

Via: Certified Mail Return Receipt Requested

Missouri American Water

Missouri Public & Service Commission

Missouri Public Service Commission Governor Office Building 200 Madison Street PO Box 360 Jefferson City, MO 65102-0360

Re:

Account No.
Dear Sir or Madam,
I am writing to file a formal complaint with you in reference to the dispute of my water bill and related charges from Missouri American Water. I noticed a change in my water bill in December 2024 when it over drafted my account from the automatic payment withdrawal. You will see from the enclosed statements my water bill began doubling in July 2024 and went beyond thereafter. Please see the breakdown of those charges listed below:
On June 20, 2024 billing statement the daily water use jumped to 249 gallons with a balance due of swith \$ "service related charges" (See enclosed statement).
On July 19, 2024 billing statement the daily average water used jumped to 438 gallons with a balance due of swith an additional service related charges". (See enclosed statement).
On August 22, 2024 billing statement the daily average water use was at 1,122 gallons with a balance due of with an additional service related charges". (See enclosed statement).
On September 24, 2024 billing statement the daily average water use was at 1,930 gallons with a balance due of \$\frac{1}{2}\$ with additional \$\frac{1}{2}\$ in "service related charges". (See enclosed statement).
On October 22, 2024 billing statement the daily average water use was at 2,297 gallons with a balance due of \$ with additional \$ in "service related charges". (See enclosed statement).
On November 25, 2024 billing statement the daily average water use was 1,823 gallons with a balance due of swith additional service related charges". (See enclosed statement).

On December 18, 2024, I called the water company and left a voicemail message. I called again on December 19, 2024, December 23, 2024, December 31, 2024 and was told to engage a plumber to check for a leak. I repeatedly asked that Missouri American Water send someone to check the meter. I was told someone would come out to check the meter. No one came out to check the meter. A plumber came out in the beginning of January 2025 and replaced two gaskets on the toilets.

On January 2, 2025, billing statement the daily average water use still way over the daily average with 2,219 gallons with a balance due of with additional succession "service related charges." (See enclosed statement). This bill was paid in full. However, the sum of with "related charges" were included on this bill resulting with a balance due of

On January 21, 2025 I spoke with someone again since my bill was still not in line with the repaired gaskets. I called again on February 3, 2025, March 12, 2025 and on March 17, 2025 disputing the charges.

On January 22, 2025, billing statement the daily average water use was 3,067 gallons with a balance due of with additional in "service related charges." (See enclosed statement). Which is well after when the plumber replaced two gaskets on the toilets.

On February 20, 2025, billing statement the daily average water use was 1,111 gallons with a balance due of \$ with additional \$ with addit

On March 17, 2025 when I spoke with Mary at the Missouri American Water Company she declined my request to send someone to check the meter and stated she can see that the water usage was coming down from her desk and that there was no need to send a technician since they would see what she could see. Mary advised me to wait until my April 26th bill to see the change and that she would freeze the account from shut off. Mary also said I would receive a total of as a credit for the disputed charges as that is the only amount Missouri American Water was legally obligated to credit.

On March 20, 2025, billing statement reflects the daily average water use was 1,392 gallons with a balance due of switch additional statement in "service related charges." (See enclosed statement).

You will note on the March 20, 2025 billing statement a customer leak adjustment was made for the period of October 18, 2024 to November 18, 2024 in the amount of \$\frac{1}{2}\$ but only allotted a credit in the amount of \$\frac{1}{2}\$. Another customer leak adjustment for the period of December 19, 2024 to January 17, 2025 in the amount of \$\frac{1}{2}\$ was allotted but resulted in a credit \$\frac{1}{2}\$ Which does not match the amount due of \$\frac{1}{2}\$.

On April 16,	2025, billing statement the	daily average water use was 52 gallons with a
balance due of \$	with an additional	in "service related charges." (see enclosed
statement).		

On April 16, 2025, billing statement you will see the current bill for service-related charges is \$ with taxes and other charges to be that of \$

Please let me know what further information I can provide to you to dispute the charges from July 2024 through March 20, 2025.

Thank you for your time and consideration.

