2.060, 20 CSR 20 4240-3.600 and 20 CSR 4240-4.017(1)(D), and for its Application and Motion for Waiver, states as follows to the Missouri Public Service Commission ("Commission"):

BACKGROUND INFORMATION

1. This Application is being filed by MAWC to obtain a Certificate of Convenience and Necessity ("CCN") to install, own, acquire, construct, operate, control, manage and maintain a water system in Benton County, Missouri in a subdivision known as Pom-Osa Heights Subdivision ("Pom-Osa").

2. MAWC is a Missouri corporation, active and in good standing with the Missouri Secretary of State, with its principal office and place of business at 727 Craig Road, St. Louis, Missouri 63141. Pursuant to Commission regulation 20 CSR 4240-2.060(1)(G), MAWC incorporates by reference the certified copies of its articles of incorporation and its certificate of good standing previously filed in File No. WO-2020-0190.

3. MAWC currently provides water service to approximately 474,000 customers

and sewer service to approximately 16,500 customers in several counties throughout the state of Missouri. MAWC is a "water corporation," a "sewer corporation" and a "public utility" as those terms are defined in Section 386.020 and is subject to the jurisdiction and supervision of the Commission as provided by law. MAWC has no overdue Commission annual reports or assessment fees. There is no pending action or final unsatisfied judgment or decision against MAWC from any state or federal agency or court other than cases pending at the Commission which involves customer service or rates, which action, judgment or decision has occurred within three years of the date of this Application.

4. Communications respecting this Application should be addressed to the undersigned counsel and:

Missouri-American Water Company:

Ms. Mary Beth Hercules

Paralegal

Missouri-American Water Company

727 Craig Road

Creve Coeur, Missouri 63141

Direct Dial 314-996-2343

marybeth.hercules@amwater.com

CERTIFICATE OF CONVENIENCE AND NECESSITY

5. MAWC proposes to purchase all of the water assets of the currently unregulated system of Pom-Osa Heights Subdivision, and requests permission, approval and a CCN to own, acquire, construct, operate, control, manage and maintain the water system for the public in an area in Benton County, Missouri.

6. To provide service to the proposed area, MAWC will purchase the water system from Pom-Osa. Pom-Osa serves approximately 60 residents.

7. The Pom-Osa Heights water system source and plant consists of a primary well, a backup

well and a 10,000 gallon standpipe for storage. The system currently has no disinfection. The distribution system is pressurized by two booster pumps that feed four 119-gallon hydropneumatics tanks. The distribution system is comprised of approximately 10,000 feet of PVC water main ranging in size from 1” to 2”. Over 50% of the system is 2” PVC.

8. Pom-Osa Heights Subdivision Homeowner's Association held a meeting on September 12, 2020 at which time a motion was approved to move forward with the sale of the Pom-Osa water system to Missouri-American Water Company. A copy of the Meeting Minutes are attached hereto as **Appendix A**.

9. On November 8, 2021 MAWC entered into an *Agreement for Purchase of the Pom-Osa Heights Landowner's Association, Inc. Water System ("Purchase Agreement")* with Pom-Osa. A copy of the *Purchase Agreement* is attached as **Appendix B**. The schedules and exhibits to the Purchase Agreement have not been created at this time. In most cases, they are prepared if and when approval is received from the Missouri Public Service Commission to proceed with the transaction since these items are part of the closing process.

10. MAWC proposes to purchase the water utility assets of Pom-Osa, as specifically described in, and under the terms and provisions of the *Purchase Agreement*. A legal description of the area sought to be certificated is attached as **Appendix C**. A map of the area sought to be certificated is attached to this Application as **Appendix D**.

11. Attached hereto and marked as **Appendix E-C** is a list of ten residents or landowners within the proposed service area. **Appendix E-C** has been identified as Confidential in accordance with Commission Rule 20 CSR 4240-2.135(2)(A)1, as it contains customer-specific information.

ADDITIONAL INFORMATION

12. Attached hereto and marked as **Appendix F-C** is the feasibility study for the water

system. No external financing is anticipated. Appendix F-C has been marked as "Confidential" in accordance with Commission Rule 20 CSR 4240-2.135(2)(A)3, 4 and 6 as it contains market specific information and information representing strategies employed in contract negotiations.

13. Attached hereto and marked as Appendix G is an Integration Appendix that includes information relevant to the integration process of this proposed acquisition.

