

HILLCREST UTILITY OPERATING COMPANY CUSTOMER RIGHTS AND RESPONSIBILITIES

Central States Water Resources

Welcome Hillcrest Utility Customers

Hillcrest Utility Operating Company Inc. (Hillcrest) has improved the quality of your water by fixing a number of water and wastewater issues. In early 2014, prior to Hillcrest Utility acquisition, there was an eight week boil water order in place because pathogens were found in the drinking water. Missouri Department of Natural Resources (MDNR) cited several possible sources of these pathogens including well-house roof leaks, well head casing not properly sealed, ground storage tank with unsealed openings in the roof - all possible contamination pathways allowing possible disease causing organisms into the water system.

In order to meet regulatory compliance and to drastically improve the quality of water, Hillcrest recently finished a number of large capital improvement projects. We replaced the original undersized and failing water tower with a new properly sized 58,000 gallon tank. We did a massive well house improvement project, replacing a leaking roof that had been leaking directly onto the well head. Hillcrest installed emergency back-up power generation so that in municipal power failure situations, the drinking water system still operates. We also added major pump and valve improvements to allow repairs to happen inside the water system without shutting down the entire community and we added permanent disinfection to the drinking water, ensuring that potential pathogens are cleared from your drinking water.

Hillcrest has made major MDNR mandated investments to the sewerage system. We added a new Moving Bed Bio-Reactor plant to the existing lagoon system, bringing the entire plant into MDNR regulatory compliance. We have also completed a number of general repairs to the electric and wastewater support system.

We understand the importance of providing clean, safe drinking water and we recognize the trust that you place in us. 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 MDNR regulations. All of these improvements guarantee the continued sustainability of the community by making sure this community continues to have safe and stable water and wastewater services.

Hillcrest Utility monitors the quality of your water on a consistent basis and makes that information available to you. Call (314) 736-4672 and ask for the testing results.



Clean Water is invaluable

This rights and responsibilities guide will give you information about:

- Upgrades to your water and wastewater facilities
- News Release
- Water Regulations
- Services and Fees
- Your utility bill / Payment requirements and procedures
- Conditions of termination, discontinuation and reconnection of service
- Starting or Stopping Service
- Ways you can check to make sure your utility bill is accurate / Meter Reading
- If you are absent from your residence for an extended period of time
- Complaint procedures
- Missouri Public Service Commission
- Missouri Office of Public Counsel
- Contact Information

PSC DECIDES HILLCREST WATER AND SEWER RATE CASES

JEFFERSON CITY- - - The Missouri Public Service Commission has authorized Hillcrest Utility Operating Company, Inc. (Hillcrest) to increase annual water and sewer operating revenues. This is the first water and sewer rate increase for customers served by Hillcrest since April, 1989. Since that time, the water and sewer systems had fallen into severe disrepair, resulting in numerous citations and enforcement actions from both the Missouri Department of Natural Resources (MDNR) and the Missouri Attorney General, including an eight-week boil order beginning in May 2014 due to positive E. coli test results in the water system.

Hillcrest acquired the failing water and sewer systems in early 2015 from Brandco Investments, LLC (Brandco). Before Hillcrest purchased the water and sewer systems from Brandco, it entered into an agreement with MDNR that required Hillcrest to pay for emergency drinking water repairs, on-going drinking water system inspections, and a temporary chlorine disinfection system to protect subdivision residents. Approximately 30 days after it acquired the water and sewer systems, Hillcrest began construction on the necessary system improvements and has invested approximately \$1.2 million in ensuring its customers now have safe drinking and wastewater facilities.

“Hillcrest provides safe and adequate service, and the Commission concludes, based upon its independent review of the whole record, that the rates approved as a result of this order support the provision of safe and adequate service,” said the Commission. “The revenue increase approved by the Commission is no more than what is sufficient to keep Hillcrest’s utility plants in proper repair for effective public service and provide to Hillcrest’s investors an opportunity to earn a reasonable return upon funds invested.”

The Commission voted 4-1 to approve an increase in water and sewer revenues.

For questions about this press release, email:

psc-releases-request@lists.mo.gov

Hillcrest Water Regulations

State that:

No water service connection to the public drinking water system shall be installed or maintained to any premises where lead-based materials were used in new construction or modification of the drinking water plumbing after January 1, 1989.

