

# ELM HILLS UTILITY OPERATING COMPANY CUSTOMER RIGHTS AND RESPONSIBILITIES

Central States Water Resources

## Welcome Elm Hills Utility Customers

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 Environmental Protection Agency (EPA) and the Missouri Department of Natural Resources (MDNR) regulations.

Elm Hills Utility Operating Company Inc. (Elm Hills) is in the process of improving the quality of your water by fixing a number of water and wastewater issues. In order to meet regulatory compliance and to drastically improve the quality of water and wastewater, Elm Hills plans to construct numerous improvements to the systems, to address degradation due to age and to address and meet environmental compliance issues.

Missouri Utilities – Wastewater - Elm Hills plans to modify the existing lagoon, and add mechanical treatment facilities including a moving bed biofilm reactor (MBBR), a clarifier and a disinfection system.

Missouri Utilities – Water - Elm Hills plans to rehabilitate the existing water tank and the deep water well and add a back up water service connection to the City of Sedalia.

State Park Village – Wastewater - Elm Hills plans to upgrade lift-station facilities, repair sewer pipelines, and modify the existing sewage treatment.

Rainbow Acres - Elm Hills plans to make improvements to existing lagoons and add MBBR treatment facilities.

Twin Oaks (The Preserve) - Elm Hills plans to add mechanical treatment facilities (MBBR) and alarms for remote monitoring.

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.

Elm Hills 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 ELM HILLS WATER AND SEWER RATE CASES

SEPTEMBER 22, 2017

PSC APPROVES AGREEMENT IN WATER AND SEWER ACQUISITION CASES INVOLVING MISSOURI UTILITIES COMPANY AND ELM HILLS UTILITY

JEFFERSON CITY—The Missouri Public Service Commission has approved an agreement which authorizes Missouri Utilities Company to transfer its water and sewer system assets to Elm Hills Utility Operating Company, Inc. (Elm Hills). In addition, the Commission has approved the transfer of certificates of convenience and necessity to Elm Hills to provide water and sewer service in the area previously served by Missouri Utilities Company.

Elm Hills will charge current Missouri Utilities Company water customers who live in mobile homes in parks and apartment customers a monthly customer charge of \$6.34, plus a commodity charge of \$2.47 per thousand gallons of water for metered service. For single family residential customers, the monthly customer charge will be \$7.92, plus a commodity charge of \$2.47 per thousand gallons of water for metered service. Elm Hills will charge residential sewer customers of Missouri Utilities a flat rate of \$19.21 a month.

Missouri Utilities serves approximately 120 water customers and 115 sewer customers in Pettis County near Sedalia, Missouri. It has been in receivership since August 14, 2006.

Elm Hills has also received a certificate of convenience and necessity authorizing it to begin providing sewer service in an area currently known as State Park Village. Elm Hills states it will provide sewer service to the State Park Village area through the purchase of a sewer collection system from State Park Village Sewer, Inc.

For current sewer customers of State Park Village Sewer, Inc., Elm Hills will charge a flat rate of \$45.00 a month. State Park Village Sewer, Inc. currently serves approximately 180 sewer customers in Johnson County near Warrensburg, Missouri.

Based upon the evidence in the case, the Commission determined that it is in the public interest for Elm Hills to provide water and sewer service to the customers currently being served by Missouri Utilities Company and State Park Village Sewer, Inc.

## Elm Hills 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.

## Elm Hills 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 Elm Hills 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 Elm Hills 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 Elm Hills as necessary for the protection of health and safety.

**Customer Service number: (866) 245-4796**

**Emergency phone number (866) 654-1570**

## Services & Fees - Water Service (formerly MO Utilities)

### Flat rates unmetered customers:

|                               |         |
|-------------------------------|---------|
| Mobile homes /apartments..... | \$ 6.34 |
| Single Family units.....      | \$ 7.92 |
| Commercial.....               | \$14.24 |

### Metered rates:

#### Minimum plus usage charge

|                               |                                     |
|-------------------------------|-------------------------------------|
| 5/8- inch meter minimum ..... | \$ 6.34 +                           |
| ¾ - inch meter minimum.....   | \$ 7.92 +                           |
| 1- inch meter minimum.....    | \$14.24 +                           |
| Plus, a usage charge of.....  | \$2.47 per<br>thousand gallons used |

### New Service Connection -

Materials only, customer does  
installation/excavation .....\$ 175.00

Or materials and company does  
installation/excavation.....\$325.00

Service Connection Inspection - \$ 75.00

Turn-on Fee - \$ 15.00

Turn-off Fee - \$ 15.00

Meter Test Fee - \$ 45.00

Late Charge - \$ 5.00

Returned Check Charge - \$25.00

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 Elm Hills.

