



St. Charles County Water Rate Update

On June 16, 2010, the Missouri Public Service Commission (PSC) approved a change in St. Charles County's water rates. Starting July 1, 2010, the typical residential customer in St. Charles County using 7,500 gallons per month will pay approximately \$4.34 more per month.

A primary driver for the rate increase is the investment that the company has made in water system improvements. The new rates reflect approximately \$5.5 million of infrastructure investments in St. Charles County's water system.

In St. Charles County, the typical residential customer will pay approximately \$33.58 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

- **Investing in Infrastructure.** 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 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.
 - 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 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.

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.

- **H₂O Help Program.** H₂O 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.
- **Water Quality.** The water treatment plant that serves St. Charles County customers has been 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.