Sincerely,

Michael Perkins

Musesoffee

MVP

Enclosures: June 20, 2024 - April 16, 2025 statements

Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit 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

Statement

615006041595

Account No

Payment Due By:

July 12, 2024

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

Billing Date:

June 20, 2024

Service Period:

May 21 to Jun 19 (30 Days)

Total Gallons:

7,480

Account Summary — See page 3 for Account Detail

9
\$
\$
\$
\$
\$
\$

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





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

Service to

Amount **Enclosed**

Payment Due By:

Paid Electronically on Due Date

July 12, 2024

MICHAEL PERKINS

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

Account No.

Messages from Missouri American Water

- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/stlouisregion.pdf If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 1-866-430-0820.
- Effective 01/20/24, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) per 1,000 gallons is \$0.7032 for Rate A (residential & commercial), \$0.2164 for Rate B (sale for resale), and \$0.1525 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



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Vist **MyWater** at **amwater.com/mywater** to choose how you want to be notified and to enter your contact information.



E-mail Address

CUSTOMER SERVICE 1-866-430-0820

HOURS: M-F, 7am-7pm • Emergencies, 247 TTY/TDD FOR THE HEARING IMPAIRED: 711 (and their reterence Customer Service number listed above)

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.

STANATION OF STREET LERWS

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 <u>may</u> 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.

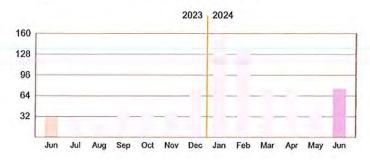
l'm add	ing a one time contribution of \$ to add a recurring contribution to each 1	with my payment.	derstand this amount will be	added to each bill.
Address Change	(s)	Other ways to	pay your bill	
Name		Auto Pay	Online	In Person
		Save time and money.		We have
Address		your bill will be paid on	anywhere. Registration is	agreements with several authorized
City		time, every time, directly from your	fast and easy. Visit www.amwater.com/MyAccount	payment locations in our service areas.
State	Zip Code	bank account on the due date. No	or pay without registration at www.amwater.com/billpay (fee	Visit our website to find one near you.
() Phone Number	Mobile Number	stamps required!	may apply).	

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	05/21/2024	06/19/2024	514 (A)	524 (A)	10	74.80	7,480
A = Actual E	= Estimate			1 CF = 7.48 ga	allons 1 Billing U	Jnit = 100 gallons		Total Gallons:	7,480

Billed Usage History (graph shown in 100 gallons)

- 7,480 gallons = usage for this period
- 2,992 gallons = usage for same period last year

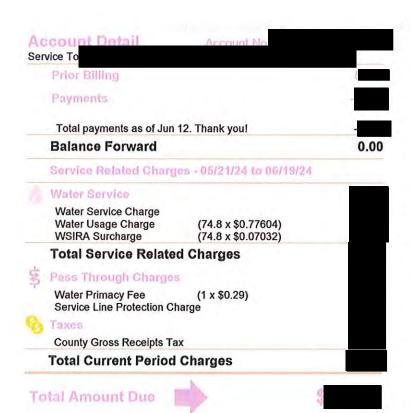


Next Scheduled Read Date: on or about July 18, 2024
Account Type: Residential

Average daily use for this period is: (30 days)

249

Year to Date Billed Usage: 56,848 gallons



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.
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- 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, comuniquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

<This page is intentionally left blank and reserved for future messages>

Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.missouriamwater.com to learn more about the services we provide.
- Your charges contain a change in pricing that was effective on 07/11/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.missouriamwater.com

Statement

Account No. \$

Payment Due By: August 12, 2024

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

Billing Date: July 19, 2024 Service Period: Jun 20 to Jul 18 (29 Days)

Total Gallons: 12,716

Account Summary - See page 3 for Account Detail

Prior Billing:	\$
Payments - Thank You!	\$
Balance Forward:	\$
Service Related Charges:	\$
Pass Through Charges:	\$
Taxes:	\$
Total Amount Due:	\$

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

MISSOURI AMERICAN WATER

WE KEEP LIFE FLOWING



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

Service to

MICHAEL PERKINS

Account No. \$
Payment Due By: August 12, 2024

Amount \$ Paid Electronically on Due Date Enclosed

Messages from Missouri American Water

- Effective 07/11/24, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) per 1,000 gallons is \$1.2086 for Rate A (residential & commercial), \$0.3720 for Rate B (sale for resale), and \$0.2621 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 www.amwater.com/ccr/stlouisregion.pdf If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 1-866-430-0820.

