

# CONFLUENCE RIVERS UTILITY OPERATING COMPANY, INC. CUSTOMER RIGHTS AND RESPONSIBILITIES

## Welcome Confluence Rivers Utility Operating Company Customer

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

Water and wastewater infrastructure across the country is showing desperate signs of disrepair and neglect. Infrastructure is one of the most un-glamorous yet most necessary aspects of modern life. Buried water and sewer lines are the epitome of 'out of sight, out of mind'. As long as water flows from the faucet and the toilet flushes, we don't put a lot of thought into infrastructure.

Confluence Rivers does put a lot of thought into infrastructure. We have trained, experienced and licensed operators and engineers putting thought and effort into it every day. Confluence Rivers is transforming local water and wastewater treatment facilities into well-functioning and efficient systems, improving the quality of drinking water and wastewater (which goes back into our creeks and lakes and rivers). In this way we're improving the quality of life in your community. This is our goal and our mission.

You will likely see operators and contractors in your communities making repairs and improvements to your water and/or wastewater systems; call us if you have any concerns. Our customer support phone # is 866-945-3920.



Clean Water is invaluable

### 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 Public Service Commission
- Missouri Office of Public Counsel
- Contact Information
- Complaint procedures

# 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 Online – [www.confluencerivers.com](http://www.confluencerivers.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** by choosing “Create New Account”

Enter your account number, your email address, and the code from your bill. Follow the prompts. Auto-pay option is available after setting up an online account. **To make single online payment** - choose “Pay Now” (right side of screen), 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.

**Contact Customer Service toll free at (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.**

Please Make Checks Payable to:

Confluence Rivers UOC, Inc.

P.O. Box 790379  
St. Louis MO 63179



|                |              |
|----------------|--------------|
| ACCOUNT NAME   | John Smith   |
| NEW ACCT #     | 1001         |
| LEGACY ACCT #  | 252-1        |
| DATE           | 09/29/20     |
| SECURITY CODE  | 5-34567-HUR6 |
| SYSTEM         | 252-2        |
| SERVICE PERIOD | Dummy Bill   |

We've changed billing software! Please visit our website: [www.confluenceriversuoc.com](http://www.confluenceriversuoc.com), and use the Security Code found in the upper right corner of your invoice to register your new online account.

If you previously had an online account, a new online account MUST be setup as the old account will no longer be valid.

Through your new customer portal, you may view your account history, pay your bill by Credit, Debit Card or ECheck, sign up for AutoPay, and even go paperless by enrolling in "eBill" to receive an e-mail notification that a new bill is available. All Online payments are subject to processing fees.

PLEASE NOTE: When signing up for AutoPay, please pay the ENTIRE balance outstanding on your account. Failure to do so may result in a late penalty. AutoPay will take effect beginning the following invoice after successfully enrolling. AutoPay is drafted from your registered payment method 5 days prior to the due date. We recommend logging in, paying your current invoice due, and activating AutoPay for your next billing.

### MESSAGES

Please be advised new rates are in effect for the service period beginning July 1, 2020. Please visit our website: [www.confluenceriversuoc.com](http://www.confluenceriversuoc.com) to view FAQs regarding your rate.

Due to Covid-19 and our commitment to the community, we are suspending all late fees, late notices and disconnections. Please be aware that balances are still accumulating; keeping current on your account will help to avoid large balances in the future.

### ACCOUNT ACTIVITY

| Description                   | Amount  |
|-------------------------------|---------|
| Current Billing               | \$0.00  |
| Total Current Billing Charges | \$56.78 |
| TOTAL DUE                     | \$59.13 |

### GENERAL INFORMATION

For billing inquiries, call (866) 945-3920 Monday-Friday, 8am-5pm CST or email [support@confluenceriversuoc.com](mailto:support@confluenceriversuoc.com).

