

**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 at a kitchen sink. She has white soap suds on her hands and is looking towards the right. The background is slightly blurred, showing a kitchen setting with a faucet and some items on the counter.

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.



The background of the top section shows a blurred person working on a laptop. In the foreground, a hand holds a smartphone displaying a red alert icon with a white exclamation mark and the word 'ALERTS' below it.

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



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