

**Quality Wastewater Service** After we pull the plug on the drain or flush the toilet, where does our "used" water go? It's easy to take wastewater service for granted, but not at Missouri American Water.

Sincerely, **Cheryl Norton** President, Missouri American Water

If you have questions about Missouri American Water, please call our Customer Service Center at (866) 430-0820.

This rights and responsibilities guide will answer questions you may have about our company and the services we offer. We hope you will review its contents and keep it for future reference.

Every day, Missouri American Water teams across the state deliver more than 230 million gallons of high-quality water to homes and businesses in the communities that we serve. We also operate 52 wastewater systems. From customer service representatives and engineers to plant operators, our teams are dedicated to customer service.

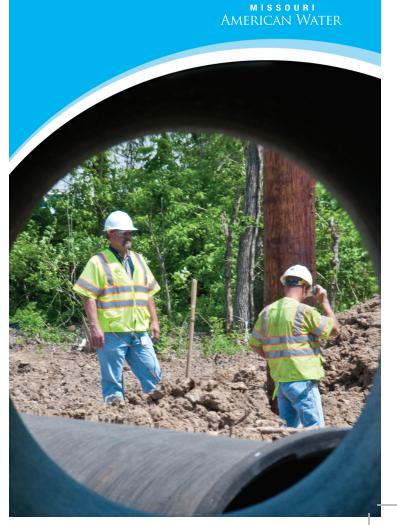
environment. It's an important responsibility that we are uniquely qualified to handle as the water and wastewater service provider to approximately 1.5 million Missourians across the state.

Welcome to Missouri American Water. As your wastewater service provider, we recognize the trust

you place in us to treat the wastewater from your home or business and return it safely to the

### **Dear Customer,**

# East 32nd, Suite 121 plin, MO 64804



Jaxson Estates Wastewater Service

# Welcome to **Missouri American Water**

# **Customer Service**

.0280-0E4 (866) 430-0820. your wastewater service. Representatives are you with any questions you may have about Our Customer Service Center is ready to help

resolve your issue quickly and effectively. inquiry with attention and care. Our goal is to We are dedicated to handling every customer

contact the PSC at: the PSC review the unresolved issue. You may manner, you have the right to request that not responded to your issue in a satisfactory Service Commission (PSC). If you feel we have regulations established by the Missouri Public Missouri American Water operates under

vog.om.ozq.www (800) 392-4211 Jefferson City, MO 65102-0360 200 Madison Street, PO Box 360 Governor Office Building **Missouri Public Service Commission** 

'Jəqunu the PSC website or by calling their toll-free brochure. More information is available on informal or formal complaint is in this A summary of the guidelines for filing an

practices and service performance. This govern Missouri American Water's billing The PSC also establishes regulations that

www.psc.mo.gov. regulations is available at our offices or at with those rules. A complete copy of the booklet is provided to you in compliance

Service Commission and in appeals in the in proceedings before the Missouri Public interests of the pubic and utility customers customers. The OPC represents the an additional resource for Missouri utility The Office of Public Counsel (OPC) provides

(866) 922-2959 PO Box 2230 Governor Office Building

information. at www.missouriamwater.com for the latest policies may change, so please visit our website From time to time, Missouri American Water's

sewers, manholes, lampholes and necessary which includes pipeline, laterals, trunk Water is responsible for the collecting sewer, businesses through a system of underground and Yours

the disconnection.

and time in writing at least five days prior to

disconnection, please notify us of the date

of wastewater service requires a physical

date of your water turnoff. If termination

service, please notify us on or before the

If you want to terminate your wastewater

(866) 430-0820 at least five days before

wastewater system, call us at

Your Wastewater Service

maintained by the customer.

that is currently connected to the

you want to begin your wastewater service.

To start service at a residence or business

us at our toll-free number, (866) 430-0820.

new home or stopping service. You can reach

whether you're checking your bill, moving to a

do business with Missouri American Water,

We do our best to make it easy for you to

premises to the collection sewer, is

conduct sewage from the customer's

The service sewer, the pipe used to

or on private easements and used to

and maintain all grinder pumps in the system.

In addition, Missouri American Water will own

service connection to the point of disposal.

transport sewage waste from the customer's

saddles. These are located on public property

attachments, including service wyes and

# Office of Public Counsel courts. You may contact the OPC at:

Jefferson City, MO 65102-2230 200 Madison Street, Suite 650

opc.mo.gov/

### Sewer Lines – Our Responsibilities

collecting pipelines. Missouri American Wastewater is collected from homes and

# at (866) 430-0820. American Water Customer Service Center of their bills may contact the Missouri Customers who want to verify the accuracy

State and local taxes and other charges may

Your residential wastewater bill is a flat rate

to one of our customer service representatives.

due date for your next payment. You may also talk

three months, your last payment date and the

account balance, your total usage for the past

service to access your account 24 hours a day.

can use our Customer Service Center automated

number (at the top right corner of your bill), you

From the phone menu, you can check your

With a touch-tone phone and your account

even when there is no water used.

**Ilia retewater Bill** 

**Checking Your Account** 

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# **PAYMENTS MADE EASY**

# **Paying Your Bill**

Missouri American Water offers several ways to pay your wastewater bill.