IMPACT in our communities!



Combined, Missouri American Water and the American Water Charitable Foundation contributed more than

\$791k IN MISSOURI



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)

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.

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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.

1/20	HELP TO OTHERS PROOF.	AM - herrol or beamful			
	I'm adding a one time contril			derstand this amount will be	added to each bill.
	Change(s)		Other ways to Auto Pay	pay your bill Online	In Person
Name Address			Save time and money. Enroll in Auto Pay, and your bill will be paid on	With My Account, you can pay your bill anytime, anywhere. Registration is	We have agreements with several authorized
State ()		Zip Code Mobile Number	time, every time, directly from your bank account on the due date. No stamps required!	fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).	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
93015237	100 CF	5/8"	06/20/2024	07/18/2024	524 (A)	541 (A)	17	127.16	12,716
= Actual E	= Estimate			1 CF = 7.48 ga	allons 1 Billing U	Init = 100 gallons		Total Gallons:	12,716

Billed Usage History (graph shown in 100 gallons)

12,716 gallons = usage for this period

Total Amount Due

2,992 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 19, 2024 Account Type: Residential

Average daily use for this period is: (29 days)

438

Year to Date Billed Usage: 69,564 gallons

Account Detail Account No. 1017-210046819250 Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130 Prior Billing Payments Total payments as of Jul 12. Thank you! **Balance Forward** Service Related Charges - 06/20/24 to 07/18/24 Water Service Water Service Charge Water Usage Charge (127.16 x \$0.77604) WSIRA Surcharge 06/20/24 to 07/10/24 (92.09 x \$0.07032) 07/11/24 to 07/18/24 (35.07 x \$0.12086) **Total Service Related Charges** Pass Through Charges Water Primacy Fee (1 x \$0.29) Service Line Protection Charge County Gross Receipts Tax **Total Current Period Charges**

Understanding Your Bill

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- 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, comuniquese 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:

Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Your water usage during this period appears higher than normal. To help identify causes of higher than expected water use, please log in or register for My Account where you will find information on causes for high water use and tips for identifying leaks.
- Want to get to know us better? Visit www.missouriamwater.com to learn more about the services we provide.

For more information, visit www.missouriamwater.com

Statement

Account No.

1771

Ψ ---40, 000

Payment Due By: September 13, 2024

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

Billing Date:

August 22, 2024

Service Period:

Jul 19 to Aug 19 (32 Days)

Total Gallons:

35,904

Account Summary - See page 3 for Account Detail

Prior Billing:	\$
Payments - Thank You!	\$
Balance Forward:	\$
Service Related Charges:	\$
Pass Through Charges:	\$
Taxes:	\$
Total Amount Due:	\$

View your account information or pay your bill anytime at: www.amwaler.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

American Water

WE KEEP LIFE FLOWING

P.O. BOX 91623

RANTOUL, IL 61866-8623

Account No.

7111

Tipled Amount Buss.

Ford 1619 - Plant Charges demonstray managagaga

V0/2\$

Payment Due By:

September 13, 2024

Service to

Amount Enclosed Paid Electronically on Due Date

MICHAEL PERKINS



WE KEEP LIFE FLOWING and I ment (I the control of the

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	07/19/2024	08/19/2024	541 (A)	589 (A)	48	359.04	35,904
= Actual E	= Estimate	1	(to 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 CF = 7.48 ga	allons 1 Billing U	Init = 100 gallons		Total Gallons:	35,904

Billed Usage History (graph shown in 100 gallons)

1 35,904 gallons = usage for this period

2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 19, 2024 Residential Account Type:

daily use for (32 days)

Year to Date Billed Usage: 105,468 gallons

Account Detail Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing

Payments

Total payments as of Aug 12. Thank you!

Balance Forward

Service Related Charges - 07/19/24 to 08/19/24

Water Service

Water Service Charge Water Usage Charge

(359.04 x \$0.77604)

WSIRA Surcharge

(359.04 x \$0.12086)

Total Service Related Charges

Pass Through Charges

Water Primacy Fee (1 x \$0.29)

Service Line Protection Charge

Taxes

County Gross Receipts Tax

Total Current Period Charges

Total Amount Due



Understanding Your Bill

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For more information about your charges and rates, please visit:

Service Address: MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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- Your water use during this period appears higher than normal. For helpful tips on conserving water and detecting leaks, visit the Water Information page on our website. It could save you water (and money)!