TARIFFS/RATES

14. MAWC proposes to provide water service pursuant to the MAWC existing monthly current flat rate of \$48.40 until such times as the meters are installed and to utilize the rules governing the rendering of water service currently found in MAWC's water tariff P.S.C. MO No. 13 until such time as the rates and rules are modified according to law. Upon installation of meters, MAWC proposes to provide water service pursuant to the MAWC existing rates currently applicable to "Other Missouri" water rates.

PUBLIC INTEREST

15. The grant of the requested CCN (and approval of the underlying transaction) is in the public interest and will result in the provision of regulated water service to the current and future residents of the service area. The water assets of Pom-Osa would be acquired by MAWC, a Missouri public utility, and be subject to the jurisdiction of the Commission. MAWC has considerable expertise and experience in providing water and sewer utility services to residents of the State of Missouri and is fully qualified, in all respects, to own and operate the water system currently being operated in Pom-Osa Heights Subdivision.

16. The Pom-Osa Heights water customers will benefit from this acquisition for various reasons, which include the need for investment to replace aging infrastructure, the need for investment to maintain compliance with existing and new regulations, to relieve the responsibility

of operating and maintaining systems in the face of ever-increasing complexity and liability and the desire to maintain affordability.

MOTION FOR WAIVER

17. Commission Rule 20 CSR 4240-4.017(1) provides that "(a)ny person that intends to file a case shall file a notice with the secretary of the commission a minimum of sixty (60) days prior to filing such case." A notice was not filed 60 days prior to the filing of this Application. As such, and to the extent required, MAWC seeks a waiver of the 60-day notice requirement.

18. Rule 20 CSR 4240-4.017(1)(D) provides that a waiver may be granted for good cause. In this regard, MAWC declares (as verified below) that it has had no communication with the Office of the Commission (as defined by Commission Rule 20 CSR 4240-4.015(10)) within the prior 150 days regarding any substantive issue likely to be in this case, other than those pleadings filed for record. Accordingly, for good cause shown, MAWC moves for a waiver of the 60-day notice requirement of Rule 20 CSR 4240-4.017(1) and acceptance of this Application at this time.

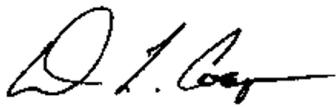
WHEREFORE, MAWC requests the Commission issue an order on an expedited basis:

1. Granting MAWC permission, approval and a Certificate of Convenience and Necessity authorizing MAWC to install, acquire, build, construct, own, operate, control, manage and maintain a water system for the public within the area referred to above;

2. Granting MAWC permission to acquire the water assets identified herein of Pom-Osa Heights Subdivision; and,

3. Authorizing MAWC to take such actions as may be deemed necessary and appropriate to accomplish the purposes of the *Purchase Agreement* and the Application and to consummate related transactions in accordance with the *Purchase Agreement*

Respectfully submitted,



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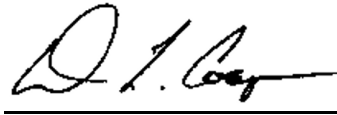
ATTORNEYS FOR MISSOURI-AMERICAN WATER COMPANY

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing document was sent via electronic mail on this 21st day of June, 2022 to:

Karen Bretz
Staff Counsel's Office
karen.bretz@psc.mo.gov
staffcounsel@psc.mo.gov

Marc Poston
Office of the Public Counsel
opcservice@opc.mo.gov



VERIFICATION

State of Missouri)
)
County of St. Louis) ss

I, Timothy W. Luft, under penalty of perjury, and pursuant to Section 509.030, RSMo, state that I am Vice-President - Legal of Missouri-American Water Company, that I am duly authorized to make this affidavit on behalf of MAWC, that I have knowledge of the matters stated herein, and that said matters are true and correct to be best of my knowledge and belief. Additionally, no representative of MAWC has had any communication with the office of the Missouri Public Service Commission as defined in Commission Rule 20 CSR 4240-4.015(10) within the immediately preceding 150 days regarding the subject matter of this Application.



List of Appendices

Appendix A	Meeting Minutes
Appendix B	Purchase Agreement
Appendix C	Legal Description
Appendix D	Map
Appendix E - C	List of Ten Residents
Appendix F -C	Feasibility Study
Appendix G	Integration

Business Meeting

9-12-20

Meeting was called to order by Dennis Hurley at 10:00 A.M

A copy of the financial report and annual budget were passed out.

