

## Joplin Water Rate Update



On June 16, 2010, the Missouri Public Service Commission (PSC) approved a change in Joplin's water rates. Starting July 1, 2010, the typical residential customer in Joplin using 5,500 gallons per month will pay approximately \$5.17 more per month.

The new rates reflect approximately \$3.3 million of infrastructure investments in Joplin's water system.

In Joplin, the typical residential customer will pay approximately \$37.75 per month for water service. Customers will still be receiving a gallon of water delivered to their homes for about a penny per gallon.

## Water Facts

- **Community Investment.** From October 1, 2008 to April 30, 2010, Missouri American Water invested approximately \$3.3 million in Joplin's water system. System enhancements include:
  - Improvements to the water treatment plant including security systems and pumps.
  - Replacement of pumps and electrical equipment at the Hill Street Booster station to improve system reliability.
  - Improvements to the water disinfection systems at the well field to enhance service reliability.
  - Replacement of service lines and water meters across the system to improve water service reliability.
- **Your Water Bill.** According to the terms of the PSC's rate stipulation, rates will become effective on July 1, 2010. When rates go into effect, customers will see fixed and usage charges at the old rate and a second set of fixed and usage charges at the new rate.

This increase does not affect the sewer charges that appear on your Missouri American Water bill. Your local service provider sets sewer rates. 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.

- **H<sub>2</sub>O Help Program.** H<sub>2</sub>O Help to Others is 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. If you need help paying your water bill, call the Missouri American Water Customer Service Center toll-free at 1.866.430.0820.