

Warren County Rate Update



On Nov. 14, 2008, the Missouri Public Service Commission (PSC) approved a change in Warren County's water and wastewater rates. Based on available information, the typical residential customer in Warren County using 6,500 gallons per month will pay approximately \$13.46 more per month for water service and \$10.38 per month more for wastewater service. The new rates became effective on November 28, 2008.

A primary driver for the rate increases is the investment that the company has made in water and wastewater system improvements. The new rates reflect approximately \$297,000 of investments in Warren County systems.

In Warren County, the typical residential customer will pay approximately \$51.16 per month for water service and \$39.81 for wastewater service.

Water and Wastewater Facts

- **History.** When Missouri American Water acquired the Warren County system (serving the Incline Village area) in August 2004, the sewer system was out of compliance with wastewater quality regulations and the state had placed a moratorium on system connections needed for new construction. Low water pressures were also a problem at home faucets and fire hydrants. Significant improvements to the water and wastewater systems have resolved these issues and the moratorium has been lifted.
- **System Improvements.** Missouri American Water has continued to improve the Warren County systems. From June 2007 to September 2008, approximately \$297,000 has been invested in water and wastewater system improvements, including:
 - Installing a standby generator at the water well house to maintain water service during power outages.
 - Improving the environmental performance of the wastewater system by installing sewer grinders at both treatment plants and making improvements to a lift station.
 - Maintaining a high level of system maintenance that includes regular wastewater system inspection and hydrant flushing.
- **Your Water and Wastewater 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.

Your water and wastewater bill has several components. The three major elements on your bill are the flat wastewater charge and the fixed and water usage charges.

New Fixed Residential Customer Charge (fixed monthly charge for water service)	New Residential Water Usage Charge (The unit cost per thousand gallons used)	New Wastewater Charge (flat charge)
\$16.51	\$5.33	\$39.81