CATCH THE WAVE

Missouri Disconnection Timeline for Completion Reminder

Missouri American Water has thirty days from the shut off date on the disconnect notice to shut off water. Once thirty days after the disconnect date on the notice has passed, collections process will restart.

Access Account Overview > Correspondence for disconnect information (disconnect amount, disconnect date, etc.) found on the disconnect notice.

MISSOURI AMERICAN WATER
PO Box 790247, St Louis, MO 63179-0247

Account Number	1017-000000000000	01/16/2019
Pay Before	01/28/2019	
Total Due	81.11	

For Service To: 123 WATER STREET
ANY TOWN, USA 12345-0000

☐ Check this box for address changes and note new address on back.

Amount Enclosed $

Mrs. JANE DOE
123 WATER STREET
ANY TOWN, USA 12345-0000

Missouri American Water
PO Box 790247
St Louis, MO 63179-0247

Please return this portion with your payment.

IMPORTANT: DISCONTINUANCE NOTICE
Please read and take the steps needed to avoid your service from being discontinued.

PAY THIS AMOUNT $81.11 **PRIOR TO** 01/28/2019

Payment on your Water account is overdue. If payment is not received, your service may be shut off on or after 01/28/2019. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, you will be required to pay the full amount due including a disconnection charge, a restoration charge, along with an excavation charge, if required.

Please note, someone must be available at the premises when service is restored.

Disconnection Charge: $27.50
Regular Hour Restoration Charge: $27.50
Off Hour Restoration Charge: $159.00
Excavation Charge: Actual Cost

Payment must be made before 3:00 pm to have service restored the same day and to avoid the off-hour restoration charge.

If discontinuance of service becomes necessary, operation of the customer owned stop cock will be necessary. If the stop cock is found inoperable or breaks in the process of either discontinuing or restoring service, you will be required to repair or replace the stop cock prior to service being restored.

Disconnection/Reconnection Process – Additional Reminders

When a customer contacts AW regarding reconnection of service after nonpayment, it is vital to **quote** fees to the customer and also **note** in IR comments the customer was advised of those fees.

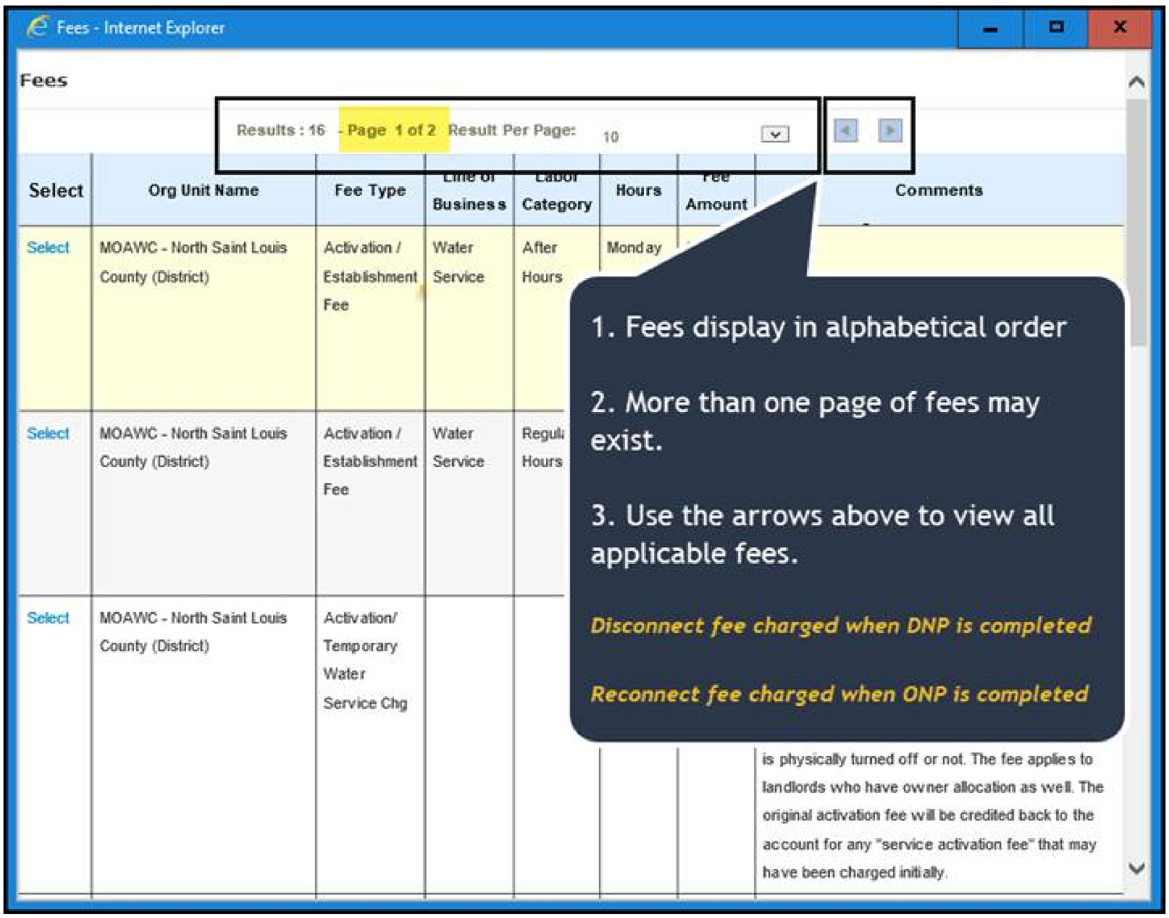
In addition to all other process requirements, we must quote and note fees on every call regarding disconnection/reconnection inquiries. Fee amounts to be quoted are:

<table>
<tr><th>Regular Hours Disconnect <u>and</u> Reconnect Fees</th><th>After Hours Disconnect <u>and</u> Reconnection Fees</th></tr>
<tr><td>27.50 Disconnect after non pay fee
+ <u>27.50 Reconnect regular hours fee</u>

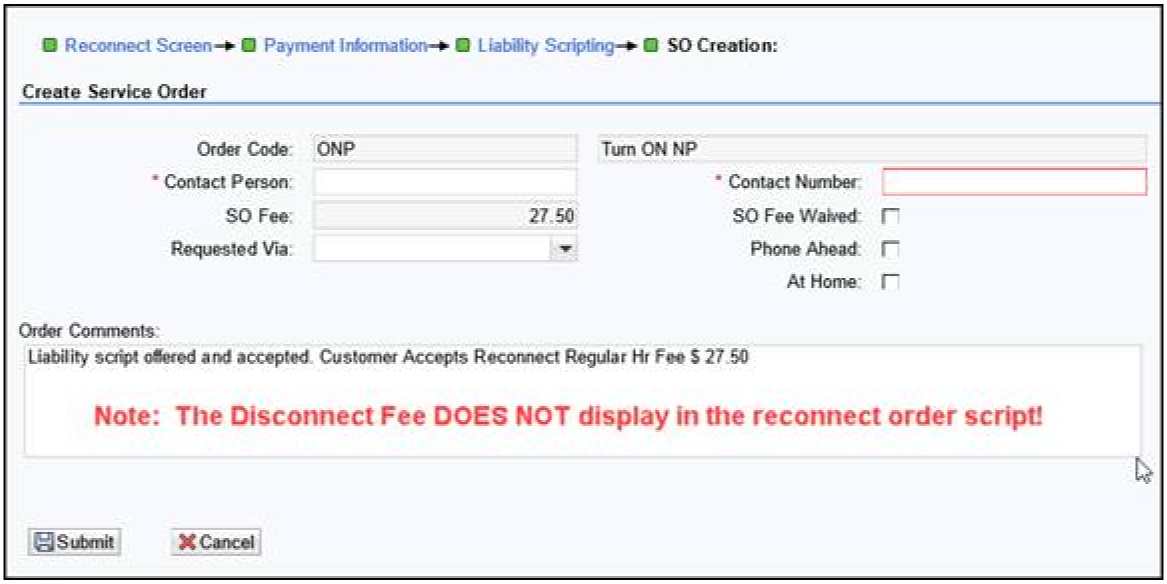
$55.00 = Total to quote</td><td>27.50 Disconnect after non pay fee
+ <u>159.00 Reconnect after non pay after-hours fee</u>

$186.50 = Total to quote</td></tr>
<tr><td colspan="2">• The <u>disconnect fee</u> may be paid with the next utility bill
• The <u>regular hours reconnect fee</u> MUST be paid prior to reconnect
• The <u>after-hours reconnect fee</u> MUST be paid prior to reconnect</td></tr>
</table>

Always check **IDA/External Links > Fees** for additional information.



When creating the reconnect service order, the reconnect fee appears on the fee list; the disconnect fee does NOT appear. Be sure to provide the disconnect fee amount along with the reconnect fee amount to the customer. See below:



Questions?

See your Team Supervisor or a member of the Education & Development Team.

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AMERICAN WATER

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