

MAKING IT EASY TO UNDERSTAND YOUR NEW BILL

SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

How do we know what our customers care about most? We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. The feedback helped us streamline your water bill, so it's simpler and easier to understand. Here's what you'll find:

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MISSOURI AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
CATHERINE SAMPLE
123 WATER WAY
WARRENSBURG, MO 64093

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Welcome to American Water! We're proud to serve you and continually look for ways to make doing business with us easy. From round-the-clock emergency service to easy-to-use resources, your satisfaction is our priority. Check out My Account, our online tool where you can view/pay your bill, sign up for paperless billing, track water use and choose how you receive alerts and more. Visit the "For New Customers" page on our website for more information.
- 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

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

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.

Statement

Account No. **1017-210000000000**

Total Amount Due: \$50.51

Payment Due By: September 2, 2025

Billing Date: August 08, 2025
Service Period: Jul 12 to Aug 06 (26 Days)
Total Gallons: 2,200

Account Summary – See page 3 for Account Detail

Prior Billing:	\$0.00
Payments:	\$0.00
Balance Forward:	\$0.00
Fees and Adjustments:	\$10.00
Service Related Charges:	\$35.65
Pass Through Charges:	\$0.44
Taxes:	\$4.42
Total Amount Due:	\$50.51

Account No. **1017-210000000000**

Total Amount Due: \$50.51

Payment Due By: September 2, 2025

Amount Enclosed \$

MISSOURI AMERICAN WATER
WE KEEP LIFE FLOWING™

Service to: 123 WATER WAY
WARRENSBURG, MO 64093

CATHERINE SAMPLE
123 WATER WAY
WARRENSBURG, MO 64093

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

FULL-COLOR DESIGN
Makes your bill easier to read.

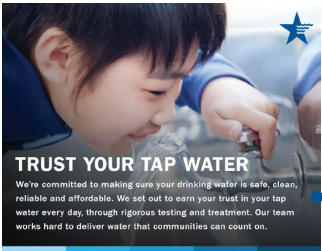
ACCOUNT MESSAGES
If it's related to this billing cycle, you'll find it here.

SIMPLIFIED FRONT PAGE
Shows you the most crucial information.

AMOUNT DUE AND DUE DATE
The first thing everyone looks for is as clear as can be.

Messages from Missouri American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/warrensburg.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-430-0820.
- Effective 02/07/2025, the Water and Sewer Infrastructure Rate Adjustment (WSIRA) per 1,000 gallons is \$0.9825 for Rate A (residential & commercial), \$0.2522 for Rate B (sale for resale), and \$0.3239 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 393.1503, RSMo. Additional information is available on our website at www.missouriamwater.com



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INFO AND EDUCATION

Get useful tips on saving time, saving energy and staying safe throughout the seasons.

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)

SERVICES

- **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. Missouri American Water partners with Community Action Agencies in our service area to provide a program that 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.

EXPLANATION OF OTHER TERMS

- **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 your water meter. Estimated Bills are calculated based on your usage during the prior year's same billing period. You also have the option to self-report your meter read by calling our Customer Service Center. Once we are able to read your meter successfully, your bill will correct any over/underestimates.
- **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 & Wastewater 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.

INTEGRATED MATERIAL

Helps you stay informed while cutting down on paper clutter.

H₂O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$ _____ with my payment.
☐ I'd like to add a recurring contribution to each bill of \$ _____, I understand this amount will be added to each bill.

Address Change(s)

Name _____
Address _____
City _____
State _____ Zip Code _____
Phone Number _____
E-mail Address _____

Other ways to pay your bill

- ☒ **Auto Pay** ☐ **Online** ☐ **In Person**
- Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!
- With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).
- We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

OTHER WAYS TO PAY

Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.

CHARGE BREAKDOWN

Every penny of your bill is accounted for here.



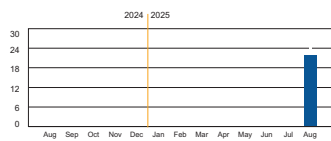
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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
12345678	100 gal	5/8"	07/12/2025	08/06/2025	376 (A)	398 (A)	22	22.00	2,200
A = Actual E = Estimate 1 Billing Unit = 100 gallons									Total Gallons: 2,200

Billed Usage History (graph shown in 100 gallons)

- 2,200 gallons = usage for this period
▨ 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 05, 2025
Account Type: Residential

Average daily use for this period is: (26 days)

85 gallons

Year to Date Billed Usage: 2,200 gallons

Account Detail

Account No. 1017-210000000000

Service To: 123 WATER WAY WARRENSBURG, MO 64093

Prior Billing	0.00
Payments	0.00
Balance Forward	0.00
Fees and Adjustments	10.00
Service Activation Fee	10.00
Service Related Charges - 07/12/25 to 08/06/25	
Water Service	35.65
Water Service Charge	11.00
Water Usage Charge (22 x \$1.12023)	24.65
Total Service Related Charges	35.65
Pass Through Charges	0.44
Water Primacy Fee (1 x \$0.44)	0.44
Taxes	4.42
City Gross Receipts Tax	2.91
County Sales Tax	0.98
City Sales Tax	0.53
Total Current Period Charges	50.51

Total Amount Due ➡ **\$50.51**

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.
- **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 rate-making 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.

For more information about your charges and rates, please visit: <https://amwater.com/moaw/rates>

