



PO Box 94551, Palatine, IL 60094-4551

For Service To: 329 S JEFFERSON RD

Check this box for address changes and note new address on back.



007277 1 AV 0.388 07277/007277/007355 26 01 ACTIKB 001

ROBERT H. MARTY
P.O. BOX 535
MEXICO, MO 65265-0535

Handwritten note: All Now BLD

00010172100114797860000000000004329019

Table with Account Number, Due Date, and Total Due.

Amount Enclosed \$ Paid Electronically on Due Date.



MISSOURI AMERICAN WATER
PO BOX 94551
PALATINE, IL 60094-4551

FILED
February 22, 2016
Data Center
Missouri Public
Service Commission



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

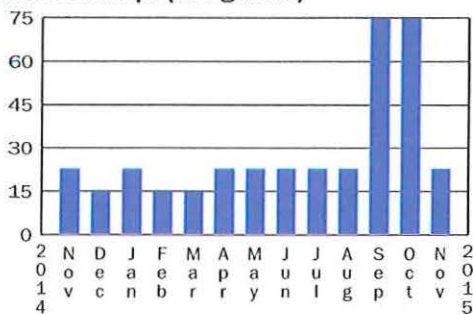
- Billing date: November 20, 2015
Due Date: December 14, 2015
Billing period: Oct 22 to Nov 19 (29 Days)
Next reading on or about: Dec 21, 2015
Customer Type: Residential
Meter Reading Measurement: 1 unit = 100 CF or 748 gallons of water
Billing Measurement: 100 gallons (CGL)

Table with Meter No., Size of meter, Current Read, Previous Read, Total water used this billing period.

Total Water Use Comparison (in 100 gallons)

- Current billing period 2015: 22.44 CGL
Same billing period 2014: 22.44 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 329 S JEFFERSON RD
For Account 1017-210011479786

Prior Balance
Balance from last bill 82.46
Payments as of Nov13. Thank you! -82.46

Balance Forward 0.00

Current Water Service
Water Service Charge 24.21
Water Usage Charge (\$0.68929000 x 22.44) 15.47
Total Water Service Related Charges 39.68

Other Charges
Water Primacy Fee 0.23
Total Other Charges 0.23

Taxes
City Sales Tax 0.39
Gross Receipts Tax 2.99
Total Taxes 3.38

TOTAL CURRENT CHARGES 43.29

TOTAL AMOUNT DUE \$43.29

- Pay your bill online: www.amwater.com/billpay
Pay by eCheck without a service fee: www.amwater.com/myh2o
Pay by phone: 24-hours a day, every day at 1-855-748-6066
Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Missouri American Water

- Go paperless. Reduce clutter with paperless billing, and save time and money with our automatic payment program. These are convenient, secure and environmentally friendly ways to receive and pay your bill. To get started, log on to www.amwater.com/myh2o.

Exhibit No. 5
Date 2-4-16 Reporter JL
File No. 12R-2015-0307



## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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 bill. Updates to your contact information can also be made through our online web self-service tool, **My H2O Online** at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

( )

### H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$\_\_\_\_\_ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

#### WAYS TO PAY YOUR BILL

**Auto Pay Program:** Pay your bill on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at [amwater.com/myh2o](http://amwater.com/myh2o).

**Online:** Pay through our payment partner at [amwater.com/billpay](http://amwater.com/billpay). There is a \$1.95 vendor service fee for all transactions. Want to avoid this fee? Enroll or log on to [amwater.com/myh2o](http://amwater.com/myh2o) and pay by e-check. There's no fee.

**Phone:** Pay through our payment partner's automated phone system at 855-748-6066. A \$1.95 vendor service fee applies to all transactions.

**Mail:** Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

**In Person:** We have agreements with local businesses to accept payments on our behalf. To find an authorized payment agent nearest you, visit [amwater.com](http://amwater.com).

**Don't have Internet:** Obtain locations where you can pay your bill in person by calling 1-866-430-0820.

- Please send written correspondence to Customer Service at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- **The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.**
- 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, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any American Water automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in American Water's check conversion programs.



