

IMPORTANT NOTICE REGARDING INFRASTRUCTURE IMPROVEMENTS

July 22, 2026

Dear Confluence Rivers Customer:

Confluence Rivers has completed improvements to water and wastewater infrastructure throughout our service areas, including the replacement and rehabilitation of aging pipes, pumping equipment, treatment equipment, and other critical system components.

Confluence Rivers has filed a request with the Missouri Public Service Commission to recover the cost of these eligible investments through the *Water and Sewer Infrastructure Replacement Adjustment (WSIRA)*. These improvements help maintain reliable service, support regulatory compliance, and continue providing safe, dependable water and wastewater service.

If approved, the WSIRA will appear as a separate line item on future customer bills.

For additional information, please visit our website page [bit.ly.blabla](#) or contact Customer Service at 866-945-3920.

Thank you for your continued understanding as we invest in the infrastructure that serves your community.

Confluence Rivers Utility Operating Company