



May 17, 2019

Dear Timber Springs Customer:

Welcome to the Missouri American Water family! We are thrilled to have you as a customer.

The transfer of your wastewater service account is being completed. There are no additional steps you need to take to ensure your service continues. Billing information is being transferred to our system, and your first bill from Missouri American Water is scheduled for the week of June 17th..

Below are details you need to be aware of as we transition to being your wastewater service provider:

Billing

Your wastewater bill payment can be made via mail, and we also offer an auto-pay option. Paperless billing is available, as is on-line account monitoring via H2O Online. You can learn more about these from a customer service representative or on our website at www.missouriamwater.com. We accept cash, checks and credit cards as forms of payment. For questions, contact customer service at 866-430-0820. We thank you for your cooperation as we transition you into our customer billing system.

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, www.psc.mo.gov

In a few days you will receive our "Welcome" brochure and our Rights and Responsibilities outline, which will give 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.



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As a subsidiary of American Water, we have been providing reliable water and wastewater services for more than 130 years. We are a proud community partner, dedicated to making your customer experience a pleasant one. We look forward to serving your community.

Sincerely,

A handwritten signature in blue ink that reads "Jody L. Carlson". The signature is written in a cursive style.

Jody L. Carlson
Senior Manager Operations
Missouri American Water



Please find information that explains 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.

Bill Payment/Discontinuance of Service

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, water service may be disconnected.

At least 30 days before we discontinue service, we will mail a written notice. The notice explains the reason for the discontinuance of service and the amount of money owed in the case of a past due bill. 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 sewer 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:

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

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 (PSC) have complaint procedures in place that are available to customers to resolve disputes and avoid service discontinuance.

- Customers must register a complaint by phone or in writing at least 24 hours before the date stated in the notice of discontinuance.
- 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.
- 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 PSC's informal complaint process. Informal complaints must be made to the PSC 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 PSC's website at www.psc.mo.gov.



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- The PSC 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.
- A formal customer complaint must be filed within 30 days of the PSC findings to avoid disconnection. Formal complaints must follow specific rules set out in the PSC's Rules of Practice and Procedures, which is available on the PSC website at www.psc.mo.gov.

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

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

The Office of Public Counsel (OPC) provides an additional resource for Missouri utility customers. The OPC represents the interests of the public and utility customers in proceedings before the Missouri Public Service Commission and in appeals in the courts. You may contact the OPC at:

Office of Public Counsel
Governor Office Building
200 Madison Street, Suite 650
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 www.missouriamwater.com for the latest information.



Messages from Missouri American Water

- Please update your contact information at www.amwater.com/myaccount in order to ensure you receive notifications of water-related emergencies, service outages and more. You can enter up to three phone numbers and three email addresses.

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 _____
 (_____) _____ 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-XXXXXXXXXXXX
Service To: 100 ANYWHERE STREET CITY, MO 12345-1234		
Prior Billing		0.00
Payments		0.00
Balance Forward		0.00
Service Related Charges - 04/17/19 to 05/17/19		
 Wastewater Service		38.75
Wastewater Service Charge (1 x \$38.75)		38.75
Total Service Related Charges		38.75
Total Current Period Charges		38.75

Total Amount Due  **\$38.75**

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>