PO Box 94551, Palatine, IL 60094-4551

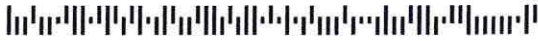
000101721001147978600000000000008246011

Account Number	1017-210011479786
Due Date	November 13, 2015
Total Due	\$82.46

For Service To: 329 S JEFFERSON RD

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Amount Enclosed \$ Paid Electronically on Due Date.



005911 1 AV 0.388 05911/005911/005997 19 01 ACTG9N 001

ROBERT H. MARTY  
P.O. BOX 535  
MEXICO, MO 65265-0535

*Rec'd 10/28/15*



MISSOURI AMERICAN WATER  
PO BOX 94551  
PALATINE, IL 60094-4551



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**BILLING PERIOD AND METER READINGS**

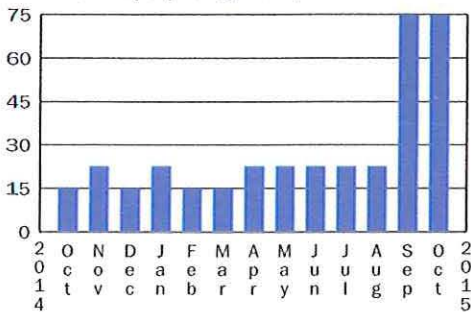
- Billing date: October 22, 2015
- Due Date: **November 13, 2015**
- Billing period: Sep 23 to Oct 21 (29 Days)
- Next reading on or about: Nov 19, 2015
- Customer Type: Residential
- Meter Reading Measurement:  
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	051785994N
Size of meter	1"
Current Read	359 (Actual)
Previous Read	349 (Actual)
Total water used this billing period	10 units (7,480 gallons)

**Total Water Use Comparison (in 100 gallons)**

- Current billing period 2015: 74.80 CGL
- Same billing period 2014: 14.96 CGL

**Billed Use Graph (100 gallons)**



**BILLING SUMMARY**

For Service To: 329 S JEFFERSON RD  
For Account 1017-210011479786

**Prior Balance**

- Balance from last bill 82.46
- Payments as of Oct15. Thank you! -82.46

**Balance Forward 0.00**

**Current Water Service**

- Water Service Charge 24.21
- Water Usage Charge (\$0.68929000 x 74.80) 51.56
- **Total Water Service Related Charges 75.77**

**Other Charges**

- Water Primacy Fee 0.23
- **Total Other Charges 0.23**

**Taxes**

- City Sales Tax 0.76
- Gross Receipts Tax 5.70
- **Total Taxes 6.46**

**TOTAL CURRENT CHARGES 82.46**

**TOTAL AMOUNT DUE \$82.46**

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- Pay by eCheck without a service fee: [www.amwater.com/myh2o](http://www.amwater.com/myh2o)
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at [www.amwater.com/myh2o](http://www.amwater.com/myh2o)

**Important messages from Missouri American Water**

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Customer Service: 1-866-430-0820

M-F 7am to 7pm Emergency: 24/7

[www.missouriamwater.com](http://www.missouriamwater.com)  
655001170053

005920/005997 ACTG9N ETM1C00001

(ACTG9N 0059200101000)



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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number ( )

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- Please send written correspondence to Customer Service at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- **The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.**
- 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, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any American Water automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in American Water's check conversion programs.



PO Box 94551, Palatine, IL 60094-4551

For Service To: 329 S JEFFERSON RD

Check this box for address changes and note new address on back.



005403 1 AV 0.388 05403/005403/005477 19 01 ACTANP 001

ROBERT H. MARTY
P.O. BOX 535
MEXICO, MO 65265-0535

0001017210011479786000000000004329019

Table with account details: Account Number 1017-210011479786, Due Date September 15, 2015, Total Due \$43.29

Amount Enclosed \$ Paid Electronically on Due Date.



