



# CONFLUENCE RIVERS

Utility Operating Company

A CSWR Managed Utility

FILED<sup>2</sup> RECEIVED

MAY 9 2019

MAY 09 2019

May 2, 2019

Missouri Public Service Commission  
MAIL ROOM

RE: The Willows Water and Sewer Facilities has been purchased by Confluence Rivers Utility Operating Company

Dear Confluence Rivers Customer,

Confluence Rivers Utility Operating Company, Inc. (Confluence Rivers), a subsidiary of Central States Water Resources, Inc. (CSWR), has assumed ownership of The Willows Water and Sewer Facilities. Confluence Rivers Utility has been operating the water and sewer facilities at The Willows since October 1, 2017 and is now the new owner of these facilities. We plan to continue to provide safe, reliable water and sewer services to your home and we look forward to doing the necessary final improvements to ensure your place of residence has access to reliable water and sewer services not just now but far into the future ensuring the sustainability of the community.

Central States Water Resources (CSWR) is committed to improving the quality of the water in Missouri's streams and rivers by working with communities and government organizations in that effort. Confluence Rivers Utility, as a subsidiary of CSWR, is in the process of improving and upgrading the water and sewer systems at The Willows to meet requirements set by the U.S. Environmental Protection Agency (EPA) and enforced by the Missouri Department of Natural Resources (MO DNR). The EPA and MO DNR have mandated that the water coming from sewer facilities going into area streams and rivers must meet specific emission standards regarding the amount of nitrogen in the form of ammonia. The sewer plant at The Willows does not now meet those standards, so Confluence Rivers is engineering and installing a sewer system to meet those requirements. Other improvements consist of construction of a flow equalization basin and resolution of inflow and infiltration issues.

The drinking water system at The Willows will require well house repairs, reconfiguring the well house piping, upgrading the control system, installation of remote monitoring equipment and addition of a chlorine analyzer. These improvements will ensure consistent delivery of safe, reliable water service to your community.

As a Confluence Rivers Customer, you have access to qualified operations and maintenance professionals during normal business hours regarding any water or sewer service issue such as service disruption, manhole overflows, water main leaks etc. We have 24-hour emergency on-call services available to deal with major utility issues.

Confluence Rivers bills customers in arrears. Bills for the previous month are mailed the first week of each month and are due the last business day of each month. Late fees are assessed before the next billing is generated. Future bills will be in postcard format and the billing rates will not be changing at this time. Utility Billing and Customer Service is available from 8:00 a.m. – 5:00 p.m. Monday through Friday with 24-hour messaging services.

**Your bill payments should be sent to:**

**Confluence Rivers Utility Operating Company, Inc.**

**P.O. Box 790379**

**St. Louis, MO 63179**

**Online bill-pay is available at:** <https://confluencerivers.secure.munibilling.com>

**Billing and Customer Service toll-free number: 866-945-3920.**

**Email Customer Service:** [support@confluenceriversutilityoperatingcompany.com](mailto:support@confluenceriversutilityoperatingcompany.com).

**Emergency toll free number: 1-866-654-1570 extension #2** to report sewer main line issues, main water line issues, and water or sewer plant issues.

Please visit our website at:

<https://www.centralstateswaterresources.com/communities/confluence-rivers/>

For information regarding the Missouri Public Service Commission including its regulation of utilities you may visit its website at: [www.psc.mo.gov](http://www.psc.mo.gov) Phone number is: 800-392-4211.

We look forward to working for you and the community.

Sincerely,



Josiah Cox, President