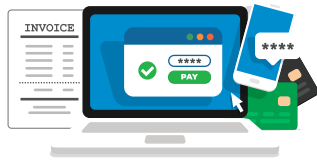


Paying Your Bill



PAY BY MAIL

Send your payment to: Confluence Rivers, P.O. Box 676384, Dallas, TX 75267 .**Please include your account number on all correspondence**, either by sending the portion of your bill containing your account number or writing your account number in the memo area of your check/money order.

PAY ONLINE

www.confluenceriversuoc.com – Use a credit card, debit card, or electronic bank payment; you may also set up auto-pay for monthly withdrawals from your bank account.

SET UP AN ONLINE ACCOUNT

When choosing "Create New Account": enter your account number, your email address, and the code ("CID") from your bill. Follow the prompts. Auto-pay option is available after setting up an online account. To make a single online payment, choose "Guests" (left side of screen), and follow the prompts.

AUTO-PAY CUSTOMERS

In the event an Autopay transaction fails or is cancelled, you will receive an email notification for action.

CUSTOMER SERVICE

Toll free: **(866) 945-3920** if you need assistance. If your balance is in parentheses (\$...) that means that you have a credit balance. **Do not pay this amount.**

Public Service Commission

Confluence Rivers Utility Operating Company is regulated by the Missouri Public Service Commission (PSC). This information is being provided in accordance with PSC regulations. If you feel that we have not responded to your issue in a satisfactory manner, you have the right to request that the PSC review the unresolved issue. You may contact the Public Service Commission at:

Missouri Public Service Commission
200 Madison St.,
PO Box 360
Jefferson City, MO 65102

(800) 392-4211 | www.psc.mo.gov

More information is available at the PSC website

Missouri Office of Public Counsel

Provides an additional resource for Missouri utility customers. The Missouri Office of Public Counsel (OPC) represents the interests of the public and utility customers in proceedings before the PSC and in court. Contact the Office of Public Counsel at:

Governor's Office Bldg.
200 Madison Street, Suite 650
PO Box 9930
Jefferson City, MO 65102
(866) 922-2959 | www.opc.mo.gov

Contact Us

Contact us for more information about our services:

Confluence Rivers Utility Operating Company
1630 Des Peres Road, Suite 140
Des Peres, MO 63131

Billing and Customer Service: **(866) 945-3920**
 Emergency: **(866) 945-3920, Option 4**

Visit us on the web at:

www.confluenceriversuoc.com

or email us at:

support@confluenceriversuoc.com



Welcome Confluence Rivers Utility Operating Company Customer

Confluence Rivers Utility Operating Company, a subsidiary of Central States Water Resources (CSWR), is pleased to announce that it has acquired the drinking water system and/or the wastewater facilities in your community. The proposal to formally purchase your community's water and/or wastewater systems is approved by the Missouri Public Service Commission (PSC) and we are making repairs and improvements to benefit your community.

Our mission is to bring clean, safe, and reliable water resources to your community. We do this by using innovative technology to transform your water and wastewater systems, while protecting the aquifers, lakes, rivers and streams that are essential to our world.

You will likely see our team making repairs and improvements to your water and/or wastewater systems. To learn more about this work, or if you have any concerns, contact us at **866-945-3920** or support@confluenceriversuoc.com.



Clean Water is invaluable - only 1% of all the water on earth is fresh water.