MISSOURI AMERICAN WATER
PO BOX 94551
PALATINE, IL 60094-4551



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

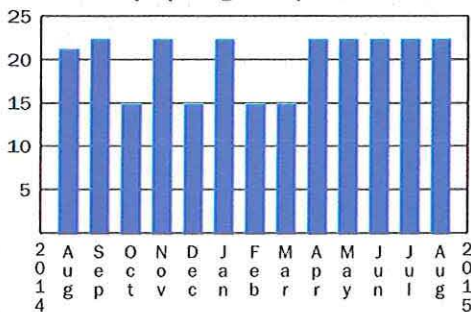
- Billing date: August 24, 2015
Due Date: September 15, 2015
Billing period: Jul 23 to Aug 21 (30 Days)
Next reading on or about: Sep 22, 2015
Customer Type: Residential
Meter Reading Measurement: 1 unit = 100 CF or 748 gallons of water
Billing Measurement: 100 gallons (CGL)

Table with meter details: Meter No. 051785994N, Size of meter 1", Current Read 339 (Actual), Previous Read 336 (Actual), Total water used this billing period 3 units (2,244 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2015: 22.44 CGL
Same billing period 2014: 21.31 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 329 S JEFFERSON RD
For Account 1017-210011479786

Table with billing summary: Prior Balance (43.29), Balance Forward (0.00), Current Water Service (39.68), Other Charges (0.23), Taxes (3.38)

TOTAL CURRENT CHARGES 43.29

TOTAL AMOUNT DUE \$43.29

- Pay your bill online: www.amwater.com/billpay
Pay by eCheck without a service fee: www.amwater.com/myh2o
Pay by phone: 24-hours a day, every day at 1-855-748-6066
Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Missouri American Water

- Go paperless. Reduce clutter with paperless billing, and save time and money with our automatic payment program.

## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number ( )

### H2O HELP TO OTHERS PROGRAM

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Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

#### WAYS TO PAY YOUR BILL

**Auto Pay Program:** Pay your bill on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at [amwater.com/myh2o](http://amwater.com/myh2o).

**Online:** Pay through our payment partner at [amwater.com/billpay](http://amwater.com/billpay). There is a \$1.95 vendor service fee for all transactions. Want to avoid this fee? Enroll or log on to [amwater.com/myh2o](http://amwater.com/myh2o) and pay by e-check. There's no fee.

**Phone:** Pay through our payment partner's automated phone system at 855-748-6066. A \$1.95 vendor service fee applies to all transactions.

**Mall:** Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

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- **The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.**
- 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, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any American Water automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in American Water's check conversion programs.





PO Box 94551, Palatine, IL 60094-4551

For Service To: 329 S JEFFERSON RD

Check this box for address changes and note new address on back.



008996 1 AV 0.388 08896/008896/008995 28 01 ACT7SS 002

ROBERT H. MARTY
P.O. BOX 535
MEXICO, MO 65265-0535

00010172100114797860000000000004329019

Table with Account Number, Due Date, and Total Due.

Amount Enclosed \$ Paid Electronically on Due Date.



MISSOURI AMERICAN WATER
PO BOX 94551
PALATINE, IL 60094-4551



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

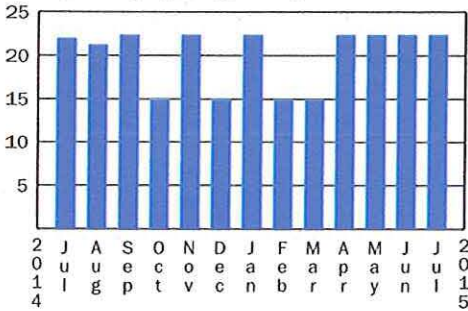
- Billing date: July 23, 2015
Due Date: August 14, 2015
Billing period: Jun 20 to Jul 22 (33 Days)
Next reading on or about: Aug 21, 2015
Customer Type: Residential
Meter Reading Measurement: 1 unit = 100 CF or 748 gallons of water
Billing Measurement: 100 gallons (CGL)

Table with Meter No., Size of meter, Current Read, Previous Read, Total water used this billing period.

Total Water Use Comparison (in 100 gallons)

- Current billing period 2015: 22.44 CGL
Same billing period 2014: 22.06 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 329 S JEFFERSON RD
For Account 1017-210011479786

Table for Billing Summary: Prior Balance, Balance Forward.

Table for Billing Summary: Current Water Service charges.

Table for Billing Summary: Other Charges.

Table for Billing Summary: Taxes.

TOTAL CURRENT CHARGES 43.29

TOTAL AMOUNT DUE \$43.29

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Pay by phone: 24-hours a day, every day at 1-855-748-6066
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Important messages from Missouri American Water

- Go paperless. Reduce clutter with paperless billing, and save time and money with our automatic payment program.