## Services & Fees - Sewer Service

### Former State Park Village sewer services:

Flat rate monthly fee will be:

**\$45.00 per month**

### Former Missouri Utilities sewer services :

Flat rate monthly fee will be:

**\$19.21 per month**

**New Service Connection - actual cost**

**Service Connection Inspection - \$ 75.00**

**Disconnect fee - actual cost**  
**Reconnect fee - actual cost**

**Late fee - \$ 5.00**

**Returned check charge \$25.00**

These new rates were determined by the Missouri Public Service Commission as a part of Case No. SM-2017-0150.

See page 6 for more information on contacting the Missouri Public Service Commission.

### Rainbow Acres sewer services

Flat rate monthly fee: **\$15.00 per month**



Elm Hills Utility Operating Company  
P.O. Box 790379  
St. Louis MO 63179  
(866) 245-4796  
support@elmhillsutilityoperatingcompany.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        |
| <b>TOTAL DUE BY XX/XX/XX</b> | <b>\$XX.XX</b> |

|          |          |            |        |
|----------|----------|------------|--------|
| READINGS |          |            |        |
| Start    | xx/xx/xx | xxxxxxxx.x | USAGE  |
| End      | xx/xx/xx | xxxxxxxx.x | XXXX.X |

|                              |                |
|------------------------------|----------------|
| PREVIOUS BALANCE             | \$XX.XX        |
| CURRENT CHARGES              | \$XX.XX        |
| ADJUSTMENTS                  | \$X.XX         |
| PAYMENTS                     | \$XX.XX        |
| <b>TOTAL DUE BY XX/XX/XX</b> | <b>\$XX.XX</b> |

Name xxxxxxxxxxxxxxxxxxxx  
Address xxxxxxxxxxxxxxxxxxxx  
City xxxxxx, xx xxxxx

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

**REPLICA OF ACTUAL BILL (NOT TO SIZE)**

Any amount shown in parenthesis (\$...) is a credit amount and does not require payment.

## 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://elmhills.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 make a one-time on-line payment - choose "Pay Now," enter your account number and the last name on your account. Follow the prompts.

**Call toll free: 866-245-4796**

# 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 is added on any unpaid delinquent balance.
- Balance Due**

This amount is the total amount due for both water and sewer charges. Including late fees

**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.**

## Starting / Stopping Service

### To start service:

Go on-line

<https://www.centralstateswaterresources.com/communities/elm-hills/>

“Start Service” on-line form and hit “Submit” at the bottom of the page - Call with any questions to:

**866-245-4796**

**A STOP SERVICE FORM or a START SERVICE FORM must be received by us before services will be started or stopped in your name.**

### To stop service

Go on-line

<https://www.centralstateswaterresources.com/communities/elm-hills/>

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

**866-245-4796**

## DEPOSIT

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



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

Elm Hills Utility follows the rules and regulations for discontinuance of service as prescribed by the Department of Economic Development 4 CSR 240-13 and enforced by the Missouri Public Service Commission.

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

If you fail to pay a monthly billing by the due date, a Notice of Discontinuance is mailed. If you receive a notice please take immediate action to avoid service discontinuance. Call toll free: **(866) 245-4796** or pay online at:

**<https://elmhills.secure.munibilling.com>**

A second notice of discontinuance will be sent approximately 10 days prior to shut off if payment is not received. This is the final notice; if payment is not received by the ‘pay by date’ on the notice, your water or sewer services will be in jeopardy of discontinuance.

To avoid discontinuance of service you may qualify to enter into a payment arrangement with Elm Hills Utility. This payment arrangement will allow you to avoid late fees while paying off a portion of the past due amount each month along with your regular monthly payment. Call customer support at 866-245-4796 as soon as possible before the deadline for a possible payment agreement.

Restoration of service will resume after payment of your bill or settlement is made. For sewer services, the actual cost to Elm Hills for disconnect and reconnect will apply. For water disconnection and reconnection a \$15.00 disconnect and a \$15.00 reconnect fee will apply. These fees will be due and payable prior to reconnection.

## Public Service Commission

Elm Hills 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

**Elm Hills Utility Operating Company**  
500 Northwest Plaza Dr. Suite 500  
St. Ann, MO 63074

**Billing toll free: (866) 245-4796**

**Emergency: (866) 654-1570 ext. 4**

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

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

Consumer Confidence Report (CCR) can be found at: [www.dnr.mo.gov/ccr/MO3048155](http://www.dnr.mo.gov/ccr/MO3048155)

## 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) 245-4796**

**Emergency: (866) 654-1570 ext. 4**

You may also contact us at:

[support@elmhillsutilityoperatingcompany.com](mailto:support@elmhillsutilityoperatingcompany.com)

## Filing a Complaint with the Public Service Commission

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