For more information, visit www.missouriamwater.com



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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





Service to:

MICHAEL PERKINS

Statement

Account No. \$

Payment Due By: October 16, 2024

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

Billing Date: Service Period: September 24, 2024

Total Gallons:

Aug 20 to Sep 19 (31 Days) 59,840

Account Summary - See page 3 for Account Detail

Prior Billing: \$

Payments - Thank You! \$

Balance Forward: \$

Service Related Charges: \$

Pass Through Charges: \$

Taxes: \$

Total Amount Due:

Account No

1 - 200 (1111) (2010)

\$

Payment Due By:

October 16, 2024

Amount Enclosed Paid Electronically on Due Date

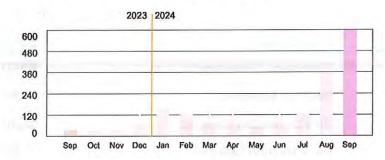


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= Actual E	= Estimate			1 CF = 7.48 g	allons 1 Billing U	Init = 100 gallons		Total Gallons:	59,840

Billed Usage History (graph shown in 100 gallons)

- 59,840 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 17, 2024
Account Type: Residential

Average daily use for this period is: (31 days)

1,930

Year to Date Billed Usage: 165,308 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing **Payments** Total payments as of Sep 13. Thank youl **Balance Forward** Service Related Charges - 08/20/24 to 09/19/24 Water Service Water Service Charge (598.4 x \$0.77604) Water Usage Charge **WSIRA Surcharge** (598.4 x \$0.12086) **Total Service Related Charges** Pass Through Charges Water Primacy Fee (1 x \$0.29) Service Line Protection Charge Taxes County Gross Receipts Tax **Total Current Period Charges**

Total Amount Due



Understanding Your Bill

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- 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.

Service Address: MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Your water usage during this period appears higher than normal. To help identify causes of higher than expected water use, please log in or register for My Account where you will find information on causes for high water use and tips for identifying leaks.
- Want to get to know us better? Visit www.missouriamwater.com to learn more about the services we provide.
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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





Service to

MICHAEL PERKINS

Statement

Account No

Payment Due By: November 13, 2024

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

Billing Date:

October 22, 2024

Service Period:

Sep 20 to Oct 17 (28 Days)

Total Gallons:

64,328

Account Summary - See page 3 for Account Detail

Prior Billing: \$:

Payments - Thank You! \$:

Balance Forward: \$:

Service Related Charges: \$:

Pass Through Charges: \$:

Taxes: \$:

Total Amount Due: \$:

Account No.

Tilber Ameum) Bire

\$

Payment Due By:

November 13, 2024

Amount Enclosed Paid Electronically on Due Date

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	09/20/2024	10/17/2024	669 (A)	755 (A)	86	643.28	64,328
- Actual E	- Estimata			1 CE = 7 48 C	ollone 1 Billing I	Init = 100 gallons		Total Gallons:	64.328

Billed Usage History (graph shown in 100 gallons)

- 64,328 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 18, 2024
Account Type: Residential

Average daily use for this period is: (28 days)

2,297

Year to Date Billed Usage: 229,636 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing Payments Total payments as of Oct 16. Thank youl **Balance Forward** Service Related Charges - 09/20/24 to 10/17/24 Water Service Water Service Charge Water Usage Charge (643.28 x \$0.77604) **WSIRA Surcharge** (643.28 x \$0.12086) **Total Service Related Charges** Pass Through Charges Water Primacy Fee (1 x \$0.29) Service Line Protection Charge Taxes County Gross Receipts Tax

Total Amount Due

Total Current Period Charges



Understanding Your Bill

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

Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Your water usage during this period appears higher than normal. To help identify causes of higher than expected water use, please log in or register for My Account where you will find information on causes for high water use and tips for identifying leaks.
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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**

MISSOURI

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

Service to:

MICHAEL PERKINS

Statement

Account No



Payment Due By:

December 17, 2024

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

Billing Date:

November 25, 2024

Service Period:

Oct 18 to Nov 18 (32 Days)

Total Gallons:

Total Amount Due:

58,344

Account Summary - See page 3 for Account Detail

Prior Billing: Payments - Thank You! **Balance Forward:** Service Related Charges: Pass Through Charges: Taxes:

Account No.