THIS RIGHTS AND RESPONSIBILITIES GUIDE WILL GIVE YOU INFORMATION ABOUT:

WHAT YOUR UTILITY COMPANY IS DOING IN YOUR NEIGHBORHOOD • PAYING YOUR BILL • YOUR UTILITY BILL • IF YOU ARE ABSENT FROM YOUR RESIDENCE FOR AN EXTENDED PERIOD OF TIME • AVOIDING LATE FEES OR DISCONTINUANCE OF SERVICE • ESTIMATING BILLS • STARTING OR STOPPING SERVICE • BILLING PROCEDURES • MISSOURI DEPARTMENT OF NATURAL RESOURCES • MISSOURI OFFICE OF PUBLIC COUNSEL • MISSOURI PUBLIC SERVICE COMMISSION • COMPLAINT PROCEDURES

REPLICA OF ACTUAL BILL
(NOT TO SIZE)

EXAMPLE OF BILL

CONFLUENCE RIVERS UOC LLC 1630 Des Peres Road, Suite 140 Des Peres, MO 63131		ACCOUNT NUMBER: 10000000000000000000 CID: 1000 BILLING DATE: 01/01/2020 SERVICE DATE: 01/01/2020 BILL DUE DATE: 01/15/2020
CUSTOMER ACCOUNT INFORMATION (ENTER FOR YOUR RECORDS) CUSTOMER NAME: JANE DOE SERVICE ADDRESS: 123 MAIN ST CITY: JEFFERSON CITY, MO 65102 STATE: MO ZIP: 65102		
PLEASE CHECK IF SERVICE IS CHANGED: ACCOUNT NUMBER: 10000000000000000000 CID: 1000 SERVICE ADDRESS: 123 MAIN ST CITY: JEFFERSON CITY, MO 65102 STATE: MO ZIP: 65102		
AMOUNT NOW DUE: \$0.00 DATE DUE: 01/15/2020 SERVICE CONTACT: 866-945-3920 BILL DUE DATE: 01/15/2020 PAYMENT METHODS: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> New Card		

EXPLANATION KEY

- Customer Account Number (Used to set up online account)
- CID - Customer ID (Used to set up online account)
- Date Bill is Due
- Meter Reading Information (If actual is not available, an estimate is provided)
- Bill Calculation
- Charges (water, sewer or both)
- Total Amount Due
- Date Payment is Due
- Remittance Address

Customers are responsible for the cost of repairing any damage to the company's mains, meters, and/or meter installations caused by the customer, the customer's agent (plumber), or the customer's tenant. The water and sewer service line construction and maintenance from the property line or meter setting, including the connection to the setting to the building, is the responsibility of the customer and is subject to inspection by Confluence Rivers.

If you leave your residence for an extended period and wish to avoid discontinuation of service, you may forward your mail or sign up for automatic payment.

The Missouri Department of Natural Resources

THE MISSOURI DEPARTMENT OF NATURAL RESOURCES

The Missouri Department of Natural Resources' Water Protection Program (WPP), in conjunction with the US Environmental Protection Agency (EPA), regulates water and wastewater facilities and licensing of the operators of those facilities.

The Missouri WPP's Water Pollution Control Branch (WPCB) inspects wastewater facilities to ensure the design and operations of said facilities can meet the required National Pollution Discharge Elimination System (NPDES) permit requirements to control the release of contaminants into our creeks, lakes, and rivers. Contaminant monitoring is compiled through routine analysis of the water discharged from the wastewater treatment facility.

The Missouri WPP's Public Drinking Water Branch (PDWB) inspects drinking water facilities to ensure the design and operations of said facilities protect consumers in addition to monitoring for contaminants established in the National Primary Drinking Water Regulations (NPDWR). The PDWB requires water systems like Confluence Rivers Utility Operating Company, to provide customers with an annual Consumer Confidence Report (CCR) for their drinking water system. This report is compiled from routine water testing done throughout the year at the facility and contains information on any system violations, the quality of your drinking water, and information on what, if any, contaminants were found in the drinking water.

