



Combined, Missouri American Water and the American Water Charitable Foundation contributed over

\$944k IN MISSOURI

EMPLOYEES ENGAGED IN OUR COMMUNITIES

930
hours

Employees volunteered more than 930 hours in the community.

Protecting Our Watersheds

Nearly 50 employees around the state assisted with watershed cleanups.



GIVING BACK

Missouri American Water contributed over \$636,200 to 91 organizations

in our communities through grants, scholarships, general charitable contributions and programming support.¹

Help to Others Program: We contributed \$102,000 to fund our customer assistance program.

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 customers experiencing financial hardship to help keep their water and/or wastewater services flowing.



Inclusion, Diversity & Equity
\$13,046 to 2 organizations



Public Safety & Firefighting Support
\$65,600 to 39 fire & rescue organizations



Environmental Sponsorships
\$75,718 to 7 organizations



Education & Workforce Development
\$18,400 to 3 organizations



Health & Wellness
\$60,900 to 16 organizations



Community Sustainability
\$300,600 to 16 organizations



American Water Charitable Foundation contributed over \$308,200 to 223 organizations in Missouri²

- **\$254,491** awarded to 23 organizations through AWC's "Keep Communities Flowing" grant programs.
- Together, AWC and employees donated **\$84,357** to 200 nonprofit organizations in Missouri through the foundation's employee matching gift program. This includes more than \$19,818 employees donated through United Way.

¹ These amounts may be subject to recovery in a future potential rate case(s).

² The American Water Charitable Foundation is registered with the IRS as a 501(c)(3) private foundation. The Foundation is funded by American Water shareholders and has no impact on customer rates. For more information, visit amwater.com/awcf.



WE KEEP LIFE FLOWING®

WATER AND WASTEWATER CHALLENGES?

WE'RE HERE TO HELP



ABOUT US



PEOPLE SERVED:
About 1.6 million



COUNTIES SERVED:
30 across the state



WATER SYSTEMS:
40+



**WASTEWATER
SYSTEMS:** 80+



MILES OF PIPELINE:
7,500



FIRE HYDRANTS:
44,000



EMPLOYEES: 700+



ESTABLISHED: 1879
in St. Joseph

Mayors and city councils face a lot of challenges and competing priorities, but operating and continually investing in the city's water and wastewater systems doesn't have to be one of them!

WAYS WE HELP COMMUNITIES:

- **Certified operators and trained professionals –**

Water and wastewater is all we do. Our full-time professional staff has the operational and technical expertise to efficiently manage water and wastewater systems of any size.

- **Proceeds from system sales –**

Selling a city's water and/or wastewater system can provide much-needed cash to address community and economic development needs like streets, stormwater, parks, public safety, and pension fund liabilities.

Do you know what your systems are worth?

- **System Investment** – It takes significant capital to replace aging infrastructure and meet new regulations. In 2024, we plan to invest more than \$500 million in water and wastewater system improvements to maintain service and reliability.



I was elected... to try to resolve Eureka's water and sewer challenges. After carefully analyzing the issues and examining our options, I recommended going with Missouri American Water as the best option. I'm glad voters agreed and look forward to working with Eureka residents and the Board of Alderman to focus on other needs of our community, including reinvesting the sale proceeds to support economic growth.



Sean Flower
Mayor



QUESTIONS?

For more information on how we may be able to provide solutions for your community, please contact
MOAWBusinessDevelopment
@amwater.com

MORE WAYS WE HELP COMMUNITIES:

- **Local property taxes** – Unlike municipal systems, Missouri American Water pays property taxes on our water and wastewater assets, providing an ongoing source of revenue to communities.
- **Regulatory Compliance** – It can be difficult for communities to keep up with ever-increasing health and environmental regulations. Our team of water quality experts is at the forefront of research and compliance so our systems meet or surpass all state and federal standards.
- **Economies of scale** – As part of American Water, the largest U.S. publicly traded water and wastewater utility company, we're able to maximize efficiencies and use our buying power to provide cost-effective service to the communities we serve.
- **Community Involvement** – We care about the communities we serve and are active in supporting local civic and charitable activities through financial contributions and volunteer hours.
- **Exceptional Service** – Our customers are at the center of everything we do. We provide reliable local service to communities and have convenient customer service options that can be accessed online or by phone, including 24/7 emergency support.

ABOUT US

Missouri American Water has been providing clean, safe, and reliable water service since 1879, when our first system was purchased in St. Joseph, MO. We've grown a lot since then. Today we're proud to provide quality water and/or wastewater service to approximately 1.6 million Missourians in more than 30 counties across the state.

Our team of more than 700 local professionals includes water quality specialists, plant operators, distribution and field service personnel, and engineers. We also have access to additional resources and expertise through our parent company American Water.

We're proud of our exceptional track record of providing high-quality service and consistently meeting or surpassing health and environmental regulations. We carefully plan and invest in our water and wastewater systems so our customers receive reliable service, both now and for generations to come.

