

Missouri-American Water Company
Name of Issuing Corporation

For

All Missouri Service Areas
Community, Town or City

**Rules and Regulations Governing the Rendering of
Water Service**

The Critical Needs Program

The Critical Needs Program (the "Program") is a pilot program designed to promote and finance a community-based information resource network that will identify and direct customers with critical medical needs to resources that will help customers receive utility bill payment assistance.

Purpose: The Program will provide outreach and training to community stakeholders that will allow them to identify individuals that are in critical medical need for assistance and refer such individuals to available assistance resources.

Availability: This program is available to all residential customers who for medical and/or income related circumstances need utility bill payment assistance.

Definitions: Critical medical need - A situation where loss of water service may aggravate an existing serious illness or may prevent the use of life-support equipment. The designation of a customer or member of the household as having a critical medical need must be verified by a certified medical professional and such verification must be submitted to Company to be eligible for this program.

Funding: A total of \$250,000 shall be allocated to the implementation of the Critical Needs Program. Any unspent funding allocated for the Critical Needs Program in a given program year shall be applied to bill and arrearage assistance programs. Funding between St. Louis County, St. Joseph and Joplin shall be as follows:

- St. Louis County - \$200,000
- St. Joseph - \$25,000
- Joplin - \$25,000

Benefits: Residential customers that have a critical medical need or have a member of their household that has a critical medical need will not be eligible for disconnection for thirty (30) days. Eligible residential customers will also be enrolled in the Company's Budget Billing program or Payment Plan program, if eligible, as deemed appropriate by the Company. Residential customers identified as having a critical medical need, or any member of such customers' household, may be eligible for extension to secure payment for utility service or make alternate payment arrangements.

* *Indicates new rate or text*

+ *Indicates change*

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