**YOUR PROMPT PAYMENT IS APPRECIATED!**

**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.**

**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.**

\*\*\*\*\*SEPARATE AND RETURN BELOW STUB WITH PAYMENT\*\*\*\*\*

### DO NOT PAY - AutoPay is Active

Central States Water Resources  
P.O. Box 790379  
St. Louis MO 63179



JOHN SMITH  
1234 BELT LINE RD  
APT 252  
DALLAS, TX 75202  
USA

|                                   |                                |
|-----------------------------------|--------------------------------|
| NAME                              | JOHN SMITH                     |
| SERVICE ADDRESS                   | 1234 Belt Line Rd              |
| ACCOUNT #                         | 1001                           |
| DUE DATE                          | 09/29/20                       |
| *Previous Balance Due Immediately |                                |
| TOTAL DUE                         | \$59.13                        |
| Amount Paid                       | DO NOT PAY - AutoPay is Active |

Payment must be received by due date to avoid late fees.

Confluence Rivers UOC, Inc.  
P.O. Box 790379  
St. Louis MO 63179

REPLICA OF ACTUAL BILL (NOT TO SIZE)

## **Avoiding a Late-Payment Charge or Discontinuance of Service**

Payment is due and 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 page 4)

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) 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 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 ESTMATE on it. Feel free to call to inquire how we calculated the estimation of your bill. 866-945-3920

# **Starting or Stopping Service**

## **To start service:**

**[www.confluenceriversuoc.com](http://www.confluenceriversuoc.com)**

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

**866-945-3920**

## **To stop service:**

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

**866-945-3920**

## **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 Procedures**

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.

# The Missouri Department of Natural Resources

**The Missouri Department of Natural Resources** (DNR) regulates Confluence Rivers Utility Operating Company, Inc. (Confluence Rivers) in its efforts to keep your water clean and your water and sewer systems functioning. Only one percent of all the water on earth is fresh water. The MO DNR is the governmental body responsible to inspect water and wastewater facilities to ensure that the standards and protocols they've installed to protect our fresh water are followed. They provide permitting of operators; they set limits on wastewater effluent that goes back into the streams and rivers and perform many other functions. Visit their website at <https://dnr.mo.gov/env/wpp/index.html>

Passage of several significant federal environmental 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 regulate utilities providing drinking water and sewer facility wastewater. Confluence Rivers follows the guidelines of Missouri DNR to ensure that the water that you drink is clean and free of contaminants and the sewer facilities effluent does not contaminate your community's environment.

The Department of Natural Resources' Public Drinking Water Branch sets limits and monitors for contaminants; issues permits for new and existing public water systems; certifies drinking water treatment and distribution operators; supports and promotes water system security and provides support for system improvements.

The Missouri DNR provides Consumer Confidence Reports (CCR) to consumers which gives information on specific water systems. This report lets you know if your water system had any violations within the last year and tells you what contaminants were found in the water, if any.

The report is compiled from water testing done throughout the year at each facility; **CCR's are available for the following water systems:**

- **Eugene**
- **Evergreen**
- **Gladlo**
- **Majestic Lakes**
- **Roy L**
- **Smithview**
- **The Willows (Alpine Village)**

These Consumer Confidence Reports can be found on the Confluence Rivers CSWR website:

**<https://www.centralstateswaterresources.com/communities/confluence-rivers/>**

The MO DNR 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 maintains a vast amount of information available to the public in the form of fact sheets, guidance documents, geologic maps, technical books and publications.

Call 314-380-8440 for information and/or testing analysis or contact the MO DNR at 800-361-4827.





## 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  
<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

Contact us for more information about our services:

**Confluence Rivers Utility Operating Company**  
1650 Des Peres Road, Suite 303  
Des Peres, MO 63131

**Billing and Customer Service: (866) 945-3920**

**Emergency: (866) 945-3920, Option 2**

Visit us on the web at:  
[www.confluenceriversuoc.com](http://www.confluenceriversuoc.com)

**Customer Service 24 hours a  
day seven days a week**

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

**Customer Service (866) 945-3920  
Emergency: (866)945-3920 opt 2**

**You may also contact us at:**

**[support@confluenceriversuoc.com](mailto:support@confluenceriversuoc.com)**

## 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](http://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.**

**[support@confluenceriversuoc.com](mailto:support@confluenceriversuoc.com)**