



Warren County Rate Update

On June 16, 2010, the Missouri Public Service Commission (PSC) approved a change in Warren County's water and wastewater rates. Starting July 1, the typical residential customer in Warren County using 5,500 gallons per month will pay approximately \$16.04 more per month for water service and \$13.93 per month more for wastewater service.

The new rates reflect approximately \$300,000 of infrastructure investments in Warren County systems.

In Warren County, the typical residential customer will pay approximately \$61.87 per month for water service and \$53.74 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.
- **Investing in Infrastructure.** Missouri American Water has continued to improve the Warren County systems. From Oct. 1, 2008 to April 30, 2010, approximately \$300,000 has been invested in water and wastewater system improvements, including:
 - Installing an emergency generator to maintain water service during power outages.
 - Improving the environmental performance and service reliability of the wastewater system.
 - Upgrading the water disinfection system equipment.
- **Your Water and Wastewater 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.
- **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 or wastewater bill, call the Missouri American Water Customer Service Center toll-free at 1.866.430.0820.