

St. Charles County Water Rate Update



On Nov. 14, 2008, the Missouri Public Service Commission (PSC) approved a change in St. Charles County's water rates. Based on available information, the typical residential customer in St. Charles County using 8,000 gallons per month will pay approximately \$8.63 more per month. The new rates became effective on November 28.

A primary driver for the 35.71 percent rate increase is the investment that the company has made in water system improvements. The new rates reflect approximately \$6.3 million of improvements to St. Charles County's water system.

In St. Charles County, the typical residential customer will pay approximately \$32.76 per month for water service which includes base water and public fire service charges.

Customers will still be receiving a gallon of water delivered to their homes for about a penny per gallon.

Water Facts

- Water System Improvements.** From June 2007 to September 2008, Missouri American Water invested approximately \$6.3 million in improvements to St. Charles County's water system:
 - Replacing and, in some areas, increasing the size of 5,352 feet of water main on St. Peters Howell Road.
 - Painting the exterior and applying a new coating to the interior of the Towers Road water storage tank.
 - Replacing water mains to accommodate the Page Avenue Extension.
 - Making significant improvements to the water treatment plant serving Missouri American Water's St. Charles County customers, including water treatment and electrical system upgrades. The improvements will enhance service reliability and operational flexibility.
- Your Water Bill.** The new rates took effect on Nov. 28, 2008. The first water bills issued after that date include fixed and usage charges at the old rate and a second set of fixed and usage charges at the new rate. Also, public fire charges are now shown as a separate line item on customers' bills.

Your water bill has several components. The major elements on your water bill are the fixed and water usage charges and the public fire service charges.

New Fixed Residential Customer Charge (fixed monthly charge for water service)	New Residential Water Usage Charge (The unit cost per thousand gallons used)	Public Fire Service Charge (Public fire service charges will now be shown as a separate line item on customer bills)
\$8.40	\$2.79	A fixed quarterly charge for fire hydrants that varies by fire district.

Residential water bills also include other charges, such as the Department of Natural Resources (DNR) primacy charge and local taxes which are not included in the base water rates summarized above.

- Water Quality.** The water treatment plant that serves St. Charles County customers was recently recognized with the Partnership for Safe Water's five-year Director's Award for water quality performance that surpasses EPA standards. The Partnership is a voluntary program sponsored by the U.S. EPA and other water organizations. Fewer than one percent of all water utilities in the U.S. have been awarded this honor.