Re-elected was Joe, Dave and Bill. Tiger was nominated to take Dan's place and all approved.

Dave read minutes from last year's minutes and all was approved.

Dan Smith and Brian Broyles graded the ramp this year at no cost.

Dan Smith is having bypass surgery on Monday.

Nancy Moschini has cancer and is being moved to Kansas City.

Billie couldn't make it to the meeting but she is doing good. She said to tell everyone hi. We miss her brownies.

Donations to the ramp this year were: Hare, Scott Faust and Ragar.

It was brought up that the water is down at the ramp and is a drop off so be careful when unloading your boat. Marty suggested we add more concrete if the water gets low enough to do that.

Just to note

Black top went in 2004

New well 2007

Last rate increase 2006

Faust ask if we could check on a dock to be put in down at the ramp. The members decided it would be to much to take care of and would bring in to many people also. Talked to the Corp of Engineers and it would be an act of congress to get it done. The board decided not to peruse it.

It was voted on and approved to get the bigger mailboxes and try and put them in about 3 areas and stack them. The set when you first come in will be moved. There are 64 property owners but are getting a few extra boxes incase we need more in the future.

Dave asked if anyone had a question on the financial statement and budget all was approved.

Our roads were looked at this spring and didn't need any work. Going to look at them again spring 2021. Dennis said there is a new product with fiber in it may look into for sealing the roads.

It was brought up about any improvements to the 2 miles coming in here. Anyone can call the county on that. Also cutting the grass along the road.

Water system:

Dennis told everyone he is retiring from taking care of the water system. The board has looked into different ways to go and our best option is to let American water take over our water.

American water is the best option for us. They own Blue branch and White branch in our area.

Our water lines were put in around 1982 things could start happening that could cost us a lot of money. This company takes care of everything. They would probably put in \$20,000 to \$23,000 worth of upgrades at the beginning. They have a company that stock pumps if one goes out where normally we could wait a couple of weeks to get one. It is the best thing we can do right now for the people living here. There rates are based on the majority of there customers. They are heavily regulated by DNR. The rates will be approved by Missouri Public Service.

There will be no more weekend rates if this company takes over our water.

Billie and Pomosa has had the liability for the water, American water will take all that over.

This company does not want any complaints so their priority is to keep the people happy.

There could be meters in time they will watch how much water everyone uses by a meter up at the water tank.

This company will have everything up to code and stay on top of everything.

John Wisdom said he dealt with companies for years with his work and this company is very impressive.

They are going to upkeep the 2nd well also. A new electric meter will be put in for that.

Rick Kiser works for this company and he will probably be the one to do repairs which he already knows our system.

Pete made a motion to let the board go ahead and make all the decisions and go forward with this matter. All approved

The water had been our big income.

We need about \$19,000.00 a year. The roads take in \$8,300.00.

We have enough money for 5 years.

It was decided to raise the roads to \$20.00 for the 1st lot when American water takes over the water to keep our funds up. All approved.

The board has met with Glenn and Merrie Batson several times and they will not comply with the board. It was decided by the county commissioners not to vacate the road. The property owners decided we can't let him do this because there are other areas of roads that lead down to the Corp of Engineers property line also. It was advised to go to the lawyer and he will get everything he needs to pursue this. It was approved to let the board go ahead with this and do what they need to do.

Trees at ramp

Roy talked to a couple of different people and said they wouldn't guarantee they would live down there.

We would have to get approval from the Corp of Engineers to do this.

The members didn't think this was a good idea to invest in.

It was asked to please sign the trash pickup sheet.

Meeting was adjourned at 11:30 A.M.

Agreement for Purchase of the Pom-Osa Heights Landowner's Association, Inc. Water System

This Agreement for Purchase of the Pom-o-sa Heights Subdivision (the "Agreement") is made and entered into on the 8 th ___ day of November, 2021 between **Missouri-American Water Company**, a Missouri corporation ("Missouri-American" or "Buyer"), and the **Pom-Osa Heights Landowner's Association, Inc.** ("Pom-Osa Heights" or "Seller"). Hereinafter, Missouri-American, and Pom-Osa Heights Landowner's Association, Inc. may be referred to individually as a "Party" or together as the "Parties".

