

Appendix J-C has been marked CONFIDENTIAL in its entirety.

Appendix K-C has been marked CONFIDENTIAL in its entirety.

**Customer Service Transition
City of Wood Heights Acquisition**

Current Wood Heights Practice		Proposed MAWC Practice	
Customer Service Physical Location			
<u>Office Location:</u> Wood Heights City Hall 2098 Eastridge Drive Wood Heights, MO 64024	<u>Hours of Operation:</u> Monday - Friday 9:00 am – 5:00 pm	<u>Office Location:</u> Missouri-American Water 30010 D Hwy Lawson, MO 64062	<u>Hours of Operation:</u> Monday - Friday 7:00 am – 3:30 pm
Customer Service Contact Information			
<u>Contact:</u> Merry Marler, City Clerk 2098 Eastridge Drive Wood Heights, MO 64024 816-630-7900		<u>Contact:</u> Customer Service Center (866-430-0820) OR Customer Portal www.missouriamwater.com OR Direct E-mail welcomemoaw@amwater.com	
<u>Hours Available:</u> Monday - Friday 9:00 am – 5:00 pm		<u>Hours Available:</u> Customer Service Center Monday – Friday 7:00 am – 7:00 pm (24/7 for emergencies)	
Payment Options			
Cash or Check Debit/Credit Card Pay via mail, online or at City Hall		Cash or Check Debit/Credit Card Electronic Funds Transfer (“EFT”) Pay via mail, telephone, online or at select third party payment locations. No transaction fees for debit/credit cards	
Billing Process			
Meters are read on the 18 th of the month. Bills are processed and mailed the last week of the month. Bills are due on the 20 th and late on the 28 th .		Standard MAWC billing process Bill generated within 3 days of meter read, with due date of 21 days from invoice date.	

Note: Customers will be integrated into the MAWC systems, and do not need to apply for service at the time of transition.

Other Customer Service Documentation

Appendix L1	MAWC Collections Process Timeline
Appendix L2	Sample Customer Discontinuance, Final Discontinuance & Overdue Payment Notices
Appendix L3	Sample Customer Welcome Letter & Customer Rights and Responsibilities
Appendix L4	Sample Customer Bill

1017	Missouri	Missouri	Missouri	Missouri	Missouri	Missouri
Strategy	Residential	Residential STL county	NonResidential	NonResidential STL county	Sewer Only	Multi Dwelling
Threshold	\$75	\$150	\$75	\$150	\$75	\$100
Day Zero = Invoice Postmark						
Day 1	Invoice	Invoice	Invoice	Invoice	Invoice	Invoice
Day 2	↓	↓	↓	↓	↓	↓
Day 3	↓	↓	↓	↓	↓	↓
Day 4	↓	↓	↓	↓	↓	↓
Day 5	↓	↓	↓	↓	↓	↓
Day 6	↓	↓	↓	↓	↓	↓
Day 7	↓	↓	↓	↓	↓	↓
Day 8	↓	↓	↓	↓	↓	↓
Day 9	↓	↓	↓	↓	↓	↓
Day 10	↓	↓	↓	↓	↓	↓
Day 11	↓	↓	↓	↓	↓	↓
Day 12	↓	↓	↓	↓	↓	↓
Day 13	↓	↓	↓	↓	↓	↓
Day 14	↓	↓	↓	↓	↓	↓
Day 15	↓	↓	↓	↓	↓	↓
Day 16	↓	↓	↓	↓	↓	↓
Day 17	↓	↓	↓	↓	↓	↓
Day 18	↓	↓	↓	↓	↓	↓
Day 19	↓	↓	↓	↓	↓	↓
Day 20	↓	↓	↓	↓	↓	↓
Day 21	Due Date	Due Date	Due Date	Due Date	Due Date	Due Date
Day 22	DD+1	DD+1	DD+1	DD+1	DD+1	DD+1
Day 23	DD+2	DD+2	DD+2	DD+2	DD+2	DD+2
Day 24	DD+3	DD+3	DD+3	DD+3	DD+3	DD+3
Day 25	DD+4	DD+4	DD+4	DD+4	DD+4	DD+4
Day 26	DD+5	DD+5	DD+5	DD+5	DD+5	DD+5
Day 27	LDSN	LDSN	LDSN	LDSN	LSON	MDDN
Day 28	DD+7	DD+7	DD+7	DD+7	DD+7	DD+7
Day 29	DD+8	DD+8	DD+8	DD+8	DD+8	DD+8
Day 30	CAF1	CAF1	CAF1	CAF1	DD+9	CAF1
Day 31	CAFP	CAFP	CAFP	CAFP	CAF1	CAFP
Day 32	DD+11	DD+11	DD+11	DD+11	CAFP	DD+11
Day 33	LDMO	LDMO	LDMO	LDMO	BSEW	DD+12
Day 34	DD+13	DD+13	DD+13	DD+13		DD+13
Day 35	DD+14	DD+14	DD+14	DD+14		DD+14
Day 36	DD+15	DD+15	DD+15	DD+15		DD+15
Day 37	DD+16	DD+16	DD+16	DD+16		DD+16
Day 38	ODSN	ODSN	ODSN	ODSN		OPNL
Day 39	DD+18	DD+18	DD+18	DD+18		DD+18
Day 40	DD+19	DD+19	DD+19	DD+19		DD+19
Day 41	DD+20	DD+20	DD+20	DD+20		DD+20
Day 42	DD+21	DD+21	DD+21	DD+21		DD+21
Day 43	DD+22	DD+22	DD+22	DD+22		DD+22
Day 44	DD+23	DD+23	DD+23	DD+23		DD+23

Day 45	MOUT	MOUT	MOUT	MOUT		DD+24
Day 46						DD+25
Day 47						DD+26
Day 48						DD+27
Day 49						DD+28
Day 50						OMDN
Day 51						DD+30
Day 52						DD+31
Day 53						DD+32
Day 54						DD+33
Day 55						DD+34
Day 56						DD+35
Day 57						DD+36
Day 58						MOUT
Day 59						
Day 60						
Day 61						
Day 62						

02/22/2023

For Service To:
Account Number:
Service Address:

FINAL DISCONTINUANCE NOTICE
PAY THIS AMOUNT: \$136.36 PRIOR TO: 02/27/2023

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 02/27/2023. You can prevent discontinuation of water service by paying \$136.36.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due including a disconnection charge, restoration charge, along with an excavation charge, if required. Please call customer service at the number listed below to ensure payment is applied to your account immediately.


