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Data Center
Missouri Public
Service Commission

OPC 0015

DATA INFORMATION REQUEST
Missouri-American Water Company
WR-2017-0285

~~MOA OPC~~ Exhibit No. 228
DCA 35-18 Reporter [unclear]
File No. WR 2017 0285 et al

Requested From: Tim Luft
Date Requested: 2/13/18

Information Requested:

At page 6 of Mr. Aiton's surrebuttal testimony, he indicates that MAWC has replaced 250 lead service lines during calendar year 2017. For each of the 250 lead service lines that were replaced, please provide the following¹ information:

- How each lead service line was discovered;
- The context of the lead service line replacement including whether it was replaced in the context of a main replacement, replacement of the service line from main to meter, repair of a main, repair of the service line from the main to the meter, or in another context. If done in another context or a combination of contexts, please provide the specifics;
- Please describe what gave rise to the context described in the prior bullet point (e.g., a dispatch response to a customer call concerning a leak);
- Please list the type of cut (e.g, type of pipe cutter, type of saw, etc.);
- Please provide any and all data collected as to the lead content in the customer's water prior to the replacement and the lead content in the customer's water after the replacement;
- Address where lead service line was replaced;
- Contact information including first and last name, phone number, and e- mail address of any stakeholders who were contacted in association with the replacement of a customer's lead service line (e.g., a neighborhood association, an official from local government); and
- Whether the lead service line location had a customer with an active account.

¹ If no data was kept that is responsive to any one particular bullet point, please specifically indicate that no data was kept that is responsive and please explain why.

Requested By: Ryan Smith - Office of Public Counsel – Ryan.Smith@ded.mo.gov

Information Provided:

CONFIDENTIAL – Some of the information provided is deemed Confidential in accordance with Commission Rule 4 CSR 240-2.135(2)(A).1, as it contains customer specific information. We ask that confidentiality be maintained consistent with that Rule and/or Section 386.480 RSMo, as the case may be.

- How each lead service line was discovered;
First, the Company identified locations with possible lead service lines based on existing tap card records. Then, as part of each main replacement project, the service lines are exposed to confirm the material of the line. The Company has also identified a few lead service lines in the context of investigating a leak.
- The context of the lead service line replacement including whether it was replaced in the context of a main replacement, replacement of the service line from main to meter, repair of a main, repair of the service line from the main to the meter, or in another context. If done in another context or a combination of contexts, please provide the specifics;
Most of the lead service lines were replaced as part of a main replacement project. A few were replaced following a leak investigation.

- Please describe what gave rise to the context described in the prior bullet point (e.g., a dispatch response to a customer call concerning a leak);
The lead service lines replacements performed during main replacement projects were generally anticipated by tap records and subsequently found during the project. The lead service lines replaced following a leak investigation were found through a combination of customer calls and field service personnel investigation.
- Please list the type of cut (e.g, type of pipe cutter, type of saw, etc.)
For the majority of replacements no cutting is done. Service lines are replaced from fitting to fitting. A few have been cut and reconnected due to either a refusal by the customer, or where the premise was vacant/inactive or customer was non-responsive. Cutting in these instances is done by either a PVC pipe shear or fine tooth saw (hacksaw).
- Please provide any and all data collected as to the lead content in the customer's water prior to the replacement and the lead content in the customer's water after the replacement;
MAWC does not collect a sample prior to the replacement. OPC 0015_Attachment CONFIDENTIAL contains the test results for the two tests taken after the service line was replaced.
- Address where lead service line was replaced;
Please see OPC 0015_Attachment CONFIDENTIAL
- Contact information including first and last name, phone number, and e- mail address of any stakeholders who were contacted in association with the replacement of a customer's lead service line (e.g., a neighborhood association, an official from local government); and
All service line replacements within St Louis County involve obtaining a construction permit from the local municipality. The contractor performing the work is the responsible party for obtaining the permit and MAWC does not retain those records.
- Whether the lead service line location had a customer with an active account
There has been one instance of an inactive account as shown in OPC 0015_Attachment CONFIDENTIAL.

Responsible Witness: Bruce Aiton