Pom-Osa Heights Landowner's Association, Inc. currently owns and operates a water system in the Pom-Osa Heights Subdivision at or near Warsaw, Missouri (the "System"). Pom-Osa Heights Landowner's Association, Inc. desires to sell all the assets that constitute or are used in furtherance of the System to Missouri-American pursuant to the terms and conditions of this Agreement.

1. **Transfer of Assets.** On and subject to the terms and conditions of this Agreement, at the closing on the closing date, Missouri-American shall purchase, acquire, and accept from Pom-Osa Heights Landowner's Association, Inc. and Pom-Osa Heights shall sell, convey, transfer, assign and deliver to Missouri-American, free, and clear of all encumbrances, the acquired assets.

2. **Consideration.** The purchase price shall Ten Thousand Dollars (\$10,000.00)

3. **No Assumption of Liabilities.** Any and all Liabilities of Pom-Osa Heights Landowner's Association, Inc. prior to and at the time of closing shall remain the sole responsibility of and shall be retained, paid, performed, and discharged solely by Pom-Osa Heights Landowner's Association, Inc.

4. **Closing Obligations of Pom-o-sa Heights Landowners and Inc.** At closing Pom-Osa Heights shall deliver or cause to be delivered to Missouri-American, the following documents:

- a. a Bill of Sale, duly executed by Pom-Osa Heights;
- b. for each interest in real property and each easement and/or right-of-way affecting any real Property or Acquired Asset, a recordable warranty deed or such other appropriate document or instrument of transfer or approval, as the case may require, each in form and substance reasonably satisfactory to Missouri-American; and such other deeds, bills of sale, assignments, certificates of title, documents and other instruments of transfer and conveyance as my reasonably be requested by Missouri-American, each in form and substance reasonably satisfactory to Missouri-American;

5. **Closing Obligations of Missouri-American.** Upon closing, Missouri-American will have the obligation to serve the Pom-Osa Heights Landowner's Association, Inc. water customers by combining them with its existing business.

6. **Real Property; Easements, Legal and Legal Matters.** Pom-Osa Heights Landowner's Association, Inc. warrants that it owns and has good and marketable title to the system and real property rights, free and clear of all options, leases, covenants, conditions, easements, agreements, claims, and other encumbrances of every kind and there exists no restriction on the use or transfer of such property. There is no unpaid property tax, levy, or assessment against the property (except for taxes not yet due and payable), nor is there pending or threatened any condemnation proceeding against the real property or any portion thereof.

7. **Personal Property.** Set forth on the attached schedule is a complete and accurate listing of all the assets included which are personal property. Each item on the list has been maintained in accordance with normal industry practice, is in good operating condition and repair (subject to normal wear and tear) and is suitable for the purposes for which it is presently used.

8. **Environmental Matters.** Seller is in full compliance with and has not been and is not in violation of or liable under any applicable environmental law. Seller has no basis to expect nor has it received any actual or threatened order, notice or other communication from any governmental authority or other person of any actual or potential violation or failure to comply with any environmental law.

9. **Governmental and Third-Party Approvals.** As a condition precedent to closing, Missouri-American shall obtain all necessary applicable consents and approvals from governmental authorities and other third parties, acceptable to Missouri-American in its sole and absolute discretion.

10. **Due Diligence.** Missouri-American shall have completed and be satisfied, in its sole and absolute discretion, with the results of its due diligence review of the acquired assets and Seller, including without limitation, with the results of any environmental assessment performed with respect to the real property or the acquired assets or chain of title search, all material contracts and operating permits and licenses of the System, and the Seller's operations, contracts, employment practices, compliance, accounting and other items as Missouri-American deems necessary, as each of the foregoing items relate to the System or the Acquired Assets.

11. **Governing Law.** This Agreement and the rights and obligations of the Parties hereunder are to be governed by and construed and interpreted in accordance with the laws of the State of Missouri.

12. **Legal Fees, Costs.** Each Party is responsible for its own fees, costs, and expenses.

13. **Notices.** All notices, consents, requests, demands and other communications hereunder are to be in writing and are deemed to have been duly given, made or delivered in each case addressed as follows:

(a) if to Pom-Osa Heights Landowner's Association, Inc. (i) to Pom-Osa Heights Subdivision, 34548 Crappie Avenue, Warsaw, Missouri 65355, Attn: Bruce Young, President.

