

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

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

Missouri Public Service Commission
Governor Office Building
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360
(800) 392-4211
www.psc.mo.gov

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

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

Customer Service

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

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

Sewer Lines – Our Responsibilities and Yours

Wastewater is collected from homes and businesses through a system of underground collecting pipelines. Missouri American Water is responsible for the collecting sewer, which includes pipeline, laterals, trunk sewers, manholes, lampholes and necessary

Office of Public Counsel
Governor Office Building
200 Madison Street, Suite 650
PO Box 2230
Jefferson City, MO 65102-2230
(866) 922-2959
opc.mo.gov/

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

The Office of Public Counsel (OPC) provides an additional resource for Missouri utility customers. The OPC represents the interests of the public and utility customers in proceedings before the Missouri Public Service Commission and in appeals in the courts. You may contact the OPC at:

We do our best to make it easy for you to do business with Missouri American Water, whether you're checking your bill, moving to a new home or stopping service. You can reach us at our toll-free number, (866) 430-0820.

To start service at a residence or business that is currently connected to the wastewater system, call us at (866) 430-0820 at least five days before you want to begin your wastewater service. If you want to terminate your wastewater service, please notify us on or before the date of your water turnoff. If termination of wastewater service requires a physical disconnection, please notify us of the date and time in writing at least five days prior to the disconnection.

Your Wastewater Service

attachments, including service wyes and saddles. These are located on public property or on private easements and used to transport sewage waste from the customer's service connection to the point of disposal. In addition, Missouri American Water will own and maintain all grinder pumps in the system. The service sewer, the pipe used to conduct sewage from the customer's premises to the collection sewer, is maintained by the customer.



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

State and local taxes and other charges may also apply.

Your Wastewater Bill

Your residential wastewater bill is a flat rate even when there is no water used.

With a touch-tone phone and your account number (at the top right corner of your bill), you can use our Customer Service Center automated service to access your account 24 hours a day. From the phone menu, you can check your account balance, your total usage for the past three months, your last payment date and the due date for your next payment. You may also talk to one of our customer service representatives.

Dear Customer,

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 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.

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.

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.

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

Sincerely,
Cheryl Norton
President, Missouri American Water

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.

We operate 52 wastewater treatment systems across Missouri. These systems collect water from homes and businesses and transport it to wastewater treatment plants. There, the wastewater is treated so it can be released into the environment. It is a 24/7 operation that is critical to the public health, safety and economic vitality of our communities.


MISSOURI
AMERICAN WATER
2650 East 32nd, Suite 121
Joplin, MO 64804

Welcome to Missouri American Water

Jaxson Estates
Wastewater Service