Handwritten note: 8/3/2015 - Kyle checked meters - no leak

Customer Service: 1-866-430-0820

M-F 7am to 7pm Emergency: 24/7

www.missouriamwater.com 650001075786

008996/008995 ACT7SS ETM1C002

(ACT7SS 0089960101000)

## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

( )

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PO Box 94551, Palatine, IL 60094-4551

For Service To: 329 S JEFFERSON RD

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015701 1 AV 0.398 15701/015701/015816 53 01 ACTNQG 002

ROBERT H. MARTY  
P.O. BOX 535  
MEXICO, MO 65265-0535

000101721001147978600000000000003769017

Account Number	1017-210011479786
Due Date	February 16, 2016
Total Due	\$37.69

Amount Enclosed \$ Paid Electronically on Due Date.



MISSOURI AMERICAN WATER  
PO BOX 94551  
PALATINE, IL 60094-4551



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**BILLING PERIOD AND METER READINGS**

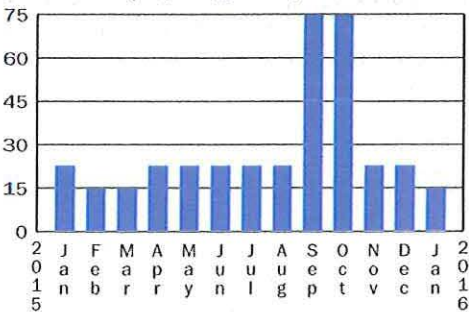
- Billing date: January 25, 2016
- Due Date: **February 16, 2016**
- Billing period: Dec 22 to Jan 22 (32 Days)
- Next reading on or about: Feb 19, 2016
- Customer Type: Residential
- Meter Reading Measurement:  
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	051785994N
Size of meter	1"
Current Read	367 (Actual)
Previous Read	365 (Actual)
Total water used this billing period	2 units (1,496 gallons)

**Total Water Use Comparison (in 100 gallons)**

- Current billing period 2016: 14.96 CGL
- Same billing period 2015: 22.44 CGL

**Billed Use Graph (100 gallons)**



**BILLING SUMMARY**

For Service To: 329 S JEFFERSON RD  
For Account 1017-210011479786

<b>Prior Balance</b>	
• Balance from last bill	43.29
• Payments as of Jan13. Thank you!	-43.29
<b>Balance Forward</b>	<b>0.00</b>

<b>Current Water Service</b>	
• Water Service Charge	24.21
• Water Usage Charge (\$0.68929000 x 14.96)	10.31
• <b>Total Water Service Related Charges</b>	<b>34.52</b>

<b>Other Charges</b>	
• Water Primacy Fee	0.23
• <b>Total Other Charges</b>	<b>0.23</b>

<b>Taxes</b>	
• City Sales Tax	0.34
• Gross Receipts Tax	2.60
• <b>Total Taxes</b>	<b>2.94</b>

**TOTAL CURRENT CHARGES 37.69**

**TOTAL AMOUNT DUE \$37.69**

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Important messages from Missouri American Water

Customer Service: **1-866-430-0820**

M-F 7am to 7pm Emergency: 24/7

[www.missouriamwater.com](http://www.missouriamwater.com)  
603751440893

015702/015816 ACTNQG ETM1C00002

(ACTNQG 0157020101000)

## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

(     )

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**Online:** Pay through our payment partner at [amwater.com/billpay](http://amwater.com/billpay). There is a \$1.95 vendor service fee for all transactions. Want to avoid this fee? Enroll or log on to [amwater.com/myh2o](http://amwater.com/myh2o) and pay by e-check. There's no fee.

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**Don't have Internet:** Obtain locations where you can pay your bill in person by calling 1-866-430-0820.

- Please send written correspondence to Customer Service at: PO Box 578, Alton, IL 62002-0578.
- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- **The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.**
- 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, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any American Water automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in American Water's check conversion programs.



