



WE KEEP LIFE FLOWING™

Service Address:

CATHERINE SAMPLE
123 WATER WAY
WOOD HEIGHTS , MO 64024-0001

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Welcome to American Water! We're proud to serve you and continually look for ways to make doing business with us easy. From round-the-clock emergency service to easy-to-use resources, your satisfaction is our priority. Check out My Account, our online tool where you can view/pay your bill, sign up for paperless billing, track water use and choose how you receive alerts and more. Visit the "For New Customers" page on our website for more information.

Statement

Account No. 1017-21000000000

Total Amount Due:	\$103.25
Payment Due By:	October 11, 2022

Billing Date: September 19, 2022
Service Period: Aug 11 to Sep 12 (33 Days)
Total Gallons: 4,300

Account Summary – See page 3 for Account Detail

Prior Billing:	\$0.00
Payments:	- \$0.00
Balance Forward:	= \$0.00
Service Related Charges:	+ \$102.96
Pass Through Charges:	+ \$0.29
Total Amount Due:	= \$103.25

For more information, visit www.missouriamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066



Customer Service: 1-866-430-0820
M-F 7:00am to 7:00pm – Emergencies 24/7



MISSOURI AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.

Account No. 1017-21000000000

Total Amount Due:	103.25
Payment Due By:	October 11, 2022



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 123 WATER WAY
WOOD HEIGHTS, MO 64024-0001

Amount Enclosed \$

CATHERINE SAMPLE
123 WATER WAY
WOOD HEIGHTS , MO 64024-0001

MISSOURI AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

0001017210046962802000000000008438019

Messages from Missouri American Water

- Effective 08/11/22, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) for sewer customers will be 5.5519% of the total customer bill, before taxes. The WSIRA funds completed sewer infrastructure replacements and related improvements for our Missouri customers. WSIRA is implemented pursuant to Sections 393.1500 through 393.1509, RSMo. Additional information is available on our website at www.missouriamwater.com

We're investing \$430 million this year to enhance system reliability, resiliency, and water quality.



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)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit missouriamwater.com. Under Water Quality, select Water Quality Reports.
- H₂O Help To Others:** H₂O Help to Others is an emergency assistance program created by Missouri American Water and Missouri's Community Action Agencies. The program helps provide supplemental funding to Missouri American Water customers who would otherwise have trouble paying their bills. H₂O Help to Others is supported by contributions from Missouri American Water and voluntary contributions from customers.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-866-430-0820 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at missouriamwater.com. Under Customer Service & Billing, select Your Water and Sewer Rates.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____
Phone Number Mobile Number

E-mail Address _____

Other ways to pay your bill

Auto Pay **Online** **In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
B72902987	100 gal	1"	08/11/2022	09/12/2022	2,910 (A)	2,953 (A)	43	43.00	4,300

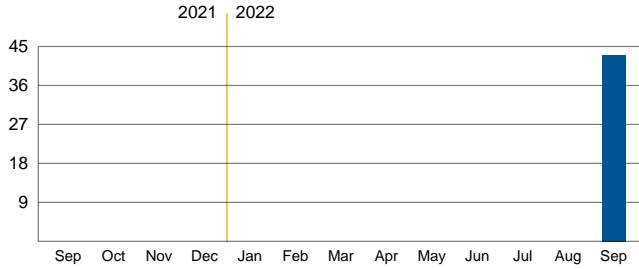
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,300

Billed Usage History (graph shown in 100 gallons)

- 4,300 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 12, 2022
Account Type: Residential

Average daily use for this period is: (36 days)



Year to Date Billed Usage: 4,300 gallons

Account Detail

Account No. 1017-210000000000

Service To: 123 WATER WAY WOOD HEIGHTS, MO 64024-0001

Prior Billing 0.00

Payments 0.00

Balance Forward 0.00

Service Related Charges - 08/11/22 to 09/12/22

Water Service 37.90
 Water Service Charge 9.00
 Water Usage Charge (43 x \$0.625) 26.87
 WSIRA Surcharge (43 x \$0.047097) 2.03

Wastewater Service 65.06
 Wastewater Flat Charge (1 x \$61.64) 61.64
 WSIRA Surcharge (\$61.64 x 5.5519%) 3.42

Total Service Related Charges 102.96

Pass Through Charges 0.29
 Water Primacy Fee (1 x \$0.29) 0.29

Total Current Period Charges 103.25

Total Amount Due \$103.25

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/moaw/rates>

Additional Messages from Missouri American Water

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- Effective 08/11/22, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) per 1,000 gallons is \$0.4710 for Rate A (residential & commercial), \$0.1518 for Rate B (sale for resale), and \$0.1645 for Rate J (large industrial). The WSIRA funds completed water infrastructure replacements and related improvements for our Missouri customers. WSIRA is implemented pursuant to Sections 393.1500 through 393.1509, RSMo. Additional information is available on our website at www.missouriamwater.com
- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at . If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 1-866-430-0820.



INVESTING IN WATER QUALITY



Missouri American Water is investing \$430 million in 2022 to upgrade water and wastewater systems in the communities we serve. These improvements are critical for enhancing and maintaining system reliability, resiliency and water quality.

Investing in our treatment plants allows us to continue to meet or surpass state and federal health and environmental standards so our customers continue to receive clean, safe, and reliable water and wastewater service, both now and for future generations.

Project Spotlight: Water Treatment Plant Upgrades

Jefferson City

This year the Missouri Department of Natural Resources awarded Missouri American Water a low-interest loan of \$11.2 million for a critical upgrade that was made at our water treatment plant in Jefferson City. We replaced the plant's clearwell, which was originally constructed in 1888 and upgraded in 1927. The clearwell stores treated drinking water and is key to maintaining system pressure to meet customer needs. Replacing the aging structure improves system reliability and resiliency.



Joplin

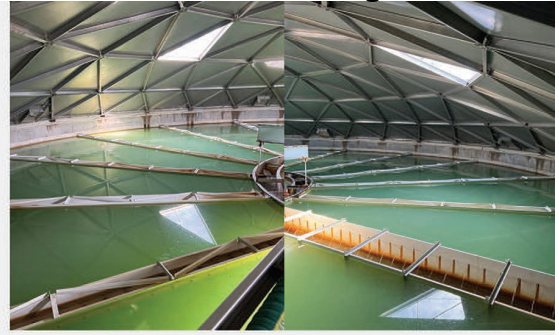
We are investing more than \$8 million to replace the critical high-service pumps and building at our Joplin treatment plant. The pumps, which continuously push water from the treatment plant out through our 530-mile distribution system, date back to the 1980s and are currently housed in a pre-1900 building that was not built for today's system demands. This important project will support customer usage and reliability.



(Continued on the next page)

St. Joseph

We are investing more than \$1 million to replace key components of the water softening basin at the water treatment plant in St. Joseph. The plant was built in 2000 and can produce 30 million gallons of water per day from wells near the Missouri River. The upgrades will improve the efficiency of the sedimentation process that takes place in the softening basin.



St. Louis County

Missouri American Water is investing more than \$4 million to replace the 1960s electrical, mechanical and controls equipment in the east basin of the North Treatment Plant, located in Florissant. The plant draws water from the Missouri River and can produce 96 million gallons of water per day. This project will enhance water quality by improving the reliability of the flocculation process.



INVESTMENT. ONE MORE WAY WE KEEP LIFE FLOWING.



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAMO92.pdf>