Payment Due By:

December 17, 2024

Amount **Enclosed**

Paid Electronically on Due Date

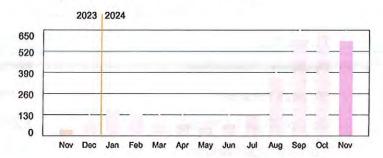


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	10/18/2024	11/18/2024	755 (A)	833 (A)	78	583.44	58,344
= Actual F	= Fstimate			1 CF = 7 48 a	allons 1 Billing I	Init = 100 gallons		Total Gallone	58 344

Billed Usage History (graph shown in 100 gallons)

- 58,344 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 18, 2024 Account Type: Residential

Average daily use for this period is: (32 days)

1,823

Year to Date Billed Usage: 287,980 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing **Payments** Total payments as of Nov 13. Thank youl **Balance Forward** Service Related Charges - 10/18/24 to 11/18/24 Water Service Water Service Charge Water Usage Charge (583.44 x \$0.77604) **WSIRA Surcharge** (583.44 x \$0.12086) Total Service Related Charges Pass Through Charges Water Primacy Fee (1 x \$0.29) Service Line Protection Charge Taxes County Gross Receipts Tax **Total Current Period Charges**

Total Amount Due



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Service Address: MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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For more information, visit www.missouriamwater.com

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



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



Customer Service: 1-866-430-0820



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

Statement

Account No



Payment Due By:

January 24, 2025

Billing Date:

January 02, 2025

Service Period: **Total Gallons:**

Nov 19 to Dec 18 (30 Days)

66,572

Account Summary - See page 3 for Account Detail

Prior Billing:

Payments - Thank You!

Service Related Charges:

Balance Forward:

Pass Through Charges:

Taxes:

Total Amount Due:







M-F 7:00am to 7:00pm - Emergencies 24/7



MERICAN WATER

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Account No

P.O. BOX 91623 RANTOUL, IL 61866-8623 Payment Due By:

January 24, 2025

Service to

Amount **Enclosed**



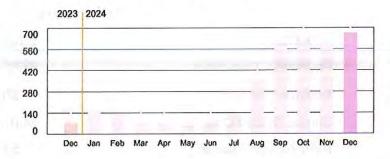
MICHAEL PERKINS

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	11/19/2024	12/18/2024	833 (A)	922 (A)	89	665.72	66,572
A - Actual C = Fetimete 1 CF = 7.48 relions 1 Billing Unit = 100 relions							Total Gallons:	66.572	

Billed Usage History (graph shown in 100 gallons)

- 66,572 gallons = usage for this period
- 7,480 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 16, 2025 Account Type: Residential

Average daily use for this period is: (30 days)

2,219

Year to Date Billed Usage: 354,552 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing Payments Total payments as of Dec 17. Thank youl **Balance Forward** Service Related Charges - 11/19/24 to 12/18/24 Water Service Water Service Charge Water Usage Charge (665.72 x \$0.77604) (665.72 x \$0.12086) **WSIRA Surcharge Total Service Related Charges** Pass Through Charges (1 x \$0.29) Water Primacy Fee Service Line Protection Charge Taxes County Gross Receipts Tax **Total Current Period Charges**

Total Amount Due



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Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit 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.

Statement

Account No

Payment Due By:

February 13, 2025

Billing Date:

January 22, 2025

Service Period: Total Gallons: Dec 19 to Jan 17 (30 Days)

92,004

Account Summary - See page 3 for Account Detail

Prior Billing:

\$

Payments:

\$6

Balance Forward:

Pass Through Charges:

Service Related Charges:

\$

Taxes:

Total Amount Due:

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

MERICAN WATER

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P.O. BOX 91623

RANTOUL, IL 61866-8623

Account No.

