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November 22, 2011

Steven Reed
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102

RE: Case Nos. WR-2011-0337, WA-2012-0066, SA-2012-0067, WO -2012-0088, SO-2012-0091
4 CSR 240-4.020 Notice

Dear Mr. Reed:

In accordance with the requirements of 4 CSR 240-4.020, et. seq, attached is a copy of the written presentation made by Missouri-American Water Company President Frank Kartmann at the 123rd Annual NARUC Conference in St. Louis on Tuesday, November 15, 2011. It is our understanding that a number of Missouri PSC Commissioners and Staff members were in attendance at this Conference.

Sincerely,

John J. Reichart

Corporate Counsel – Missouri American Water



AMERICAN WATER

Missouri American Water Joplin Tornado Response

Operational Challenges and Priorities Then and Now



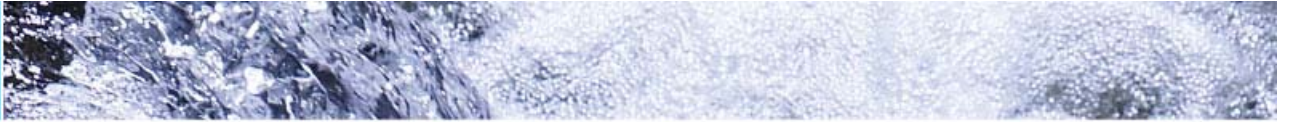


Missouri American Water

- Largest water utility in the state
- Provide water and wastewater service to 1.5 million people
- Delivering about 84 billion gallons of water across Missouri every year

MISSOURI • SERVICE AREAS





Joplin Water System Overview

- **Serve 24,160 customers, approximately 54,000 people**
- **Water Sources: Shoal Creek plus 9 wells**
- **500 Miles of Water Mains**
- **Six Storage Facilities and Five Boosters/Pump Stations**
- **32 full-time employees with an average 11 years of service**

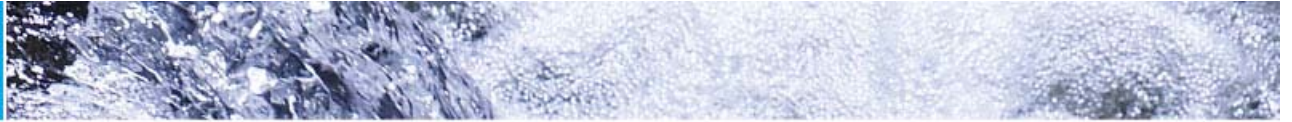




Resiliency Plans – before the crisis

- History of working emergency response plans regularly
- Strong relationships with emergency response agencies - earthquake preparedness workshop one week prior to the storm
- Team's experience – local and regional

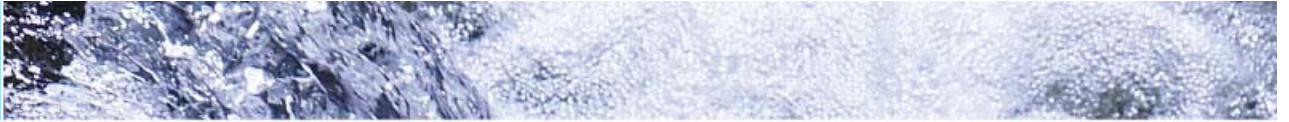




Resiliency Plans – before the crisis

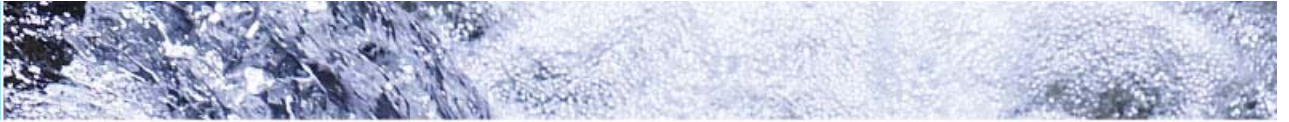
- Establish and maintain a broad network of emergency resources
- Emergency plan should include:
 - Human resources to help restore service
 - Relationships and contracts with critical vendors from outside the area
 - Generators
 - Fuel
 - Equipment





