

[illegible]



Missouri-American Water Company

Address: 14220 Sheridan Ave. Date: 10-14-05 Time: 12:30 a.m./p.m.

Premises #: Service Order #: 3328822 Employee #: 1202578 Crew #:

Dear Customer:

A Missouri-American Representative visited the above location for the following reason(s): (boxes indicated by "X")

- | | |
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| ☒ 1 Exchange your water meter | ☒ 12 Investigate water quality complaint |
| ☒ 2 Turn on/off service ☒ 3 At customer's request | ☒ 13 Investigate low pressure complaint |
| ☒ 4 Call (Toll Free) 1-866-430-0820 to apply for water service | ☒ 14 Investigate high pressure complaint |
| ☒ 5 Remove your meter | ☒ 15 Investigate high bill complaint |
| ☒ 6 Install a meter | ☒ 16 Read your meter |
| ☒ 7 Inspect for dead water meter | ☒ 17 Install/repair a remote reading device |
| ☒ 8 Inspect your leaking meter | ☒ 18 Check for service line leakage |
| ☒ 9 I found no one home and would like to return. Please call (Toll Free) 1-866-430-0820 to schedule a date. | ☒ 19 Obtain meter reading for new customer |
| ☒ 10 Company had to replace the leaking corporation cock on your service line (A). (Company will seek reimbursement through St. Louis County Repair Program.) | ☒ 20 Turn off for non-payment of bill (completed) |
| ☒ 11 Determine why you have no water | ☒ 21 Turn off for non-payment of bill (not completed due to defects in customer owned water service line components, see "X" items below) |
| | ☒ 22 Verify needed repairs: ☒ 23 complete ☒ 24 incomplete |

For your convenience, a diagram has been placed on the reverse side of this notice. The letters in parenthesis correspond to those on the diagram.

NOTE: Missouri-American Water Company does not own or maintain service lines. Water service lines are the responsibility of the property owner or water customer. The boxes marked below indicate service line repairs that are required. In order to complete these repairs, you may need to consult a plumbing contractor.

- ☒ 25 Remove enclosure surrounding meter in basement so meter can be exchanged.
- ☒ 26 Stop Box (D):
- ☒ 27 Unable to turn off service. Service line or plumbing could freeze and break possibly causing property damage.
 - ☒ 28 Locate and raise the stop box to ground level or replace the top and/or bottom section (D). (At this time we were unable to verify whether items 29-32 need addressing. It would be cost effective to address these items at the time the stop box is repaired.)
 - ☒ 29 Clean out stop box (D) so that the stop cock valve can be operated.
 - ☒ 30 Replace stop box lid and brass bolt (E).
 - ☒ 31 Expose and straighten stop box and center over stop cock valve (C) (D).
 - ☒ 32 Repair or replace broken stop cock valve. If applicable, see item 44 below.
- ☒ 33 Meter Box (H):
- ☒ 34 Locate and raise meter box to ground level (H).
 - ☒ 35 Remove or trim shrubs over meter box.
 - ☒ 36 Replace damaged meter box (H) & (G).
 - ☒ 37 Remove mud and debris all the way down to the bottom of the meter box (H).
 - ☒ 38 Adjust meter yoke (I) to proper depth: (raise _____ inches or lower _____ inches).
- ☒ 39 Remove obstruction from outside remote meter reading receptacle.
- ☒ 40 Repair leaking service line or stop cock valve (B) (C). If applicable, see item 44 below.
- ☒ 41 Repair or replace deteriorated stop and waste valve in your basement (K) or meter box.
- ☒ 42 Repair or replace deteriorated plumbing adjacent to meter in your basement (B).
- ☒ 43 Meter was frozen - make necessary repairs to meter box or provide adequate heat for basement. (You will receive a repair bill for the damaged Water Company meter.)
- ☒ To verify if any repairs are covered under the service line repair program, contact St. Louis County Public Works at 314-615-8420 or at www.stlouisco.com. Your Missouri-American account must be paid in full before being considered for the program.
- ☒ 45 Other: Replace stop box and thread (stopcock)

If, after reviewing this information, questions remain, please call our Customer Service Call Center at (Toll Free) 1-866-430-0820 between the hours of 7:00 A.M. and 7:00 P.M. Monday through Friday.

PLEASE REPAIR THESE ITEMS WITHIN _____ DAYS FROM ABOVE DATE, THEN CALL US AT (Toll Free) 1-866-430-0820 SO THAT WE MAY SCHEDULE AN INSPECTION TO VERIFY THAT ALL NEEDED REPAIRS ARE COMPLETE. IF ADDITIONAL TIME IS NEEDED TO COMPLETE THESE REPAIRS, IT IS IMPORTANT THAT YOU NOTIFY US TO REQUEST AN EXTENSION. PLEASE UNDERSTAND THAT OUR GOAL IS TO PROVIDE THE BEST CUSTOMER SERVICE POSSIBLE AND IN ORDER TO DO THIS, WE MUST BE ABLE TO OPERATE ALL COMPONENTS OF YOUR SERVICE LINE AT ALL TIMES. THIS IS ESPECIALLY IMPORTANT WHEN LEAKS ARE CAUSING DAMAGE WHICH REQUIRES SERVICE TO BE TURNED OFF IMMEDIATELY.

