

FILED  
November 5, 2024  
Data Center  
Missouri Public  
Service Commission

# Local Public Hearing Exhibit No. 1

Local Public Hearing Exhibit No. 1  
10/28/2024  
Branson, MO  
File No. WR-2024-0320



WE KEEP LIFE FLOWING™

Service Address:





**THANK YOU FOR BEING OUR CUSTOMER**


**Important Account Messages**


- Want to get to know us better? Visit [www.missouriamwater.com](http://www.missouriamwater.com) to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit [www.missouriamwater.com](http://www.missouriamwater.com)

 **View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://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.

**Statement**

Account No. **1017-210047397128**

<b>Total Amount Due:</b>	<b>\$141.26</b>
<b>Payment Due By:</b>	<b>September 27, 2024</b>

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

**Billing Date:** September 05, 2024  
**Service Period:** Aug 02 to Sep 03 (33 Days)  
**Total Gallons:** 6,900

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$109.25
Payments - Thank You!	\$109.25
<b>Balance Forward:</b>	<b>\$0.00</b>
Service Related Charges:	\$140.09
Pass Through Charges:	\$0.44
Taxes:	\$0.73
<b>Total Amount Due:</b>	<b>\$141.26</b>



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

Service to:



Account No. **1017-210047397128**

<b>Total Amount Due:</b>	<b>\$141.26</b>
<b>Payment Due By:</b>	<b>September 27, 2024</b>

**Amount Enclosed \$ Paid Electronically on Due Date**

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

0001017210047397128000000000014126015

**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27778909	100 gal	5/8"	08/02/2024	09/03/2024	155 (A)	224 (A)	69	69.00	6,900

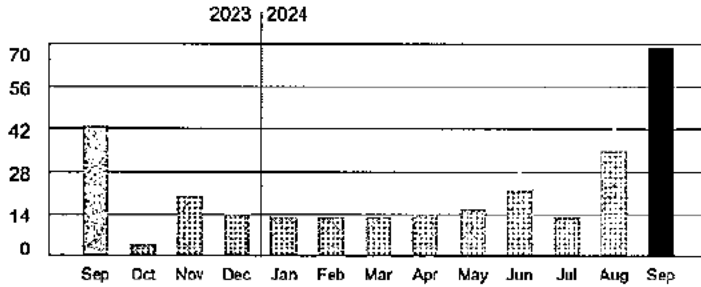
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 6,900

**Billed Usage History (graph shown in 100 gallons)**

- 6,900 gallons = usage for this period
- 4,300 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 01, 2024  
Account Type: Residential

Average daily use for this period is: (33 days)

**209 gallons**

Year to Date Billed Usage: 20,800 gallons

**Account Detail**

Account No. 1017-210047397128

Service To: [Redacted]

Prior Billing		109.25
Payments		-109.25
Total payments as of Aug 27. Thank you!		
Balance Forward		0.00
<b>Service Related Charges - 08/02/24 to 09/03/24</b>		
<b>Water Service</b>		<b>72.54</b>
Water Service Charge		10.00
Water Usage Charge	(69 x \$0.83781)	57.81
WSIRA Surcharge	(69 x \$0.06853)	4.73
<b>Wastewater Service</b>		<b>67.55</b>
Wastewater Service Charge	(1 x \$65.36)	65.36
WSIRA Surcharge	(\$65.36 x 3.3507%)	2.19
<b>Total Service Related Charges</b>		<b>140.09</b>
<b>Pass Through Charges</b>		<b>0.44</b>
Water Primacy Fee	(1 x \$0.44)	0.44
<b>Taxes</b>		<b>0.73</b>
County Sales Tax		0.73
<b>Total Current Period Charges</b>		<b>141.26</b>

Total Amount Due



**\$141.26**

**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>



Irvine Ranch Water District  
15600 Sand Canyon Ave.  
Irvine, CA 92618  
www.irwd.com

Account Number:  
Meter Number:  
Service Address:  
Service City:  
Service Type:

4607410000  
54696884

Potable Residential Water

**Billing Inquiries**

Monday - Friday / 8am to 5pm  
(949) 453-5300 or  
customerservice@irwd.com

**Report an Emergency 24/7**  
(949) 453-5300

**Account Summary**

Date Bill Prepared:	July 29, 2022
Previous Amount:	\$50.83
Payments Received:	-\$50.83
Adjustments:	\$0.00
<hr/>	
Balance Forward:	\$0.00
Current Charges:	\$52.00

**Total Amount Due by Aug 19, 2022 \$52.00**

Your next bill will be prepared on or about August 24, 2022  
See page 3 for additional billing details. See page 4 for adjustment details (if applicable).

