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WELCOME TO MISSOURI AMERICAN WATER



missouri American W<u>ater</u>

WE KEEP LIFE FLOWING™

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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**.







SOLUTIONS



QUALITY



SERVICE



SAFETY



COMMUNITY

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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,

Debbie Dewey

President, Missouri American 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.



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.









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.





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.

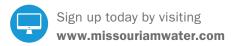


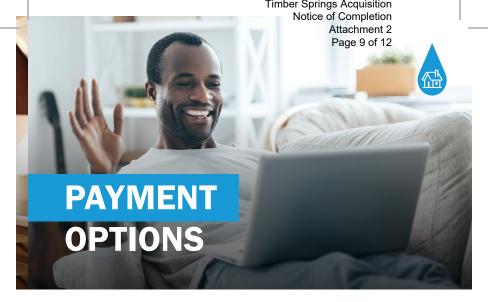




We've offered 24-hour customer service for years, but are making it even more convenient with our self-service website **My Account.** Here's what you can do from the comfort of your home:

- 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





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.





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.



CSR 240-13—DEPARTMENT OF ECONOMIC DEVELOPMENT

Division 240-Public Service Commission

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



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