

RACCOON CREEK UTILITY OPERATING COMPANY, INC. CUSTOMER RIGHTS AND RESPONSIBILITIES

Central States Water Resources

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 sewerage into local waterways, contaminating local streams and rivers.

Raccoon Creek completed 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.

For more information call toll free to 866-452-1357 .



Clean Water is invaluable

This Rights and Responsibilities guide will give you information about:

- What your utility company is doing in your neighborhood
- Your utility bill
- Payment requirements and procedures
- Starting or stopping service
- Service Charges and Fees
- 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

ACCOUNT NUMBER XXXX SERVICE ADDRESS XXXXXXXXXXXX		RETURN THIS SIDE WITH PAYMENT	
CHARGES		ACCOUNT NUMBER XX	
BILL DATE	XX/XX/XX	SERVICE ADDRESS XXXXXXXXXXXXXXXX	
Sewer	\$xx.xx	BILL DATE XX/XX/XXXX	
PREVIOUS BALANCE \$XX.XX		CURRENT CHARGES \$XX.XX	
CURRENT CHARGES \$XX.XX		ADJUSTMENTS \$X.XX	
ADJUSTMENTS \$X.XX		PAYMENTS \$XX.XX	
PAYMENTS \$XX.XX		TOTAL DUE BY XX/XX/XX \$XX.XX	
TOTAL DUE BY XX/XX/XX \$XX.XX		***PAY BY DUE DATE TO AVOID LATE FEE	
Use the code XXXXXX to sign up on-line at https://raccooncreek.secure.munibilling.com		Name xxxxxxxxxxxxxxxxx	
		Address xxxxxxxxxxxxxxxxx	
		City xxxxxx, xx xxxxx	

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://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. **A convenience fee of 2.99% of the total balance paid will be added to each transaction.**

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. A \$.50 per transaction charge will be assessed by the third party credit card company.

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.

Auto-pay customers can expect to receive an email (if email address is on file) when autopay transaction fails or is cancelled due to multiple failed attempts.

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

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 the 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**
The amount of unpaid previous sewer charges as of the date of the current bill

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

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 at The Villages at Whiteman or the actual cost of physical disconnection at Hunter's Ridge or Walnut Hills will be applied.

Starting or Stopping Service

To start service:

www.centralstateswaterresources.com/communities/raccoon-creek/

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

866-452-1357

To stop service

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

866-452-1357

DEPOSIT

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

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.

Services & Fees

Sewer Services

Villages at Whiteman Service Area
Single Family Residential Service (per unit)
per month..... \$ 79.74

West 16th / Hunter's Ridge Service Area and
WPC / South Walnut Hills Service Area
per month \$ 95.76

Disconnection of Service by Company:

Hunter's Ridge or South Walnut Hills -
discontinuance of service is accomplished by
physical disconnection of sewer services.
..... Actual Cost

Villages at Whiteman..... 50.00

Service Connection Inspection or
Re-inspection..... \$ 69.00

If customer requests an inspection outside
normal business hours \$ 99.00

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

Account is considered delinquent if not paid
by the due date on bill

Returned Check Charge \$ 25.00

Credit / Debit Card Convenience Fee -
..... 2.99% of total amount paid

E-Check Convenience Fee \$ 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 sewer billing.

These new rates were determined by the
Missouri Public Service Commission as
a part of Case No. SR-2016-0202. See
page 4 for more information on
contacting the Missouri Public Service
Commission.

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

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) 654-1570

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.

Toll Free (866) 452-1357

Emergency: 866-654-1570

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