



CONFLUENCE RIVERS

Utility Operating Company

A CSWR Managed Utility

FILED²

APR 26 2019

Missouri Public
Service Commission

April 24, 2019

RE: Evergreen Water 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 Evergreen Water Facilities. We plan to continue to provide safe, reliable water 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 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 system at Evergreen to meet requirements set by the U.S. Environmental Protection Agency (EPA) and enforced by the Missouri Department of Natural Resources (MO DNR). The drinking water system at Evergreen will require installation of remote monitoring equipment and installation of new chlorination equipment including 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 service issue such as service disruption or 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. The first bill will be mailed the first week in May and will be pro-rated to include the period between April 24th to the end of the month. 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://confluenrivers.secure.munibilling.com>

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

Email Customer Service: support@confluenriversutilityoperatingcompany.com.

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

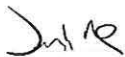
Please visit our website at:

<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. Phone number is: 800-392-4211.

We look forward to working for you and the community.

Sincerely,



Josiah Cox, President