Welcome
Raccoon Creek Utility Operating Company Customer

Raccoon Creek Utility Operating Company as a subsidiary of Central States Water Resources seeks to transform local wastewater treatment facilities and to improve the quality of water and therefore the quality of life in the region.

The Missouri Department of Natural Resources (MDNR) requires wastewater treatment plants remove potential pollutants and to dis-allow storm-water surges to wash out treatment plants. Storm water surges can push raw sewage into local waterways, contaminating local streams and rivers.

Raccoon Creek embarked on a large number of capital projects to address these MDNR requirements. We built new treatment plants at each community to meet nutrient removal requirements. We also made sewer line improvements after extensive smoke testing to eliminate possible sources of storm-water entry.

Finally, Raccoon Creek is utilizing the existing wastewater treatment plants to collect storm-water to be treated at the new plants. All of these mandated improvements ensure that your home and the community are allowed to continue to flourish without the possibility of regulatory sanctions.

We are very aware of the responsibility to maintain the integrity and safety of our streams and rivers so we ensure that the wastewater going into those streams meets the MDNR regulations.

Clean Water is invaluable
Your Utility Bill

We keep our rates as low as possible to maintain high quality and service to our customers. Your bill contains information about your sewer charges.

- **Account Number**
  This number should be included in any correspondence with the utility company including on your payment or check.

- **Sewer amount:**
  This is the least amount charged to all customers for sewer utility services and applies even when there is no wastewater services used.

- **Bill Date and Due Date**
  Payment is due 21 days after the billing date. If we do not receive payment by due date, the account is considered delinquent and may be subject to disconnection. The due date is the date the payment must be received by the utility to avoid late charges assessed to next month’s bill.

- **Previous Balance Due**
  This amount is the total amount of past due sewer charges as of the date of the current billing.

- **Balance Due**
  - Total amount due

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Paying your bill

**Pay by Mail** - Send your payment to: P.O. Box 790379, St. Louis, MO 63179. 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 section of your check or money order.

**Pay On-Line** https://raccooncreek.secure.munibilling.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 on-line account by choosing “Create New Account” - enter your account number, your email address, and the code from your bill. Follow the prompts.

To set up E-check auto pay, request an authorization form from Customer Service.

To make a one-time on-line payment - choose “Pay Now,” enter your account number and the last name on your account. Follow the prompts.

Contact Customer Service toll free at (866) 452-1357 if you need assistance.

Avoiding a Late-Payment Charge or Discontinuance of Service

Payment is due and considered delinquent after the due date. A delinquent charge may be applied if your bill is not brought current by the due date.

At least 30 days before discontinuance we will mail you a written notice. If you receive a notice please take immediate action to avoid service discontinuance.

Call: toll free (866) 452-1357

Restoration of service will resume after payment of your bill or settlement is made. A reconnection charge of $50.00 may apply.
The Missouri Department of Natural Resources
(DNR) regulates Raccoon Creek Utility Operating Company, Inc. (Raccoon Creek) in its efforts to keep Missouri’s water systems clean and functioning.

Passage of several significant federal environment laws including the National Environmental Policy Act, the Clean Air Act and Clean Water Act helped build a foundation for protection of Missouri’s natural resources and led the Missouri Legislature to create the Missouri Department of Natural Resources in 1974.

The Missouri DNR in conjunction with the US Environmental Protection Agency has established guidelines, processes, and inspection and permitting procedures which limit the levels of pollutants entering Missouri’s streams and waterways. Raccoon Creek follows the guidelines of Missouri DNR to ensure that the water that goes from the treatment plant into the streams in your neighborhood are safe. Raccoon Creek and the Missouri DNR maintain information about inspections and analysis of the water leaving the treatment plant and make that information available to the public upon request.

The Department of Natural Resource also provides a number of educational and technical services designed to help individuals, groups and businesses better understand our natural resources and the rules that exist to protect them. It also maintains a vast amount of information available to the public in the form of fact sheets, guidance documents, geologic maps, technical books and publications on a wide variety of issues.

Call 866-452-1357 for information and/or testing analysis or contact the Missouri DNR at 800-361-4827.

For more information
Missouri Department of Natural Resources
P.O. Box 176
Jefferson City, MO 65102-0176
800-361-4827 or 573-751-1300
http://dnr.mo.gov

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.
Public Service Commission

Raccoon Creek Utility Operating Company is regulated by the Public Service Commission (PSC). This information is being provided in accordance with the rules of the PSC. If you feel that we have not responded to your issue in a satisfactory manner, you have the right to request that the Missouri Public Service Commission 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
http://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
http://www.opc.mo.gov

Contact Us

Give us a call for more information about our services

Raccoon Creek Utility Operating Company
500 Northwest Plaza Dr. Suite 500
St. Ann, MO 63074

Billing toll free: (866) 452-1357
Emergency: (866) 847-5638
support@raccooncreekutilityoperatingcompany.com

Visit us on the web at:
www.centralstateswaterresources.com

Customer Service 24 hours a day seven days a week

Customer Support is available 24/7 to serve you. Support office hours are from 8:00 am to 5:00 pm Monday through Friday with 24 hr. messaging services.

Billing Toll Free  (866) 452-1357
Emergency: (866) 847-5638

You may also contact us at:
support@raccooncreekutilityoperatingcompany.com

Filing a Complaint with the Public Service Commission

Raccoon Creek 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 (314) 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 their findings, you must do so within 30 days to avoid discontinuance of service.

support@raccooncreekutilityoperatingcompany.com