Ask us how we can solve your community's water and wastewater challenges. It's what we do.



MISSOURI
AMERICAN WATER

MISSOURI AMERICAN WATER Q&A



FOR CITY OF NEOSHO RESIDENTS

Missouri American Water's history dates back more than a century, when its earliest water system was purchased in St. Joseph in 1879. A subsidiary of American Water, Missouri American Water is the largest investor-owned water utility in the state, serving approximately 1.6 million people.

Our team provides customers with safe, clean, reliable water and sewer service. As a large organization, we can share resources, equipment, manpower, expertise and economies of scale to benefit our customers.

What happens if the Neosho City Council votes to sell the systems to Missouri American Water (MAW)?

If the council decides to sell the systems, the next step would be to begin the approval process of the sale by the Missouri Public Service Commission (MoPSC). As a regulated utility, any sale to MAW must have the MoPSC's approval. The MoPSC will use this time to do due diligence for every aspect of the proposed agreement, including purchase price and system investment plans for Neosho. This can take anywhere from 6 to 12 months.

What can we expect to happen with our water/wastewater rates?

If the acquisition is approved by both the Neosho City Council and the MoPSC, Missouri American plans to honor the rates that are in place at the time of the sale until their next rate adjustment request.

Rate adjustment requests are driven by the capital invested in the water and wastewater systems. Missouri American Water is currently investing approximately \$500 million annually in system improvements statewide. This amount would translate to an approximate increase of about 9% per year.

Wastewater rates would continue to be based on water usage, or volumetric. Missouri American Water does have systems that are a flat rate, and this is due to the lack of water usage data available. Neosho would not be on a flat rate.

How often does Missouri American Water request an adjustment in rates?

Typically, every 2–3 years, but this does vary based on the level of investments made in the water and wastewater systems. Any changes in rates must be approved by the MoPSC as Missouri American Water cannot arbitrarily change rates. Part of the rate-making process includes numerous opportunities for public input, and the City of Neosho can also become an active intervenor in any rate adjustment requests.

Prior to this year, adjustments were based on investments already made and in service. However, moving forward, planned investments can be included in the requested rate adjustment. This means the MoPSC can review and determine if the planned projects are necessary to maintain reliable service. If a project does not meet these criteria, it will be removed from the requested adjustment total.

Missouri American Water is a regulated utility. What does this mean?

The MoPSC regulates investor-owned electric, natural gas, steam, water and sewer utilities in Missouri to ensure customers receive safe and reliable utility services at just, reasonable and affordable rates. More information on the MoPSC can be found at psc.mo.gov.

Is Missouri American Water an American company?

Yes. Missouri American Water is an investor-owned utility trading on the New York Stock Exchange (NYSE:AWK) and is a subsidiary of American Water, which operates water and wastewater systems in 16 states. American Water and its subsidiaries were acquired by RWE in January 2003. RWE then divested American Water through an initial public offering (IPO) in April 2008. **This IPO marked the end of RWE's ownership of American Water.**

Does Missouri American Water offer any programs to support customer assistance?

There are several payment options available to assist customers experiencing hardships with paying their bills. These include budget billing, installment plans and the H2O (Help to Others) Program.

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.

As part of the previous rate adjustment request, Missouri American Water proposed a Universal Affordability Tariff that would have provided discounts based on customer income as compared to the Federal Poverty Level. Although this was not approved by the MoPSC, Missouri American Water plans to request this, or something similar, in its next rate case filing.

Can Missouri American Water make investments more efficiently than the City of Neosho?

Yes, we believe so due to our economies of scale and purchasing power. Costs for many materials used in water and wastewater improvements can be purchased at a much lower cost than by municipalities. As part of American Water, there are national contracts with vendors in place allowing us to purchase hydrants, meters, pipe, etc. at a much lower cost than a municipality can alone. In addition, operational efficiency is a continual focus in the systems currently operated by Missouri American Water. A perfect example would be new water mains. Missouri American Water plans to purchase approximately 400 miles of new water mains, versus Neosho's plans to purchase less than 10 miles. Missouri American Water also has technologies to reduce water loss, which the City cannot afford.

Non-Revenue Water seems to be a major area of concern. What can Missouri American Water do to lower this percentage?

Non-revenue water (NRW) is potable water leaving the treatment plant but never passing through a meter. The number one cause of this is leaks in aging pipes throughout the distribution system. Missouri American Water's goal for Neosho's NRW is to achieve world-class status as defined by the American Water Works Association's Infrastructure Leakage Index (ILI). World-class is generally defined as an ILI between 1 and 2. Missouri American Water would immediately begin using tools such as satellite imaging technology and acoustic monitoring in addition to meter replacements to locate leaks, make system repairs and prioritize water main replacement projects.

How often does Missouri American Water send a bill?

Billing is done monthly, and the due date depends on when a customer's meter is read. The amount billed is due monthly. Late fees are not charged at this time. Bills can be paid in one of several ways:

- Online
- Phone
- Mail
- In person at one of our many payment locations or at a local office with the location to be determined