

St. Joseph Water Rate Update



On June 16, 2010, the Missouri Public Service Commission (PSC) approved a change in water rates for St. Joseph. Starting July 1, 2010, the typical residential customer in St. Joseph using 5,000 gallons per month will pay approximately \$1.02 more per month.

The new rates reflect approximately \$3.5 million of infrastructure investments in St. Joseph's water system.

In St. Joseph, the typical residential customer will pay approximately \$30.61 per month for water service, one of the lowest utility bills in the area.

Water Facts

- **Investing in Infrastructure.** From Oct. 1, 2008 to April 30, 2010, Missouri American Water invested approximately \$3.5 million in improvements to St. Joseph's water system, including:
 - Equipment replacements and upgrades at the water treatment plant and water tanks.
 - Replacing fire hydrants, service lines and water meters across the system.
- **Your Water Bill.** 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.

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

- **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.
- **Source water protection.** St. Joseph's wellhead protection program has been recognized with the Missouri Rural Water Association Source Water Protection Award for outstanding performance in safeguarding the community's groundwater.