



For Service To:



Account Number	1017- [REDACTED]
Pay Before	03/31/2025
Total Due	250.35

03/19/2025

**TIME SENSITIVE NOTICE:**

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.

**IMPORTANT: DISCONTINUANCE NOTICE**  
Please read and take the steps needed to avoid your service from being discontinued.

**PAY THIS AMOUNT      \$250.35      PRIOR TO      03/31/2025**

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 03/31/2025. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due including a disconnection charge, a restoration charge, along with an excavation charge, if required.

Please note, someone must be available at the premises when service is restored.

**Disconnection Charge: \$27.50**  
**Regular Hour Restoration Charge: \$27.50**  
**Off Hour Restoration Charge: \$159.00**  
**Excavation Charge: Actual Cost**

Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

**CONVENIENT PAYMENT OPTIONS**



**Pay your bill online:**  
[www.amwater.com/myaccount](http://www.amwater.com/myaccount)



**Pay by Phone: 855-748-6066**  
24 hours a day, seven days a week  
TTY/TDD FOR THE HEARING  
IMPAIRED: 711 (and then  
reference Customer Service  
number listed above)



**Pay in person:** for a list of approved payment locations, visit [www.amwater.com/myaccount](http://www.amwater.com/myaccount)

Customer Service: M-F 7am to 7pm    Emergency: 24/7: 1-855-669-8753    [www.missouriamwater.com](http://www.missouriamwater.com)



## MISSOURI AMERICAN WATER 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)

**Esto es un aviso importante sobre su servicio de agua. Para la ayuda de la traducción, por favor llamas a Missouri American Water al numero 1-866-430-0820.**

### ADDRESS, EMAIL OR PHONE NUMBER CHANGE REQUEST

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online self-service tool, **MyWater**. Access MyWater by visiting [amwater.com/mywater](http://amwater.com/mywater).

### EASY PAYMENT OPTIONS

- **Online:** Visit [www.amwater.com/billpay](http://www.amwater.com/billpay).
- **By phone:** 24/7 at 1-855-748-6066.
- **In person:** To find an authorized payment location near you, visit us online at [missouriamwater.com](http://missouriamwater.com) > Customer Service & Billing > Billing & Payment Info and click on "Pay In Person."

### Want to avoid late payments in the future?

**Consider enrolling in Auto Pay.** Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account or applied to your credit card on the due date. No stamps required.

### CUSTOMER ASSISTANCE PROGRAMS

If you're experiencing financial hardship, please reach out to us. We may be able to assist. Here are some of the programs we offer to help keep your life flowing:

#### FINANCIAL ASSISTANCE

Through our H2O Help to Others Program, we offer financial assistance to customers who qualify, as well as a Low-Income Assistance Program for eligible customers in certain areas.

Learn more online at [missouriamwater.com](http://missouriamwater.com). Under Customer Service & Billing, select Payment Assistance Program.

#### INSTALLMENT PLANS

You may be eligible for an installment plan to extend the time you have to pay a past due balance. Installment plans vary based on your past due amount and the information you provide to us about your ability to pay. We collect this information, including household income and number of people in your household, to determine what options we can provide to you.

#### BUDGET BILLING

Budget billing is a free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding unplanned seasonal spikes that may be difficult to pay.

### WATER SAVING TIPS AND TOOLS

We offer tips and tools to help customers save water and money:

- **Leak Detection Kit** to help identify common and not-so-common household leaks.
- **Conservation Tips**

Visit [missouriamwater.com](http://missouriamwater.com). Under Water Information, select Detecting Leaks and Wise Water Use.

### MANAGE YOUR ACCOUNT ONLINE WITH MYWATER

MyWater is a fast and easy way to access and manage your account online.

Here are a few things you can do through MyWater:

- View and pay your bill
- Sign up for our Auto Pay and Paperless Billing programs.
- Check your account balance.
- Update your contact information.
- Sign up to receive emergency and non-urgent alerts by email, phone and text.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Access MyWater online at [amwater.com/mywater](http://amwater.com/mywater).



03/19/2025

**For Service To:**

Account Number: 1017-2

Service Address:

**FINAL DISCONTINUANCE NOTICE**  
**PAY THIS AMOUNT: \$263.52 PRIOR TO: 03/24/2025**

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 03/24/2025. You can prevent discontinuation of water service by paying \$263.52.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, any installment plan may be considered in default and you may be required to pay the full amount due including a disconnection charge, restoration charge, along with an excavation charge, if required. Please call customer service at the number listed below to ensure payment is applied to your account immediately.

Please note, someone must be available at the premises when service is restored.

**Disconnection Charge: \$27.50**

**Regular Hour Restoration Charge: \$27.50**

**Off Hour Restoration Charge: \$159.00**

**Excavation Charge: Actual Cost**

Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

For St. Louis County customers only: If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

**CONVENIENT PAYMENT OPTIONS**



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[www.amwater.com/myaccount](http://www.amwater.com/myaccount)



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**Pay in person:** for a list of approved payment  
locations, visit [www.amwater.com/myaccount](http://www.amwater.com/myaccount)

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For Service To:



Account Number	1017- [REDACTED]
Pay Before	04/18/2025
Total Due	743.52

03/19/2025

**TIME SENSITIVE NOTICE:**

To ensure timely receipt of your payment, please use one of the payment options noted below. Do not mail your payment.



**IMPORTANT: 30 DAY SHUT OFF NOTICE**

**Please read and take the steps needed to avoid having your wastewater service shut off.**

**PAY THIS AMOUNT                      \$743.52                      PRIOR TO                      04/18/2025**

Payment on your wastewater (sewer) account is past due. If payment is not received, your water service may be shut off on or after 04/18/2025.

Missouri American Water has an agreement with your water provider to shut off your water service for nonpayment of your wastewater bill. You can prevent termination by paying the amount printed above. Please use one of our convenient payment options listed below so your payment is applied to your account immediately.

**TO STOP SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE, OR THE AMOUNT PAST DUE ON THE MOST RECENT PAYMENT AGREEMENT.**

Please call us at 1-855-669-8753 for any of the following circumstances:

1. You cannot pay the overdue amount and would like to discuss your eligibility to begin a payment arrangement.
2. You dispute the overdue amount or have a question regarding your bill.
3. You need to find the amount past due on your most recent payment agreement

If you do not respond to this notice and your service is disconnected, you may be required to pay more than the amount listed, as well as a reconnection charge before service is restored. If service is shut off, you must contact Missouri American Water at 1-855-669-8753 after payment has been made to arrange for service to be restored.

**Overdue Wastewater Amount: 743.52**  
**Total Amount Due: 743.52**

**CONVENIENT PAYMENT OPTIONS**



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