

Restoring Trust

Strengthening Small Communities Through Sustainable Water Partnerships

TRUST IN
WATER



Across Missouri, small water and wastewater systems face mounting challenges from aging infrastructure, limited budgets and increasingly complex regulatory requirements. Many of these systems were built decades ago and were never designed to meet today's compliance standards or long-term investment needs. Partnering with a private, regulated water provider has helped communities like Ironton and Garden City stabilize operations, modernize critical infrastructure and rebuild trust in the safety and reliability of essential water and wastewater services. These partnerships bring economies of scale, technical expertise and sustained capital investment – helping ensure people have safe, clean and reliable service today – and into the future.

Ironton, MO

The City of Ironton faced growing challenges including aging infrastructure, deferred maintenance, limited local resources and increasing regulatory pressure. A history of wastewater violations and the significant investment needed to restore compliance raised concerns about the system's long-term viability. Recognizing the status quo was unsustainable, city leaders pursued a long-term solution to protect access to safe, clean and reliable water and wastewater service. In November 2022, voters approved the sale of the City of Ironton's water and wastewater systems to Missouri American Water for \$3.7 million, bringing professional water and wastewater service to over 1,400 customers.

INVESTMENTS & UPGRADES

- **Invested over \$6 million in drinking water system and \$2.5 million in wastewater system.**
- **Replaced aging water mains, installed new meters and addressed lead service lines.**

COMMUNITY BENEFITS

- **Reliable service:** Stronger water pressure and fewer outages.
- **Improved safety:** Upgraded hydrants and larger mains to support emergency response.
- **Better customer experience:** 24/7 customer service and operational relief.

Garden City, MO

Garden City faced difficulty maintaining safe, reliable water and wastewater service as aging infrastructure and years of deferred maintenance strained the city's limited resources. Efforts to keep rates low left little funding for critical upgrades. Between 2015 and 2021, the city recorded 27 drinking water treatment violations, and by March 2021 the wastewater system was also out of compliance. In November 2020, more than **67% of voters approved the sale** of the water and wastewater systems for \$3 million. The Missouri Public Service Commission approved the transaction, and Missouri American Water assumed operations in December 2021.

INVESTMENTS & UPGRADES

- **\$10 million invested in drinking water infrastructure** to replace aging mains and meters and implement technology enhancements to improve safety and efficiency.
- **\$2.5 million in wastewater system improvements** to address compliance and performance.

COMMUNITY BENEFITS

- **Debt Relief:** Retired debt and redirected resources into community priorities.
- **Environmental & Regulatory Compliance:** Returned water and wastewater systems to compliance, protecting public health and meeting standards for environmental performance.