**Paperless Billing** – Sign up through  $My H_20$  Online at www.amwater.com/myh2o.

**Pay by Mail** – Simply return your payment in the envelope provided, along with the top portion of your bill.

**Pay by Phone** – If you do not have questions about your bill, you can call our toll-free, pay-by-phone line at (866) 271-5522. There is a fee for this service. Be sure to have your account number handy. It is located on the upper right-hand corner of your bill.

# **Discontinuance of Service**

Wastewater bill payments are due 21 days after the billing date. The due date is printed on the front of the bill. A delinquent charge may be applied to all accounts not paid in full by the due date. Bills become delinquent after the due date stated on the bill. If the bill is not paid, water service may be disconnected.

At least 30 days before we discontinue service, we will mail a written notice. The notice explains the reason for the discontinuance of service and the amount of money owed in the case of a past due bill. The 30-day notice may be waived if there is any waste discharge which might be detrimental to the health and safety of the public or cause damage to the sewer system.

If you receive a notice, please take immediate action to avoid service discontinuance. Call our Customer Service Center at (866) 430-0820. We will restore service when the bill has been paid or the conditions which caused the disconnection have been corrected. There is a reconnection fee.

If you will be absent from your home or business for a period of time, you may avoid discontinuance of service by:

- Forwarding your mail to an address where your bill will reach you.
- Signing up for automatic payment.
- Requesting termination of your service.

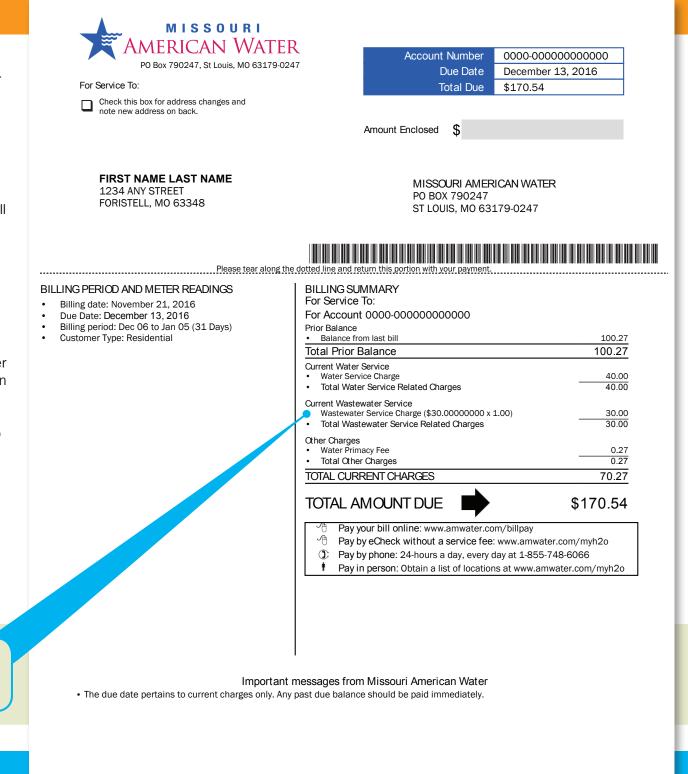
# **Payment Assistance**

Sometimes customers face circumstances that stretch their financial resources. If you cannot pay your bill by the due date, please contact our Customer Service Center immediately at (866) 430-0820. When you call, our customer service representatives will work with you on a plan to pay the balance of the bill over time. The terms of the plan must be observed to maintain your service.

# Wastewater Bill (Sample)

This sample bill to the right describes most of the charges that appear on customers' bills. Your actual bill may be different from this example because bill components vary by community.

**Wastewater Service Charge** - Customers pay a flat monthly charge each billing period even when there is no water usage.



M-F 7am to 7pm Emergency: 24/7

WE'RE HERE TO HELP

# If You Have a Question or Complaint

Missouri American Water customer service representatives are dedicated to handling every customer inquiry with attention and care. Our goal is to answer your question or resolve your issue quickly and effectively. We encourage customers to call us as soon as an issue arises.

If you have a question about your bill that we cannot resolve to your satisfaction, you may pay the bill in full and Missouri American Water will credit any overpayment if the matter is resolved in your favor. If you do not pay the bill in full, Missouri American Water and the Missouri Public Service Commission (PSC) have complaint procedures in place which are available to customers to resolve disputes and avoid service discontinuance.

Customer Service:

1-866-430-0820

- Customers must register a complaint by phone or in writing at least 24 hours before the date stated in the notice of discontinuance.
- Within four days after registering the complaint, the customer must pay the part of the bill not in dispute. If the company and the customer cannot agree on the undisputed amount, at the company's discretion, it may be set at 50 percent of the disputed bill or at the amount of the customer's bill during the same time a year ago.
- Missouri American Water will thoroughly investigate the complaint and attempt to resolve the problem. If, at the conclusion, the customer is still dissatisfied, we will mail a written notice explaining the PSC's informal complaint process. Informal complaints must be made to the PSC within five days after the date of the notice to avoid service disconnection. Informal complaints can be made by phone at (800) 392-4211 or through the PSC's website at www.psc.mo.gov.
- The PSC staff will investigate the informal complaint and issue findings. Missouri American Water or the customer may elect to file a formal complaint following the issuance of the finding.
- A formal customer complaint must be filed within 30 days of the PSC findings to avoid disconnection. Formal complaints must follow specific rules set out in the PSC's Rules of Practice and Procedures, which is available on the PSC website at www.psc.mo.gov.



www.missouriamwater.com

