



WELCOME NEW CUSTOMERS



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®



WELCOME TO MISSOURI AMERICAN WATER! We look forward to serving you. Inside this booklet, you will find information on the following:

- Water and wastewater service
- System investment
- Emergency notifications
- Saving water and money
- Customer service
- Payment options
- Payment assistance program

For additional information, visit our website at **missouriamwater.com**.



RICHARD SVINDLAND
President

A Message from Missouri American Water President RICHARD SVINDLAND

Dear Customer,

Welcome to Missouri American Water. We are proud to be your water and/or wastewater service provider. Our team of experts delivers high-quality drinking water to nearly one in four Missourians, and we also treat wastewater for thousands of homes and businesses to protect the environment. **We're dedicated to providing our customers and communities with safe, clean, reliable and affordable water and wastewater service.**

This guide will answer questions you may have about our company and the services we offer. We hope you will review its contents and keep it for future reference. If you have questions about Missouri American Water, please call our Customer Service Center at 866-430-0820.

Sincerely,

A handwritten signature in blue ink that reads "Richard Svindland".

RICHARD SVINDLAND
President

A young girl with brown hair is drinking water from a chrome faucet. The water is splashing around her mouth. The background is a warm, out-of-focus indoor setting.

PROVIDING YOU WITH HIGH-QUALITY WATER

Nothing is more important than the safety and quality of our water. We work closely with the U.S. Environmental Protection Agency and the Missouri Department of Natural Resources to provide water that consistently meets or surpasses federal and state standards. To do this, we closely monitor our treatment process by performing more than 500,000 tests each year.

Our commitment to exceptional water quality is recognized in Missouri and across the country. Our parent company American Water has received more than 150 awards for superior water quality. All six of Missouri American Water's surface water treatment plants are recognized by the Partnership for Safe Water, an honor achieved by less than 1% of all water utilities.





RELIABLE WASTEWATER TREATMENT

We only have one environment, so we provide communities with scientifically proven solutions for the safe collection, treatment, and release of wastewater.

Below are a few examples of technology we implement:

- 💧 **Membrane Bioreactors:** A powerful and efficient solution for the treatment of wastewater.
- 💧 **Biological Nutrient Removal:** The removal of nutrients through an activated sludge system.
- 💧 **UV Disinfection:** Replacing chlorine with more environmentally friendly technologies for a safer, more efficient way to treat the water making it safe enough to return to the environment.



INVESTMENT YOU CAN COUNT ON



We continuously monitor, maintain and upgrade our facilities so they operate efficiently and meet all regulatory standards. This requires investing in our treatment plants, tanks, pump stations, fire hydrants and metering equipment.



Statewide, we invest more than \$200 million per year in water and wastewater system improvements. Our ongoing commitment to investing in and updating our plants, pumps and pipelines helps provide safe, clean, and reliable service.

A background image showing a person in a blue shirt working on a laptop. In the foreground, a hand with red nail polish holds a smartphone displaying a red alert icon with a white exclamation mark and the number '2' inside a circle, with the word 'ALERTS' written below it. A dark blue banner with white text is overlaid on the image.

EMERGENCY INFORMATION YOU NEED

Missouri American Water uses a high-speed mass notification system to keep customers informed about water-emergencies and planned temporary service interruptions.

Make sure we can reach you by updating your contact information today through **MyWater** at [amwater.com/mywater](https://www.amwater.com/mywater) or by calling us at **866-430-0820**.



CONVENIENT CUSTOMER SERVICE

We know you're busy, so we've made it easier than ever to manage your account online through **MyWater**:

- Turn water service on and off
- Track water use
- Sign up for emergency alerts
- Manage your account
- View and pay your bill
- Set up paperless billing

Sign up today by visiting **missouriamwater.com**. You can also contact us at **866-430-0820** to speak with a U.S.-based customer service representative. Call anytime for a water emergency or 7 a.m. – 7 p.m. for non-emergency issues.



PAYMENT OPTIONS

Missouri American Water offers a number of payment options to fit into your busy lifestyle.



AUTOMATIC PAYMENTS: Pay your bill on time, every time. Each month, payments will be automatically deducted from your checking or savings account on the due date.



PAY ONLINE: Visit [amwater.com/billpay](https://www.amwater.com/billpay). Be sure to have your 16-digit account number handy.



PAY BY PHONE: Call **855-748-6066** and use your Visa or MasterCard.



PAY BY MAIL: Send your payment and payment stub in the envelope provided. No cash, staples or paper clips.



PAY IN PERSON: Visit our website to find a location near you. Locations DO NOT accept payments by mail.



PAYMENT ASSISTANCE

Sometimes customers face circumstances that stretch their financial resources. Missouri American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive emergency assistance through our H2O Help to Others Program™, which is supported by voluntary donations from our customers and the company.

For more information about payment assistance options, contact our Customer Service Center at **866-430-0820** or visit us online at **[missouriamwater.com](https://www.missouriamwater.com) > Customer Service & Billing > Payment Assistance Program.**



CONTACT US

Our customer service representatives are dedicated to handling every customer inquiry with attention and care.



866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



infomo@amwater.com



missouriamwater.com



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727 Craig Road
St. Louis, MO 63141



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