**Your Water Usage**

Your Water Usage for this Billing Period: **8 CCF**  
Your Water Budget for this Billing Period: **16 CCF**  
(See page 3 for explanation)

CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water, or approximately 748 gallons.

**Payment arrangements available**

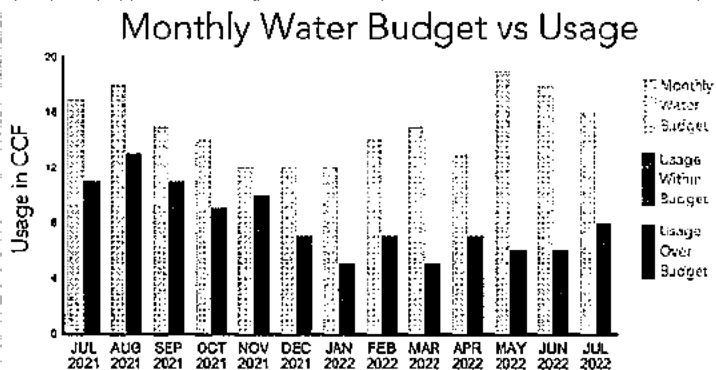
If times were tough during the COVID pandemic and you are behind on your water bill, IRWD offers payment arrangements to help you pay what you owe without incurring late charges. Visit [IRWD.com/services/request-a-payment-arrangement](http://IRWD.com/services/request-a-payment-arrangement) to apply. To discuss your options with a Customer Service representative, email [CustomerService@IRWD.com](mailto:CustomerService@IRWD.com) or call 949-453-5300.

**Control Your Controller Webinar**

Join IRWD's Juan Garcia online at noon on Wednesday, Aug. 18, to learn programming concepts for sprinkler timers, and to explore the pros and cons of a variety of weather-based sprinkler controllers. Sign up at [RightScape.com/events](http://RightScape.com/events).

**2022 Water Quality Report is available**

The 2022 Water Quality Report is now available. Learn about the measures IRWD takes to ensure safe, reliable, quality drinking water. Visit [IRWD.com/2022WQReport](http://IRWD.com/2022WQReport). To request a printed copy, email [info@IRWD.com](mailto:info@IRWD.com) with the subject line "Water Quality Report" or call 949-453-5500.



Irvine Ranch Water District  
15600 Sand Canyon Ave.  
Irvine, CA 92618  
www.irwd.com

Please return this payment stub along with your payment.

Account Number: 4607410000  
**Amount Due by Aug 19, 2022 \$52.00**

Amount Enclosed \$

Please write your account number on your check, and make your check payable to IRWD. To pay using our automated system, call (888) 288-0141. For more payment options, visit [irwd.com](http://irwd.com)

IRW0730A 9000005755 1918/1



IRVINE RANCH WATER DISTRICT  
P.O. BOX 51403  
LOS ANGELES, CA 90051-5703

4607410000 000005200 9



## Billing Details

Date Bill Prepared:	July 29, 2022
Billing Period:	28 days - 06/30/22 to 07/28/22
Meter Number:	54696884
Meter Size:	3/4"
Previous Read:	237 CCF
Current Read:	245 CCF
Your Water Usage for this Billing Period:	8 CCF
Your Water Budget for this Billing Period:	16 CCF
Your monthly water budget is based on 4 occupants with 2185 sq. ft. total irrigation landscape area.	
Previous Balance:	\$50.83
Payments Received:	-\$50.83
Adjustments: (See page 4 for details, if applicable.)	\$0.00
<b>Balance Forward</b>	<b>\$0.00</b>

### Water Usage Charges

Tier 1 - Low Volume	7 CCF @ \$1.53	\$10.71
Tier 2 - Base Rate	1 CCF @ \$2.42	\$2.42
Tier 3 - Inefficient	0 CCF @ \$5.15	\$0.00
Tier 4 - Wasteful	0 CCF @ \$14.64	\$0.00

**Total Water Usage Charges** **\$13.13**

### Service Charges

Water Service	28 Days @ \$0.5382 per Day	\$15.07
Sewer Service	28 Days @ \$0.8500 per Day	\$23.80

**Total Service Charges** **\$38.87**

**Total Current Charges** **\$52.00**

**Total Amount Due by Aug 19, 2022** **\$52.00**

## Understanding Your Bill

CCF is the basic measurement of water use. One CCF equals 100 cubic feet of water — about 748 gallons.