Should any premises be found to be in violation of this, water service shall be discontinued until such time that the drinking water plumbing is in compliance.

Hillcrest Water Cross Connection Ordinance

No water service connection shall be installed or maintained to any premises where actual or potential cross-connections to the public potable or customer's water system may exist unless such actual or potential cross-connections are abated or controlled to the satisfaction of Hillcrest and as required by the laws and regulations of the Missouri Department of Natural Resources.

No connection shall be installed or maintained whereby an auxiliary water supply may enter a public potable or customer's water system unless such auxiliary water supply and the method of connection and use of such supply has been approved by Hillcrest and the Missouri Department of Natural Resources.

No water service connection shall be installed or maintained to any premises in which the plumbing system, facilities, and fixtures have not been constructed and installed using acceptable plumbing practices considered by Hillcrest as necessary for the protection of health and safety.

Visit us on the web at: centralstateswaterresources.com/contact-us/hillcrest

Services & Fees - Water Service

Regular Metered Water Service

| | |
|---------------|----------|
| Residential - | \$ 40.48 |
| Apartment - | \$ 32.38 |
| Commercial - | \$ 60.72 |

(does not include any water)

Commodity Charge - \$ 7.35 per thousand gallons

New Service Connection - Actual Cost

Service Connection Inspection - \$100.00

Water Service Line Inspection - \$100.00

Re-Inspection - \$100.00

Turn-on Fee - \$100.00

Turn-off Fee - \$ 25.00

Meter Test Fee - \$ 50.00

Service Calls - Actual Cost, but not less than \$40.00

Late Charge - \$5.00 or 3% of the unpaid balance, whichever is more.

Returned Check Charge - \$25.00

Credit / Debit Card Charges - 2.99% of total amount paid

E-Check Charges - \$ 0.50

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 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 Hillcrest.

Services & Fees - Sewer Service

Sewer Services

| | |
|---------------|---------------------|
| Residential - | \$ 83.56 per month |
| Apartment - | \$ 66.85 per month |
| Commercial - | \$ 125.34 per month |

New Service Connection - Actual Cost

Service Connection Inspection - \$100.00

Re-Inspection - \$100.00

Disconnection / Reconnection - Actual Cost (if sewer disconnection is accomplished by physical disconnection.)

Service Calls - Actual Cost, but not less than \$40.00

Late Charge - \$5.00 or 3% of the unpaid balance, whichever is more.

Returned Check Charge - \$25.00

Credit / Debit Card Charges - 2.99% of total amount paid

E-Check Charges - \$ 0.50

If you use a credit card / debit card or use an E-Check, the transaction / convenience fee will be added by the credit card company or bank and will not be a part of the water or sewer billing.

These new rates were determined by the Missouri Public Service Commission as a part of Case No. WR-2016-0064. See page 6 for more information on contacting the Missouri Public Service Commission.

<https://hillcrest.secure.munibilling.com>

Customer Service toll-free phone number: (866) 452-1356

Emergency toll-free phone number: (866) 654-3452

Hillcrest Utility Operating Company
P.O. Box 790379
St. Louis MO 63179
(866) 452-1356
support@hillcrestutilityoperatingcompany.com

ACCOUNT NUMBER XXXX
SERVICE ADDRESS XXXXXXXXXXXX

RETURN THIS SIDE WITH PAYMENT

ACCOUNT NUMBER XX
SERVICE ADDRESS XXXXXXXXXXXXXXXX
BILL DATE XX/XX/XXXX

| CHARGES | BILL DATE | XX/XX/XX |
|---------|-----------|----------|
| Water | | \$x.xx |
| Sewer | | \$xx.xx |

PREVIOUS BALANCE \$XX.XX
CURRENT CHARGES \$XX.XX
ADJUSTMENTS \$X.XX
PAYMENTS \$XX.XX
TOTAL DUE BY XX/XX/XX \$XX.XX

| READINGS | | |
|----------|----------|------------------|
| Start | xx/xx/xx | xxxxxxxx.x USAGE |
| End | xx/xx/xx | xxxxxx.x |

PREVIOUS BALANCE \$XX.XX
CURRENT CHARGES \$XX.XX
ADJUSTMENTS \$X.XX
PAYMENTS \$XX.XX
TOTAL DUE BY XX/XX/XX \$XX.XX

Name xxxxxxxxxxxxxxxxxxxx
Address xxxxxxxxxxxxxxxxxxxx
City xxxxxx, xx xxxxx

Use the code XXXXXX to sign up on-line at
<https://hillcrest.secure.munibilling.com>

REPLICA OF ACTUAL BILL (NOT TO SIZE)

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://hillcrest.secure.munibilling.com>

Use a credit card, debit card, or electronic bank payment; a convenience fee of 2.99% of the total amount paid will be added to each transaction. Please refer to page 3 "Services and Fees." 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 make a one-time on-line payment - choose "Pay Now," enter your account number and the last name on your account. Follow the prompts.