9

Payment Due By:

February 13, 2025

Amount Enclosed \$

Service to

MICHAEL PERKINS

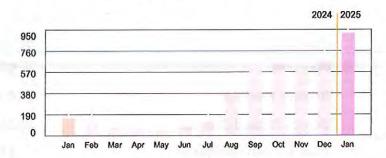


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	12/19/2024	01/17/2025	922 (A)	1,045 (A)	123	920.04	92,004
A = Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons								Total Gallons:	92,004

Billed Usage History (graph shown in 100 gallons)

- 92,004 gallons = usage for this period
- 15,708 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 18, 2025
Account Type: Residential

Average daily use for this period is: (30 days)

3,067

Year to Date Billed Usage: 92,004 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing Payments **Balance Forward** Service Related Charges - 12/19/24 to 01/17/25 Water Service Water Service Charge Water Usage Charge (920.04 x \$0.77604) **WSIRA Surcharge** (920.04 x \$0.12086) Total Service Related Charges Pass Through Charges Water Primacy Fee (1 x \$0.29) Service Line Protection Charge Taxes County Gross Receipts Tax **Total Current Period Charges**

Total Amount Due



Understanding Your Bill

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For more information about your charges and rates, please visit:

Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. However, \$1,520.77 is past due and is due immediately. To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 02/07/25. Please review the Account Detail section of your bill for more information.

Statement

Account No.1017-210046819250

\$

Payment Due By:

March 14, 2025

A portion of your account balance is past due. Please see account messages for more information.

Billing Date:

February 20, 2025

March 14, 2025

Service Period:

Jan 18 to Feb 19 (33 Days)

Total Gallons:

36,652

Account Summary - See page 3 for Account Detail

Prior Billing:	\$
Payments:	ove \$
Balance Forward - Past Due	\$
Service Related Charges:	\$
Pass Through Charges:	\$
Taxes:	3
Total Amount Due:	5

For more information, visit www.missouriamwater.com



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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

WE KEEP LIFE FLOWING



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

Service to:

Amount Enclosed

Payment Due By:

Ŝ

Account No.

MICHAEL DEDVINO



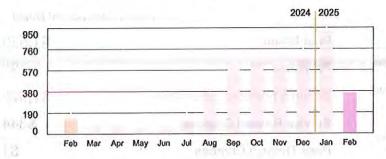
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	01/18/2025	02/19/2025	1,045 (A)	1,094 (A)	49	366.52	36,652
= Actual E	= Estimate		See Miles on	1 CF = 7 48 a	allons 1 Billing L	Init = 100 gallons		Total Gallons:	36,652

Billed Usage History (graph shown in 100 gallons)

- 36,652 gallons = usage for this period
- 13,464 gallons = usage for same period last year

Next Scheduled Read Date: on or about March 17, 2025 Account Type: Residential



Average daily use for this period is:

Year to Date Billed Usage: 128,656 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing **Payments** Balance Forward - Past Due Service Related Charges - 01/18/25 to 02/19/25 Water Service Water Service Charge (366.52 x \$0.77604) Water Usage Charge **WSIRA Surcharge** 01/18/25 to 02/06/25 (222.14 x \$0.12086) (144.38 x \$0.15886) 02/07/25 to 02/19/25 **Total Service Related Charges** Pass Through Charges (1 x \$0.29) Water Primacy Fee Service Line Protection Charge Taxes County Gross Receipts Tax

Total Amount Due

Total Current Period Charges



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Service Address: MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Your billing has been adjusted to offset some of the additional charges incurred as a result of the recent leak at your property. Please see the detailed billing charges for additional information.
- · Want to get to know us better? Visit www.missouriamwater.com to learn more about the services we provide.

Statement

656256832761

Account No.

Total Amount Due:

Payment Due By:

April 11, 2025

Billing Date:

March 20, 2025

Feb 20 to Mar 17 (151 Days)

Service Period: **Total Gallons:**

210,188

Account Summary - See page 3 for Account Detail

Prior Billing:	\$
Payments:	- \$
Balance Forward:	\$
Service Related Charges:	9
Pass Through Charges:	\$
Taxes:	\$
Total Amount Due:	\$

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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**







MICHAEL PERKINS

Account No April 11, 2025 Payment Due By:

Amount Enclosed



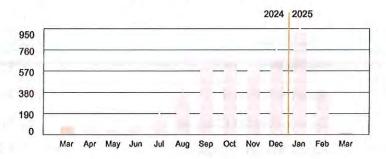
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	10/18/2024	03/17/2025	755 (A)	1,096 (A)	341	2,101.88	210,188
A = Actual E = Felimete 1 CE = 7.48 gallone 1 Billion Holt = 100 gallone								Total Gallone	210 188

