

MISSOURI-AMERICAN LETTERHEAD WITH CONTACT INFORMATION

Dear Neosho Resident:

Missouri American Water would like to inform you that on September XX, 2025, the Company filed an application with the Missouri Public Service Commission (MoPSC) Certificates of Convenience and Necessity associated with the potential purchase of the City of Neosho's water and wastewater systems for \$34.5 million.

The MoPSC acquisition review process typically lasts between 6 to 12 months. If approved, the water and wastewater assets and customer base will be transferred to Missouri American Water to become the service provider for Neosho.

As part of the agreement and subject to MoPSC approval of the purchase, Missouri American Water has committed to investing approximately \$35 million in water and wastewater system improvements in the first five years of ownership.

Missouri American Water has proposed to keep both water and wastewater rates the same as the City of Neosho's rates at the time of closing. This is pending approval by the MoPSC. Any changes to future rates after closing would take place following a rate review request from Missouri American Water and approval from the MoPSC, a process that typically takes 11 months.

Residents may provide comments and feedback by contacting the MoPSC:

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
Telephone: 1-800-392-4211
Email: pscinfo@psc.mo.gov

Comments may also be submitted electronically using the MoPSC's electronic filing system at https://psc.mo.gov/General/Submit_Comments. From this webpage, click "e-Filing instructions" under the heading "Submit Comments in Writing" for instructions on how to submit comments by mail, phone, email, or through EFIS. When submitting comments, please reference File No. WA-2026-XXXX.

Additional information about Missouri American Water can be found at www.missouriamwater.com.

All documents filed as part of this application process can be found on the MoPSC's Electronic Filing Information System (EFIS) at <https://efis.psc.mo.gov>. Click on "Existing

Case e-filing and Search” under the heading “Case e-Filings and Search,” and enter Case No. WA-2026-XXXX.