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

Call toll free: 866-452-1356

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 water and sewer charges.

- Account Number**
This number should be included in any correspondence with the utility company and added to your check or money order.
 - Water amount:**
This is the amount charged for water utility services.
 - Sewer amount:**
This is the flat rate amount charged to all customers for sewer utility services and applies even when there is no wastewater services used.
 - Water usage amount (READINGS):**
This is the difference between the two meter readings with a beginning date and a beginning meter reading and an ending date with an ending meter reading.
 - Previous Balance Due**
The amount of unpaid previous charges as of the date of the current bill.
 - Due Date (TOTAL DUE BY date)**
The account is considered delinquent and may be subject to disconnection if outstanding amount due is not paid by due date. A late fee of \$5.00 or 3% of unpaid balance (whichever is more) is added on any unpaid delinquent balance.
- Balance Due**
This amount is the total amount due for both water and sewer charges.

Avoiding a Late-Payment Charge or Discontinuance of Service

Payment is due and considered delinquent after due date on bill. A Late Charge of \$5.00 or 3% (whichever is greater) may be applied if your bill is not brought current by the due date.

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. Call toll free: (866) 452-1356.

Restoration of service will resume after payment of your bill or settlement is made. A reconnection charge of \$125.00 may apply (Turn off fee of \$25.00 and Turn on fee of \$100.00.)

Starting or Stopping Water Service

To start service:

Go on-line - fill out: "Request New Service" on-line form and hit "Submit" at the bottom of the page - Call with any questions to:

866-452-1356

We ask that an adult be present at the time of connection in order to prevent damage from water faucets accidentally left open.

To stop service

Go on-line and fill out "Stop Service" on-line form and hit "Submit" at the bottom of the page.

866-452-1356

DEPOSIT

Hillcrest 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, Hillcrest Utility Operating Company may require a deposit of an amount equal to 1 billing period plus 30 days usage.



HOW TO READ YOUR METER

Your water meter will most likely be found in the ground outside your home unless you live in an apartment building. It may be difficult to open your in-ground water meter and may be even more difficult to close and reseal it properly. We ask that customers protect these meters from damage and tampering; keeping the lid securely sealed will prevent freezing and damage.

If you live in an apartment, contact your landlord for the location of your meter.

Your water meter is most likely an odometer type meter very similar to the odometer in your car and it reads the very same way. It will have a series of numbers in a small window and shows the water usage in cubic feet. Write down the numbers you see on the meter and subtract the previous meter reading to get the water usage in cubic feet.

If you discover a large discrepancy between the meter reading you take and the one shown on your bill, call the customer service number at 314-452-1356. We make every effort to obtain an accurate reading; however there are times, for example in bad weather, when we may have to estimate usage. The following month or as soon as possible (not to exceed three months) we will adjust your bill to reflect the actual meter reading.

Call the customer service number to check on the amount of water usage for the previous months or to find out what you owe or what you've paid in previous months. Your billing representative is available to help you if you need information about your account.

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

Hillcrest 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

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

Billing toll free: (866) 452-1356

Emergency: (866) 654-3452

support@hillcrestutilityoperatingcompany.com

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

Consumer Confidence Report (CCR) can be found at: www.dnr.mo.gov/ccr/MO4036038

Customer Service 24 hours a day seven days a week

Customer Support is available 24/7 to serve you. Support office hours are 8:00 a.m. - 5:00 p.m. Monday through Friday with 24 hour messaging services.

Call toll free: (866) 452-1356

Emergency: (866) 654-3452

You may also contact us at:

support@hillcrestutilityoperatingcompany.com

Filing a Complaint with the Public Service Commission

Hillcrest 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 their findings, you must do so within 30 days to avoid discontinuance of service.