**Water Budget** is how much water you are budgeted each billing cycle to provide for your indoor and outdoor water needs. It is based on the type of residence, the number of residents, the square footage of irrigated landscape, and the seasonal weather. The water budget varies each billing period and is composed of an indoor and an outdoor portion:

- **Outdoor Water Budget** is based on the square footage of irrigated landscaping at your home and seasonal weather factors. Outdoor water budgets are based on the amount of water necessary to maintain a healthy landscape that is composed of 60% warm-season turf and 40% drought-tolerant plants.
- **Indoor Water Budget** is based on the number of residents living in your home. It is calculated at 50 gallons per person per day.

**Variations** are available to customers with documented additional water needs, such as additional residents living in the home. To request a variance, visit our website at [irwd.com/request-a-variance](http://irwd.com/request-a-variance).

**Water Usage Charges** cover the cost of water used by the customer. Rates in each tier are based on the actual cost of service associated with providing water in those tiers. Tiers 1 and 2 represent water use within the monthly water budget that is related to the lowest cost of water. Tiers 3 and 4 indicate water use that is over budget and related to higher-cost water.

**Pumping Surcharge** is a charge for the additional costs incurred to provide water to customers at higher elevations. The surcharge is calculated based on water use (in CCFs) for each billing period. It is only applicable to customers living in designated areas and is based on actual energy costs. A pumping surcharge zone map and associated charges are available at [irwd.com/services/proposed-rates](http://irwd.com/services/proposed-rates).

**Water Service Charge** is a daily, ready-to-serve charge that covers the fixed costs of operating and maintaining the water distribution system. The charge varies based on the meter size and number of days in the billing cycle and is assessed whether or not any water is used during the billing cycle.

**Conservation Credit** applies to potable residential and landscape customers whose water usage remained within the Tier 1 - Low Volume tier for 9 out of 12 months during the previous calendar year. The credit is based on the number of days in the billing cycle. For a 30-day billing cycle, the credit is \$2.00. To be eligible for the credit, you must be an IRWD customer for a full calendar year.

**Sewer Service Charge** is a daily, ready-to-serve charge that covers the costs of collecting, operating, and maintaining the sewer system. The fixed charge varies based on the number of days in the billing cycle and the Irvine rate area charges are assessed whether or not any water is used during the billing cycle. Contact IRWD for details on your account's sewer billing.

Fixed Sewer Service Charge amounts vary by Irvine rate area and may be comprised of a Service Charge of \$26.10 per month, or a Collection Service Charge of \$8.50 per month, or a Treatment Service Charge of \$15.00 per month.

To view or download a copy of the annual **Water Quality Report**, visit [irwd.com/services/water-quality-report](http://irwd.com/services/water-quality-report).

For More Information, including details for non-residential customers, technical formulas, sample bills and more, visit our website at [irwd.com/rates-charges](http://irwd.com/rates-charges).

### % Water Usage Billing Chart

Tier 1 Low Volume 0-40%	Tier 2 Base Rate 41-100%	Tier 3 Inefficient 101-140%	Tier 4 Wasteful 141%+
7 CCF @ <b>\$1.53</b> per CCF	1 CCF @ <b>\$2.42</b> per CCF	0 CCF @ <b>\$5.15</b> per CCF	0 CCF @ <b>\$14.64</b> per CCF

Your usage for this billing cycle: 8 CCF  
Average Daily Water Budget: 427 gallons  
Average Daily Water Use: 214 gallons

Amounts showing in Tiers 3 and 4 are over your monthly water budget.

To discover useful tools and resources aimed at helping you reduce water use and save money on future water bills, please visit [rightscapenow.com](http://rightscapenow.com)