

**Customer Service Transition
City of Neosho Acquisition**

Current Neosho Practice		Proposed MAWC Practice	
Customer Service Physical Location			
<u>Office Location:</u> Neosho City Hall 203 E. Main St Neosho, MO 64850	<u>Hours of Operation:</u> Monday - Friday 8:00 am – 4:00 pm	<u>Office Location:</u> Missouri-American Water 727 Craig Road St. Louis, MO 63141	<u>Hours of Operation:</u> Monday - Friday 7:00 am – 4:00 pm
Customer Service Contact Information			
<u>Contact:</u> Water Customer Service (417-451-8050) Wastewater Customer Service (417-451-8075) <u>Contact:</u> Delores Gladden 203 E. Main Neosho, MO 64850 417-451-8060 dgladden@neoshomo.gov		<u>Contact:</u> Customer Service Center (866-430-0820) OR Customer Portal www.missouriamwater.com OR Direct E-mail welcomemoaw@amwater.com	
<u>Hours Available:</u> Monday - Friday 8:00 am – 4:00 pm		<u>Hours Available:</u> Customer Service Center Monday – Friday 7:00 am – 7:00 pm (24/7 for emergencies)	
Payment Options			
Cash or Check Debit/Credit Card Electronic Funds Transfer (“EFT”) Pay at City Hall, mail, online (3% fee), Drop Box, J.A.C.K Payment Kiosk,		Cash or Check Debit/Credit Card Electronic Funds Transfer (“EFT”) Pay via mail, telephone, online or at select third party payment locations. No transaction fees for debit/credit cards	
Billing Process			
Water Bills are mailed out the last working day of every month and are due the 15th of the following month. If the 15th falls on a weekend or holiday, the bill will be due the next business day. Late charges are assessed at 12% of the water amount and 12% of the sewer amount. If turned off for non- pay, there will be a \$20 reconnect fee.		Standard MAWC billing process Bill generated within 3 days of meter read, with due date of 21 days from invoice date.	

Note: Customers will be integrated into the MAWC systems, and do not need to apply for service at the time of transition.

Other Customer Service Documentation

Appendix N1	MAWC Collections Process Timeline
Appendix N2	Sample Customer Discontinuance, Final Discontinuance & Overdue Payment Notices
Appendix N3	Sample Customer Welcome Letter & Customer Rights and Responsibilities
Appendix N4	Sample Customer Bill