Billed Usage History (graph shown in 100 gallons)

210,188 gallons = usage for this period

7,480 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 15, 2025 Account Type: Residential

Average dally use for this period is: (151 days)

1,392

Year to Date Billed Usage: 130,152 gallons

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130

Prior Billing

Payments

Balance Forward

Service Related Charges - 02/20/25 to 03/17/25

Customer Leak Adjustment - 10/18/24 to 11/18/24

Water Service

Water Service Charge

Water Usage Charge

(313 x \$0.77604)

(583.44- x \$0.77604)

WSIRA Surcharge

(313 x \$0.12086)

(583.44- x \$0.12086)

Customer Leak Adjustment - 12/19/24 to 01/17/25

Water Service

Water Service Charge

Water Usage Charge

(500.07 x \$0.77604)

(920.04- x \$0.77604)

WSIRA Surcharge

(500.07 x \$0.12086)

(920.04- x \$0.12086)

Bill Period - 02/20/25 to 03/17/25



(Continued on next page)

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Water Service Charge

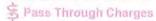
Water Usage Charge

(14.96 x \$0.77604)

WSIRA Surcharge

(14.96 x \$0.15886)

Total Service Related Charges



Water Primacy Fee

10/18/24 to 11/18/24

(1 x \$0.29)

(-1-x \$0.29)

Service Line Protection Charge

10/18/24 to 11/18/24

12/19/24 to 01/17/25

(1 x \$0.29)

(-1-x \$0.29)

12/19/24 to 01/17/25

02/20/25 to 03/17/25

(1 x \$0.29)

02/20/25 to 03/17/25



County Gross Receipts Tax

Total Current Period Charges

Total Amount Due



Service Address:

MICHAEL PERKINS

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit 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.

Statement

Account No

\$

Payment Due By:

May 8, 2025

Billing Date: Service Period: Total Gallons:

April 16, 2025

Mar 18 to Apr 15 (29 Days) 1,496

Account Summary - See page 3 for Account Detail

Ç
\$
\$
\$
\$
\$
\$1,285.65

For more information, visit www.missouriamwater.com

View your account information or pay your bill anytime at: www.smyster.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

CAROL STREAM, IL 60197-6029





Service to

MICHAEL PERKINS

Account No.

Payment Due By:

May 8, 2025

Amount \$

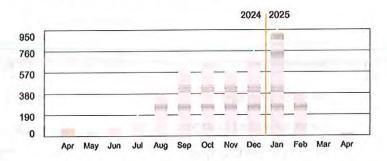


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
93015237	100 CF	5/8"	03/18/2025	04/15/2025	1,096 (A)	1,098 (A)	2	14.96	1,496
= Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons Total Gallons:							1,496		

Billed Usage History (graph shown in 100 gallons)

- 1,496 gallons = usage for this period
- 7,480 gallons = usage for same period last year



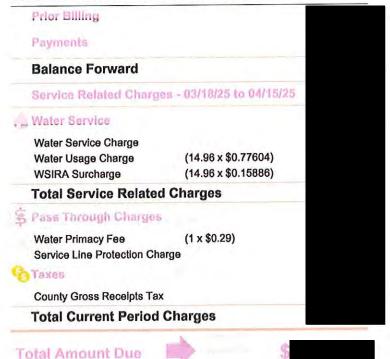
Next Scheduled Read Date: on or about May 15, 2025 Account Type: Residential

Average daily use for this period is: (29 days)

Account Detail

Account No. 1017-210046819250

Service To: 1115 ORCHARD LAKES DR ST LOUIS, MO 63146-5130



Understanding Your Bill

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

Year to Date Billed Usage: 131,648 gallons

- 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.

Michael Perkiles

CERTIFIED MAIL®

9589 0710 5270 2806 7074 32

Retail

RDC 99



65102

U.S. POSTAGE PAID FCM LG ENV SAINT LOUIS, MO 63105 APR 30, 2025

\$11.26

S2324M501929-22

Ciertified Mais Return Receipt

Missouri Public Service Commission Governor Office Building 200 Madison Street PO Box 360 Jefferson City, MO 65102-6360

NU STORY BUT OF OUR DAM

RECEIVED

MAY 5 2025

MO PUBLIC SERVICE COMMISSION MAIL ROOM