Please note, someone must be available at the premises when service is restored.

Disconnection Charge: \$27.50
Regular Hour Restoration Charge: \$27.50
Off Hour Restoration Charge: \$159.00
Excavation Charge: Actual Cost

Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

For St. Louis County customers only: If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

CONVENIENT PAYMENT OPTIONS

 **Pay your bill online:**
www.amwater.com/myaccount

Pay by Phone: 855-748-6066
24 hours a day, seven days a week
TTY/TDD FOR THE HEARING
IMPAIRED: 711 (and then
reference Customer Service
number listed above)

 **Pay in person:** for a list of approved payment locations, visit www.amwater.com/myaccount

Customer Service: M-F 7am to 7pm Emergency: 24/7: 1-855-669-8753 www.missouriamwater.com



For Service To: 6314 DELMAR BLVD
ST LOUIS, MO 63130-4719

Account Number	
Pay Before	03/06/2023
Total Due	395.16

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: DISCONTINUANCE NOTICE
Please read and take the steps needed to avoid your service from being discontinued.

PAY THIS AMOUNT \$395.16 PRIOR TO 03/06/2023

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 03/06/2023. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due including a disconnection charge, a restoration charge, along with an excavation charge, if required.

Please note, someone must be available at the premises when service is restored.

- Disconnection Charge: \$27.50**
- Regular Hour Restoration Charge: \$27.50**
- Off Hour Restoration Charge: \$159.00**
- Excavation Charge: Actual Cost**

Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

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MISSOURI AMERICAN WATER 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)

Esto es un aviso importante sobre su servicio de agua. Para la ayuda de la traducción, por favor llamas a Missouri American Water al numero 1-866-430-0820.

ADDRESS, EMAIL OR PHONE NUMBER CHANGE REQUEST

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online self-service tool, **MyWater**. Access MyWater by visiting amwater.com/mywater.

EASY PAYMENT OPTIONS

- **Online:** Visit www.amwater.com/billpay.
- **By phone:** 24/7 at 1-855-748-6066.
- **In person:** To find an authorized payment location near you, visit us online at missouriamwater.com. See Customer Service & Billing or call.

Want to avoid late payments in the future?

Consider enrolling in Auto Pay. Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

Want to cut down on clutter and save some trees?

Consider enrolling in our Paperless Billing Program. You must first sign up for MyWater by visiting amwater.com/mywater. After you enroll, you will only receive your bills online.

CUSTOMER ASSISTANCE PROGRAMS

If you're experiencing financial hardship, please reach out to us. We may be able to assist. Here are some of the programs we offer to help keep your life flowing:

FINANCIAL ASSISTANCE

Through our H2O Help to Others Program, we offer financial assistance to customers who qualify, as well as a Low-Income Assistance Program for eligible customers in certain areas.

Learn more online at missouriamwater.com. Under Customer Service & Billing, select Payment Assistance Program.

INSTALLMENT PLANS

You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay. We collect this information, including household income and number of people in your household, to determine what options we can provide to you.

BUDGET BILLING

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay.

WATER SAVING TIPS AND TOOLS

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify common and not-so-common household leaks.
- **Conservation Tips**

Visit missouriamwater.com. Under Water Information, select Detecting Leaks and Wise Water Use.

MANAGE YOUR ACCOUNT ONLINE WITH MYWATER

MyWater is a fast and easy way to access and manage your account online.

Here are a few things you can do through MyWater:

- View and pay your bill
- Sign up for our Auto Pay and Paperless Billing programs.
- Check your account balance.
- Update your contact information.
- Sign up to receive emergency and non-urgent alerts by email, phone and text.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Access MyWater online at amwater.com/mywater.

For Service To: 8442 GOLDEN SPRING CT LT 41
CEDAR HILL, MO 63016-0000

Account Number	
Pay Before	02/28/2023
Total Due	98.13

02/22/2023

TIME SENSITIVE NOTICE:

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

IMPORTANT: OVERDUE NOTICE
Please read and take the steps needed to avoid your service from being terminated.

PAY THIS AMOUNT \$98.13 PRIOR TO 02/28/2023

Providing reliable, quality wastewater service to our customers is a top priority. That's why we are contacting you today about a very important matter regarding your account. Your wastewater bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If you have already submitted your payment, thank you and please disregard this notice. As a reminder, we provide our customers with several convenient ways to pay their bills.

1. Register for a self-service account and submit payment at www.amwater.com/MyAccount.
2. Sign up for our automatic payment program through our web site.
3. Mail your payment using the return envelope enclosed with your bill.
4. Pay by phone by calling 855-748-6066. (A small fee is charged for this service.)
5. Pay at a local authorized payment location. You can search for sites by zip code on our website.
6. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due and a service charge of \$0.00 before service is reconnected.

If you are unable to make payment in full, you may contact the company within the next 10 days to see if you are eligible to make payment arrangements.

Again, thank you for the opportunity to provide quality, reliable wastewater service in your community. If you have additional questions, please contact our customer service center at 1-855-669-8753.

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