AMERICAN WATER

We're proud to be your new water and wastewater service provider.

Dear Valued Customer,

We are pleased to share that Missouri American Water completed the acquisition of City of Neosho's water and wastewater systems on September 3. As a trusted provider of safe, clean, reliable and affordable water and wastewater services to communities across the state, we look forward to delivering the same high-quality service to you.

We proudly serve customers in approximately 30 counties across the state. Our team of experts works hard to earn our customers' trust and satisfaction. In fact, many of our employees are also Missouri American Water customers who live and work in our communities. We're also pleased to welcome employees from Neosho to the Missouri American Water team.

There will be no immediate changes to your current rates as customers will continue to be billed under Neosho's existing water and wastewater rates. However, all other fees will be applied to your bill in accordance with Missouri American Water's tariff approved by the Missouri Public Service Commission. Missouri American Water filed a request on July 1, 2026, with the PSC for new water rates, however this filing is only a request. The PSC will make the final decision regarding any change in rates within 11 months of the filing.

We will continue to bill you monthly for service. **Your first bill from Missouri American Water will arrive in October. This bill may be prorated and will include water and wastewater service charges from September 3 through Missouri American Water's first meter reading in October, then follow a monthly billing schedule.** If you have any questions related to this transition, please email us at WelcomeMOAW@amwater.com.

Note: Republic Services will now bill you separately for trash services. These charges will no longer appear on your water and wastewater bill.

Once you receive your account number, you can easily manage your account online at amwater.com/mywater. Through MyWater, you can view and pay your bill, enroll in Auto Pay and/or Paperless Billing, update your contact information and alert preferences, start or stop service, report emergencies and set up budget billing or an installment plan.

Please note: The City of Neosho still accepts payments for outstanding water and wastewater bills at the kiosk at City Hall, but we will not accept payments for water and wastewater service there. We offer several convenient payment options, including Auto Pay, online and phone payments, mail and in-person payments at authorized locations. If you prefer to pay in person, Missouri American Water has agreements with several authorized payment locations across the state. The nearest location to city hall is the Family Market of Neosho located at 201 N Neosho Blvd, Neosho.

We believe in investing in our infrastructure. In 2026, we plan to invest approximately $510 million to improve our water treatment and pipeline systems. Locally, Missouri American Water plans to invest approximately $35 million during the first five years of ownership to enhance the quality and reliability of water service. Improvements include replacing aging water mains, lead service line replacements, lift station improvements and wastewater main improvements.

At Missouri American Water, we have programs and resources for customers facing financial hardship through our H2O Help to Others Program™. In addition, we offer budget billing, installment plans and more to customers who qualify. Learn more at **missouriamwater.com/H2O**.

To stay informed, we encourage you to update your contact information and emergency alert preferences through MyWater. You can also report issues anytime at emergency.amwater.com.

> **Property managers:** If your tenants are not direct customers, please encourage them to sign up for our alerts at AWCodeRed.com or by texting WATER to 24639.

It's a privilege to help keep your life flowing—thank you for welcoming us into the Neosho community.

Sincerely,

Rich Svindland
President, Missouri American Water