

## St. Louis County Water Rate Update



On June 16, 2010, the Missouri Public Service Commission (PSC) approved a change in St. Louis County's water rates. Starting July 1, 2010, the typical residential customer in St. Louis County using 22,500 gallons per quarter will pay about \$11.10 more **per quarter**, or \$3.70 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 \$77.6 million of infrastructure investments in St. Louis County's water system.

In St. Louis County, the typical residential customer will pay approximately \$85.92 **per quarter** or \$28.64 **per month** for water service. Customers will

still be receiving a gallon of water delivered to their homes for less than a penny per gallon.

## Water Facts

**Investing in Infrastructure.** From October 1, 2008 to April 30, 2010, Missouri American Water invested approximately \$77.6 million in improvements to St. Louis County's water system, including:

- Improving all four water treatment plants that serve St. Louis County by replacing 40 and 50-year-old equipment. Upgraded electrical and water treatment equipment will improve service reliability.
- Relocating water mains to support road and highway improvements, including the new Route 141 extension stimulus project. Water mains were also relocated on Gravois, Big Bend Jennings Station Hanley, McKelvey and Lackland Roads for similar public works projects.
- Replacing aging water mains around the county to improve water service reliability.

**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.

St. Louis County residential customers are billed once every quarter. This rate increase only effects the fixed customer charge and the usage charge. Your water bill also includes taxes levied by local communities. A service line protection charge funds a County-administered program to help homeowners pay for the cost of qualified repairs if their water service line breaks.

**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.** As a member of the Partnership for Safe Water, St. Louis County's four water treatment plants have received the Partnership'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, the American Water Works Association and other water organizations. Fewer than one percent of all water utilities in the U.S. have been awarded this honor.