



## 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.

|                                                                                                                                                                                                                                                                                                                                                                                                                   |                   |                                                                                                                                                                              |  |                |                   |            |            |           |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------|-------------------|------------|------------|-----------|-------|
|  <b>MISSOURI<br/>AMERICAN WATER</b><br>PO Box 790247, St Louis, MO 63179-0247                                                                                                                                                                                                                                                    |                   |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| For Service To: 123 WATER STREET<br>ANY TOWN, USA 12345-0000                                                                                                                                                                                                                                                                                                                                                      |                   | 01/16/2019                                                                                                                                                                   |  |                |                   |            |            |           |       |
| <input type="checkbox"/> Check this box for address changes and note new address on back.                                                                                                                                                                                                                                                                                                                         |                   |                                                                                                                                                                              |  |                |                   |            |            |           |       |
|                                                                                                                                                                                                                                                                                                                                                                                                                   |                   | <table border="1"><tr><td>Account Number</td><td>1017-000000000000</td></tr><tr><td>Pay Before</td><td>01/28/2019</td></tr><tr><td>Total Due</td><td>81.11</td></tr></table> |  | Account Number | 1017-000000000000 | Pay Before | 01/28/2019 | Total Due | 81.11 |
| Account Number                                                                                                                                                                                                                                                                                                                                                                                                    | 1017-000000000000 |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| Pay Before                                                                                                                                                                                                                                                                                                                                                                                                        | 01/28/2019        |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| Total Due                                                                                                                                                                                                                                                                                                                                                                                                         | 81.11             |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| Amount Enclosed \$                                                                                                                                                                                                                                                                                                                                                                                                |                   |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| Mrs. JANE DOE<br>123 WATER STREET<br>ANY TOWN, USA 12345-0000                                                                                                                                                                                                                                                                                                                                                     |                   | Missouri American Water<br>PO Box 790247<br>St Louis, MO 63179-0247                                                                                                          |  |                |                   |            |            |           |       |
| Please return this portion with your payment.                                                                                                                                                                                                                                                                                                                                                                     |                   |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| <b>IMPORTANT: DISCONTINUANCE NOTICE</b>                                                                                                                                                                                                                                                                                                                                                                           |                   |                                                                                                                                                                              |  |                |                   |            |            |           |       |
| 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<br>Regular Hour Restoration Charge: \$27.50<br>Off Hour Restoration Charge: \$159.00<br>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:

| Regular Hours Disconnect <u>and</u> Reconnect Fees                                                                                                                                                                                                                               | After Hours Disconnect <u>and</u> Reconnection Fees                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 27.50 Disconnect after non pay fee<br>+ <u>27.50 Reconnect regular hours fee</u><br><br><b>\$55.00 = Total to quote</b>                                                                                                                                                          | 27.50 Disconnect after non pay fee<br>+ <u>159.00 Reconnect after non pay after-hours fee</u><br><br><b>\$186.50 = Total to quote</b> |
| <ul style="list-style-type: none"> <li>The <u>disconnect fee</u> may be paid with the next utility bill</li> <li>The <u>regular hours reconnect fee</u> MUST be paid prior to reconnect</li> <li>The <u>after-hours reconnect fee</u> MUST be paid prior to reconnect</li> </ul> |                                                                                                                                       |

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

**Fees**

Results : 16 - Page 1 of 2 Result Per Page: 10

| Select | Org Unit Name                               | Fee Type                                | Line of Business | Labor Category | Hours  | Fee Amount | Comments |
|--------|---------------------------------------------|-----------------------------------------|------------------|----------------|--------|------------|----------|
| Select | MOAWC - North Saint Louis County (District) | Activation / Establishment Fee          | Water Service    | After Hours    | Monday |            |          |
| Select | MOAWC - North Saint Louis County (District) | Activation / Establishment Fee          | Water Service    | Regular Hours  |        |            |          |
| Select | MOAWC - North Saint Louis County (District) | Activation/ Temporary Water Service Chg |                  |                |        |            |          |

1. Fees display in alphabetical order

2. More than one page of fees may exist.

3. Use the arrows above to view all applicable fees.

*Disconnect fee charged when DNP is completed*

*Reconnect fee charged when ONP is completed*

is physically turned off or not. The fee applies to landlords who have owner allocation as well. The original activation fee will be credited back to the account for any "service activation fee" that may have been charged initially.

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:

■ Reconnect Screen → ■ Payment Information → ■ Liability Scripting → ■ SO Creation:

Create Service Order

|                   |       |                   |                          |
|-------------------|-------|-------------------|--------------------------|
| Order Code:       | ONP   | Turn ON NP        |                          |
| * Contact Person: |       | * Contact Number: |                          |
| SO Fee:           | 27.50 | SO Fee Waived:    | <input type="checkbox"/> |
| Requested Via:    |       | Phone Ahead:      | <input type="checkbox"/> |
|                   |       | At Home:          | <input type="checkbox"/> |

Order Comments:  
Liability script offered and accepted. Customer Accepts Reconnect Regular Hr Fee \$ 27.50

**Note: The Disconnect Fee DOES NOT display in the reconnect order script!**

## Questions?

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

|                      |           |                |           |
|----------------------|-----------|----------------|-----------|
| Alicia Chardon       | Ext. 4766 | Danielle Eades | Ext. 4642 |
| Denise Duitsman      | Ext. 4186 | Mary Gray      | Ext. 4066 |
| Estacia "Stacy" Rios | Ext. 4711 |                |           |

