



Missouri American Water P 866.430.0820  
2650 East 32nd St., Suite 121  
Joplin, MO 64804

[www.missouriamwater.com](http://www.missouriamwater.com)

December 15, 2016

Dear Jaxson Estates Customer:

Welcome to Missouri American Water... again!

While Missouri American Water has been your water service provider for nearly a year now, we're thrilled to have recently added you to the family as a wastewater customer as well.

The transfer of your wastewater service account is being completed. There are no additional steps you need to take to ensure your service continues. Billing information has been transferred to our system, and your first bill from Missouri American Water with a combined water and wastewater service charge is scheduled for January 6, 2017. You will note on your first bill a pro-rated wastewater charge will appear in a section titled "other charges," but on subsequent bills it will show up on its own line as a wastewater charge.

The rates you currently pay for water and wastewater service were set in 2016 by the Missouri Public Service Commission (MoPSC), the same agency that regulates Missouri American Water. Your rates will not change as a result of this acquisition.

Below are some key details you need to be aware of as we transition to being your wastewater service provider:

### **Customer Service**

Just as with your water service, you can contact our Customer Service Center for questions or issues related to your wastewater service. If you have questions about your account, starting or stopping service, billing or otherwise, call us at 1-866-430-0820 from 7 a.m. to 7 p.m., Monday through Friday. In emergencies, we are available 24 hours a day, 7 days a week, 365 days a year. Please notify us at least five working days before you would like to have your service terminated.

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

### **Billing**

Your combined water/wastewater bill payments can be made via mail, and we also offer an auto-pay option. Paperless billing is available, as is online account monitoring via H2O online. You can learn more about these from a customer service representative or on our website at [www.missouriamwater.com](http://www.missouriamwater.com). We accept cash, checks and credit cards as forms of payment. For questions, contact customer service as outlined above.

**Your Service**

Missouri American Water operates under regulations established by the MoPSC. We are dedicated to handling every customer question and service request quickly and effectively.

If you believe we have not responded to your issue in a satisfactory manner, you have the right to request that the MoPSC review the unresolved issue. You may contact them at:

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

Later this month and prior to your first bill, you will receive a copy of our “Welcome” brochure which will give specific information about our policies regarding your wastewater service with us. It defines your rights and responsibilities and provides information about your bill, how to pay your bill and who to contact for questions regarding your service.

Our team of dedicated professionals is committed to providing exceptional water, wastewater and customer service. From customer service representatives to plant operators, our employees recognize the critical role they play in meeting your daily wastewater service needs. You will notice our employees are easily recognizable as they wear uniforms and carry company identification.

As a subsidiary of American Water, we have been providing reliable water and wastewater service for more than 130 years. We are a proud community partner, dedicated to making your customer experience a pleasant one. We look forward to serving your community.

Sincerely,



Brian Eisenloeffel  
Senior Manager Operations  
Missouri American Water