

HERE FOR YOU 24/7

With round-the-clock operations, our Customer Service Center and web-based services, Missouri American Water is here for you 24/7.

You can easily manage your water account by signing up for "My H₂O Online," Missouri American Water's self-service website at www.amwater.com/myh20. My H₂O Online allows you to open a new account, manage your account, check or pay your bill, and close your account conveniently online.

If you have questions about your water service, our Customer Service Center representatives are available 24/7 at 1-866-430-0820.

We also offer the H₂O Help to Others Program™, a financial assistance program created by Missouri American Water and Missouri's Community Action Agencies. The program helps provide supplemental funding to eligible Missouri American Water customers who would otherwise have trouble paying their bills. Call our Customer Service Center at 1-866-430-0820 to learn more.

In St. Charles County, quality water service costs less than a penny per gallon.

In a world where everything we touch frequently changes, water is our constant. We've never stopped needing it to drink, to cook, to clean, to live. We'll always need it for sanitation, for fire protection, for watering our lawns and washing our cars.

It's easy to take water for granted. And because so many do, we don't.

We are scientists, environmentalists, innovators, and protectors. We are also residents and employees in the communities we serve. We understand how important, how precious, and how critical water is to daily life.

**WE CARE ABOUT WATER.
IT'S WHAT WE DO.**

Printed on paper containing recycled content. Each ton of recycled paper saves 7,000 gallons of water.



AM422i



www.missouriamwater.com
1-866-430-0820

Tap Water Delivers

St. Charles County



A summary of water services, system improvements and rates.

“Improvements to water plants, pumps and pipes are investments in the public health, safety and economic vitality of our community.”

- David Murphy, Operations Manager, St. Charles County.

THE VALUE OF WATER

Tap water delivers good economic value for St. Charles County households. The typical St. Charles County customer using 7,500 gallons of water per month pays about \$34 per month for quality, reliable water service. That's less than a penny per gallon for the water that quenches your thirst, washes your clothes and waters your landscape.

But Missouri American Water teams deliver more than water. Every day the service we provide helps deliver public health, economic vitality and fire protection. That's the value of quality, reliable water service, 24/7.

QUALITY OF LIFE

Any measure of a successful society—public safety, health, economic diversity and productivity—is directly related to access to quality water service.

It takes a complex system to treat and deliver water. The water treatment plant that serves St. Charles County produces an average of about 108 million gallons a day and delivers it through about 450 miles of pipes. Every day, Missouri American Water teams rigorously analyze hundreds of water samples to help ensure its quality, continually upgrade our water system and provide customer service around the clock.

SUPPORT FOR THE ECONOMY

Businesses and homes depend upon a reliable water supply. Water is critical to businesses' day-to-day operations and is often a primary ingredient in the products they create. Water service is critical to the economic vitality of our community.

FIRE PROTECTION

A well-maintained water system helps protect our community from the threat of fire. A system that provides reliable water at an adequate pressure can help protect families, and businesses. The ability to suppress fires also influences new home construction, business location decisions and insurance rates.



WE ARE INVESTED IN ST. CHARLES COUNTY

We are all stewards of the water infrastructure that was handed down to us generations ago. Together we can keep that system strong and reliable for future generations.

As your local water company, Missouri American Water has a responsibility to invest in the integrity of our community's water system to continue to provide quality, reliable service every day. We constantly monitor the condition of the water plants, pumps and pipes that deliver water and make repairs and upgrades in the best interests of our service to customers. It's an ongoing investment in the quality of life in our community.

From October 1, 2008 to April 30, 2010, Missouri American Water invested approximately \$5.5 million in improvements to St. Charles County's water system, including:

- Making significant improvements to the water treatment plant, including water treatment and electrical system upgrades to maintain service reliability.
- Replacing 18-inch and 12-inch diameter water mains with approximately 7,100 feet of 24-inch diameter mains to accommodate the Page Avenue Extension.
- Installing new water mains on Valli Lane, Rolling Hills and Dardenne Creek Crossing
- Replacing fire hydrants, service lines and water meters across the system.

YOUR WATER RATES

The water rates cited in this brochure became effective July 1, 2010, when the Missouri Public Service Commission (PSC) approved new rates for Missouri American Water customers. The PSC decision came after a comprehensive eight-month review, a process that is transparent and open to public participation.

The rate increase covered the cost of capital investments and increases in operating costs that had already occurred and are ongoing.