# MISSOURI AMERICAN WATER

PO Box 94551, Palatine, IL 60094-4551

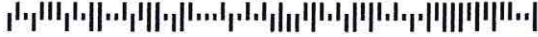
00010172100114797860000000000004329019

Account Number	1017-210011479786
Due Date	January 13, 2016
Total Due	\$43.29

For Service To: 329 S JEFFERSON RD

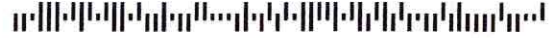
Check this box for address changes and note new address on back.

Amount Enclosed \$ Paid Electronically on Due Date.



010436 1 AV 0.388 10436/010436/010554 34 01 ACTKNS 002

ROBERT H. MARTY  
P.O. BOX 535  
MEXICO, MO 65265-0535



MISSOURI AMERICAN WATER  
PO BOX 94551  
PALATINE, IL 60094-4551



Please tear along the dotted line and return this portion with your payment.

### BILLING PERIOD AND METER READINGS

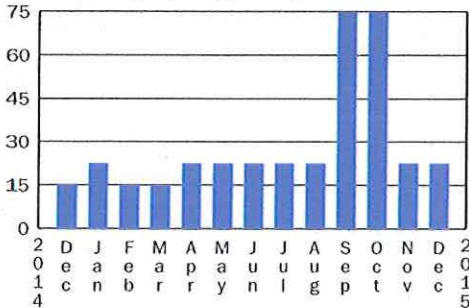
- Billing date: December 22, 2015
- Due Date: **January 13, 2016**
- Billing period: Nov 20 to Dec 21 (32 Days)
- Next reading on or about: Jan 22, 2016
- Customer Type: Residential
- Meter Reading Measurement:  
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	051785994N
Size of meter	1"
Current Read	365 (Actual)
Previous Read	362 (Actual)
Total water used this billing period	3 units (2,244 gallons)

### Total Water Use Comparison (in 100 gallons)

- Current billing period 2015: 22.44 CGL
- Same billing period 2014: 14.96 CGL

### Billed Use Graph (100 gallons)



### BILLING SUMMARY

For Service To: 329 S JEFFERSON RD  
For Account 1017-210011479786

<b>Prior Balance</b>	
• Balance from last bill	43.29
• Payments as of Dec14. Thank you!	-43.29
<b>Balance Forward</b>	<b>0.00</b>

### Current Water Service

• Water Service Charge	24.21
• Water Usage Charge (\$0.68929000 x 22.44)	15.47
• <b>Total Water Service Related Charges</b>	<b>39.68</b>

### Other Charges

• Water Primacy Fee	0.23
• <b>Total Other Charges</b>	<b>0.23</b>

### Taxes

• City Sales Tax	0.39
• Gross Receipts Tax	2.99
• <b>Total Taxes</b>	<b>3.38</b>

**TOTAL CURRENT CHARGES 43.29**

**TOTAL AMOUNT DUE \$43.29**

- Pay your bill online: [www.amwater.com/billpay](http://www.amwater.com/billpay)
- Pay by eCheck without a service fee: [www.amwater.com/myh2o](http://www.amwater.com/myh2o)
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at [www.amwater.com/myh2o](http://www.amwater.com/myh2o)

### Important messages from Missouri American Water

• Go paperless. Reduce clutter with paperless billing, and save time and money with our automatic payment program. These are convenient, secure and environmentally friendly ways to receive and pay your bill. To get started, log on to [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Customer Service: **1-866-430-0820**

M-F 7am to 7pm Emergency: 24/7

[www.missouriamwater.com](http://www.missouriamwater.com)

010436/010554 ACTKNS ETM1C00002 3

(ACTKNS 0104360101400)

611251292442



## ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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 bill. Updates to your contact information can also be made through our online web self-service tool, **My H2O Online** at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

( )

### H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$\_\_\_\_\_ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

#### WAYS TO PAY YOUR BILL

**Auto Pay Program:** Pay your bill on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at [amwater.com/myh2o](http://amwater.com/myh2o).

**Online:** Pay through our payment partner at [amwater.com/billpay](http://amwater.com/billpay). There is a \$1.95 vendor service fee for all transactions. Want to avoid this fee? Enroll or log on to [amwater.com/myh2o](http://amwater.com/myh2o) and pay by e-check. There's no fee.

**Phone:** Pay through our payment partner's automated phone system at 855-748-6066. A \$1.95 vendor service fee applies to all transactions.

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