

Leveraging Professional Utility Expertise from a Private, Regulated Water Provider to Solve Persistent Community Water Woes

When Maintaining the Status Quo Was No Longer Viable

For years, residents in Eureka had a shared experience with their water - while safe to drink, it often had a metallic taste, high mineral content and noticeable negative impacts on household appliances, leading to frustration and eroding confidence in the city's municipal water system.

Aging infrastructure, limited technical capacity, increasing regulatory demands, and the risk of higher local rates created mounting pressure on the system and city leadership. Water quality became a persistent community concern, with residents frequently citing unpleasant taste and odor in their water.

City leaders explored engineering solutions, including well adjustments and new treatment options, but each came with trade-offs including high costs, limited effectiveness or uncertainty of results. At the same time, the city faced significant wastewater upgrades to meet evolving environmental standards which further straining limited financial resources.

A Sustainable Solution

After evaluating its options, Eureka chose to partner with a private, regulated water provider with the expertise, scale and capital to address these long-term challenges. In 2020, more than 66% of voters supported the city's proposal to sell the system to Missouri American Water. The transaction delivered:

- \$28 million in proceeds for the city
- A long-term commitment to invest more than \$37 million in the city's water and wastewater systems over the next 10 years.
- Technical expertise in water and wastewater system engineering, operations and compliance.

Long-Term Infrastructure Investments

In 2022, Eureka residents transitioned to water and wastewater service from Missouri American Water, initiating a multi-year infrastructure improvement effort focused on water quality, reliability and compliance. Central to this effort was the construction of a new transmission main supplying Eureka with water from the Missouri River, replacing the city's reliance on high-mineral groundwater. This change of source water directly addressed longstanding quality concerns and improved overall system performance.

Since the acquisition, **Missouri American Water has invested more than \$30.5 million in Eureka's water and wastewater systems** supporting a broad program of upgrades include:

- Advanced metering infrastructure (AMI) for real-time monitoring and leak detection
- Ongoing maintenance and modernization of pipes, tanks, and system components
- Wastewater treatment improvements to meet modern regulatory standards.

Benefits of System Sale for Eureka Residents

-  **Improved water quality through transition to a high-quality regional water supply.**
-  **Reduced financial and operational burden on the city**
-  **24/7 access to expertise and commitment to investment.**