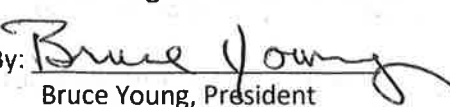
(b) if to Missouri-American, (i) to Missouri-American Company, 727 Craig Road, St. Louis, Missouri 63141, Attn: Rich Svindland, President, (ii) with a copy to Missouri-American Water Company, 727 Craig Road, St. Louis, Missouri 63141, Attn: General Counsel, or to such other address as any Party hereto may designate by notice to the other Parties in accordance with the terms of this Section.

IN WITNESS WHEREOF, the Parties have executed this definitive Purchase Agreement as of the date first set forth above:

Missouri-American Water Company

By: 
Rich Svindland, President

Pom-Osa Heights Landowners Inc.

By: 
Bruce Young, President

Pom-Osa Heights

Legal Description

A tract of land in part of Section 1 of Township 39 North, Range 23 West, Benton County, Missouri and being more particularly described as follows:

Beginning at a point on the East line of Section 1, Township 39 North, Range 23 West, said point being 5,621(feet) more or less South along the East line of said section from the Northeast corner thereof; thence continuing South and along said East line, a distance of 4,285(feet) more or less; thence leaving said East line, West and parallel to the North line of said Section 1, a distance of 3,250(feet) more or less; thence North and parallel to the East line of said Section, a distance of 4,285(feet) more or less; thence East and parallel to the North line of said Section 1 to the East line thereof and THE POINT OF BEGINNING. Containing 320 acres more or less.

T40NR22WS31

T40NR22WS32



T39NR23WS02

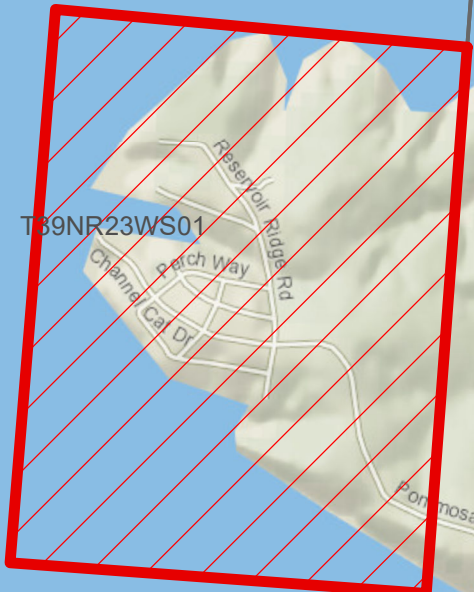
T39NR23WS01

T39NR22WS06

1 inch = 1,500 feet

N

	Pom-o-sa Heights Cert. Area
	Public Land Survey



Appendix E-C has been marked CONFIDENTIAL in its entirety.

Appendix F-C has been marked CONFIDENTIAL in its entirety.

Customer Service Transition
Pom-o-sa Heights Acquisition

Current Pom-o-sa Heights Practice		Proposed MAWC Practice	
Customer Service Physical Location			
<u>Office Location:</u> 16493 Channel Cat Drive Warsaw, MO 65355	<u>Hours of Operation:</u> No set days/hours	<u>Office Location:</u> Missouri-American Water 1705 Montserrat Park Warrensburg, MO 64093	<u>Hours of Operation:</u> Monday - Friday 7:30 am - 4:00 pm
Customer Service Contact Information			
<u>Contact:</u> Mary Shackelford 16493 Channel Cat Drive Warsaw, MO 65355	<u>Hours Available:</u> No set days/hours	<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> Customer Service Center Monday – Friday 7:00 am – 7:00 pm (24/7 for emergencies)
Payment Options			
Cash or Check Pay via mail or in-person.		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			
Bills are sent around last day of February and August. Payments are due the end of March and September. If not paid by the end of the month due, the secretary/treasurer will follow up with a reminder. If payment is still not received the HOA would determine further action in accordance with the HOA Bylaws. At this time, properties are not disconnected from water service due to non-payment.		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 G1	MAWC Collections Process Timeline
Appendix G2	Sample Customer Discontinuance, Final Discontinuance & Overdue Payment Notices
Appendix G3	Sample Customer Welcome Letter & Customer Rights and Responsibilities
Appendix G4	Sample Customer Bill

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.