The CCRs are available on our website under Community & Tariff Information at:

www.centralstateswaterresources.com/communities/confluence-rivers/

The WPP provides a number of educational and technical services designed to help individuals better understand our natural resources and the rules that exist to protect them. For more information, contact the Missouri DNR WPP at:

Water Protection Program

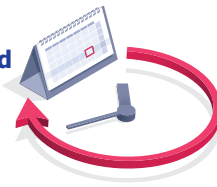
P.O. Box 176 Jefferson City, MO 65102

(800) 361-4827

<https://dnr.mo.gov/water>



Paying Your Bill, continued



AVOIDING A LATE PAYMENT CHARGE OR DISCONTINUANCE OF SERVICE

Payment is considered delinquent after the due date. The due date will be the last business date of each month. A late fee charge will be applied if your bill is not brought current by the due date. At that time you will also be in jeopardy of discontinuance of services. (See late fee amounts for each community, on our website under Community & Tariff Information at: www.centralstateswaterresources.com/communities/confluence-rivers/)

At least 10 days before discontinuance we will mail you a written notice. If you receive a notice, please take immediate action to avoid service discontinuance by calling: **(866) 945-3920**. Restoration of service will resume after payment of your bill or settlement is made. A shut-off fee and a reconnection fee will be applied and is payable prior to reconnection.

If you are unable to pay the entire billed amount and wish to enter into a payment agreement, please call **(866) 945-3920** to inquire about your eligibility for a payment plan. The payment plan will consist of payment of the current month's billing plus a portion of the past due amount, due and payable on the current month's due date.

HOW TO VERIFY THE ACCURACY OF YOUR BILL

The base rate amount on your bill should be the same amount every month and will be a separate line item on your bill from the usage amount. The usage amount will have a beginning date with a reading number and an ending date with a reading number. The difference between those two numbers is the amount of water used.

Meters are read near the end of each month; the exact date will be on your bill. If you choose to check the reading on your meter, open the meter lid (usually found near the street). The meter reading you get will not necessarily be the same as the meter reading on your bill but should be close if you read the meter near the end of the month.

Your billing representative is available to give you information about your meter reading. (866) 945-3920

ESTIMATING YOUR BILL

Water usage sometimes must be estimated due to cold weather or an inability to gain access to the meter. We will make every effort to obtain an actual reading but if we must estimate your bill, the bill will have the word ESTIMATE on it. Feel free to call to inquire how we calculated the estimation of your bill. **(866) 945-3920**.

Start/Stop Service



TO START SERVICE:

Visit: www.confluencleriversuoc.com.

Fill out: **"Confluence Rivers UOC Start Service Form"** online and follow the prompts.

TO STOP SERVICE:

Fill out: **"Confluence Rivers UOC Stop Service Form"** online and follow the prompts.

DEPOSIT:

Confluence Rivers does not at this time require a deposit to receive services, however, if a customer has failed to pay an undisputed bill on or before the delinquent date for 5 billing periods out of 12, or service has been discontinued for non-pay, Confluence Rivers Utility Operating Company may require a deposit of an amount equal to 1 billing period plus 30 days usage.

BILLING PROCESS

Bills are generated the first week of each month for services rendered during the previous month and the bill comes due the last business day of each month. Note the due date on your bill. Late fees are generated after the due date.

Call with any questions to: (866) 945-3920.

FILING A COMPLAINT WITH THE PUBLIC SERVICE COMMISSION

Confluence Rivers Utility Operating Company will investigate your complaint and work to resolve every problem. If you have a question about a bill that we cannot resolve to your satisfaction, you may file an informal or formal complaint with the Public Service Commission under **4CSR 240-2.070**. You must file this complaint either by phone or in writing 24 hours prior to the date stated in the notice of discontinuance of service.

Within four days after registering a complaint, you must pay the amount of the bill not in dispute. If we cannot come to an agreement about the amount of the bill not in dispute, then either 50% of the disputed bill or the amount of the bill at the same time a year ago will be charged, whichever is less.

Complaints may be made by phone at **(800) 392-4211** or via the PSC website at: www.psc.mo.gov. The PSC will investigate and issue their findings. If you choose to file a formal complaint after the issuance of the findings, you must do so within 30 days to avoid discontinuance of service.