February 25, 2022

Dear City of Hallsville Customer:

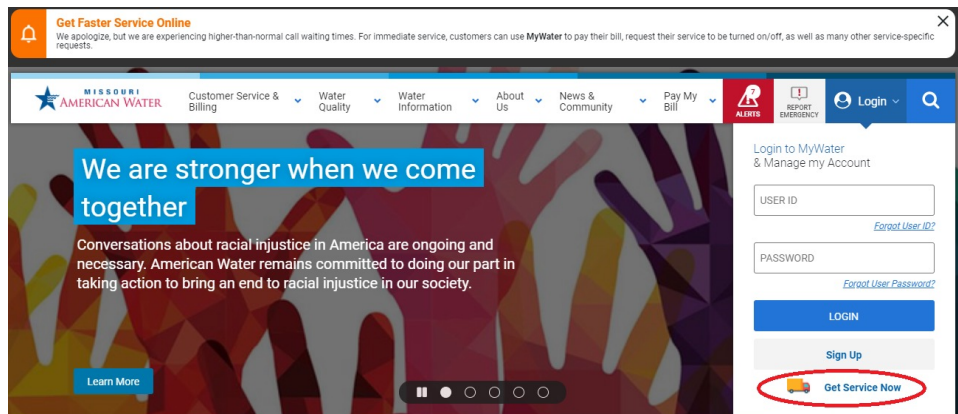
Welcome to the Missouri American Water family! We are thrilled to have you as a customer since February 25, 2022.

The transfer of your wastewater service account 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. Your first bill from Missouri American Water is scheduled for the week of March 28.

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

CUSTOMER SERVICE AT YOUR FINGERTIPS

As a customer of Missouri American Water, you have access to a self-service website allowing you to manage your account and get emergency updates any time, day or night. With MyWater, you can pay your bill and turn wastewater service on and off. 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! 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 autopay. 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 **1-866-430-0820** or email welcomemoaw@amwater.com with any questions or concerns.

continued on reverse

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

Included in this packet you will find a copy of our welcome booklet, our bill redesign fact sheet and our rights and responsibilities outline, which provides specific information about our policies regarding your 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 wastewater and customer service. From customer service representatives to plant operators, our employees recognize the critical role they play in meeting your daily 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 water and wastewater services 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,



Patrick Kelly
Manager of 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 bright, slightly blurred 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.



/missouriaiw



/moamwater



infomo@amwater.com



/moamwater



missouriamwater.com



727 Craig Road
St. Louis, MO 63141





506 S. Western St
Mexico, MO 65265





WE KEEP LIFE FLOWING™

Service Address:

CHERYL SAMPLE
123 WATER WAY
POM-O-SA HEIGHTS, MO 65335-1234



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



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



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

Account No. **1017-200000000000**

Total Amount Due:	\$49.26
Payment Due By:	March 28, 2022

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

Billing Date: March 04, 2022
Service Period: Feb 04 to Mar 03 (28 Days)

Account Summary – See page 3 for Account Detail

Prior Billing:		\$49.26
Payments - Thank You!	-	\$49.26
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$48.40
Pass Through Charges:	+	\$0.44
Taxes:	+	\$0.42
Total Amount Due:	=	\$49.26

Account No. **1017-200000000000**

Total Amount Due:	\$49.26
Payment Due By:	March 28, 2022

If paying after 3/28/22, pay this amount: \$50.00

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



WE KEEP LIFE FLOWING™



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

Service to: 123 WATER WAY
POM-O-SA HEIGHTS, MO 65335-1234

CHERYL SAMPLE
123 WATER WAY
POM-O-SA HEIGHTS, MO 65335-1234

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

00010172200113013780000000000004926010

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 \$0.0894 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

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.



Account Detail Account No. 1017-200000000000
Service To: 123 WATER WAY POM-O-SA HEIGHTS, MO 65335-1234

Prior Billing	49.26
Payments	-49.26
Total payments as of Mar 2. Thank you!	-49.26
Balance Forward	0.00
Service Related Charges - 02/04/22 to 03/03/22	
Water Service	48.40
Water Service Charge	48.40
Total Service Related Charges	48.40
Pass Through Charges	0.44
Water Primacy Fee (1 x \$0.44)	0.44
Taxes	0.42
County Sales Tax	0.42
Total Current Period Charges	49.26

Total Amount Due **\$49.26**

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>