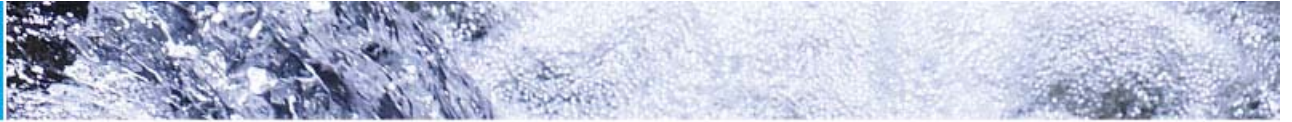
Lessons Learned – initial response

- **Communication systems are critical**
 - Internal -- connecting quickly with employees
 - External operations
 - Coordinate with Emergency Operations Center
 - Badges and uniforms are essential to access
 - Customers
 - Radio was the key resource
 - Social media – news on Facebook
- **Secure logistics for emergency workers immediately**
 - Lodging becomes a critical shortage
 - Food
 - Secure base for operations – but be prepared to change it
- **Deploy resources from outside the affected area**



Lessons Learned – as recovery begins

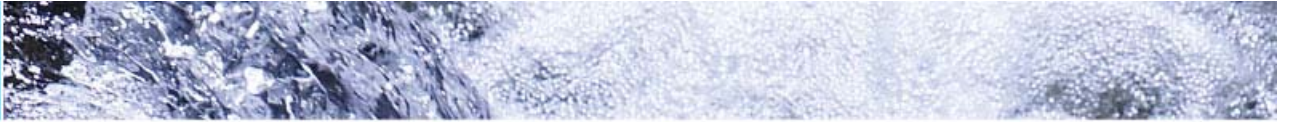
- **Designate backup people to support local teams**
 - Equipment procurement
 - Communications to customers
 - Insurance issues
- **Designate a single point of contact for communication with Emergency Operations Center**
 - Task local person to handle logistics full time (lodging, food, transportation, time sheets, etc.)
- **Technology is vital, but sometimes initially unavailable**
 - Paper maps are important at the outset
 - GPS in vehicles to find our way
 - GPS/GIS for valves and other assets



Lessons learned – as the recovery moves forward

- **Support the teams**
 - Provide a means for people to make basic decisions and purchases
 - Enforce breaks and downtime
 - Track the timeline – for lessons learned
- **A vital step – debrief/counsel teams as they leave the area**





Role of the State Regulator

In Establishing Resiliency Plans:

- Support FEMA assistance to investor owned utilities.
- Regulator/Utility collaboration on fast track waiver approval process development and modified rules and regulations to be applied during disaster recoveries.
- Enable single tariff pricing.

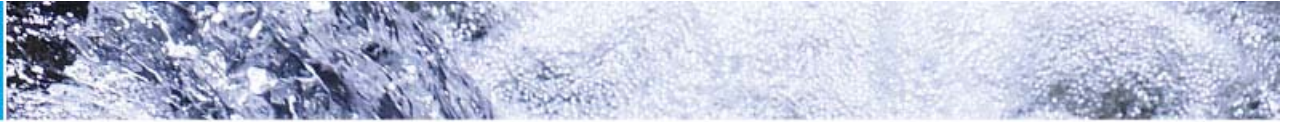
In Recovering from Disasters:

- Amortization of disaster related costs to begin at time utility begins cost recovery rather than back to the time of the disaster event.
- Imperfect determinability of revenue loss should not prevent revenue recovery.
 - A portion of expected revenue loss could be authorized for recovery as a conservative approach.

Immediate Community Support



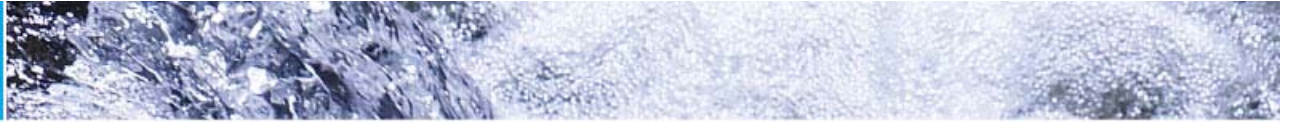
- Missouri American Water employees initiate “New Beginnings” Program – raised \$63,500 in 4 weeks
- Special billing practices for customers in impacted area
- Streamlined process created for demolition permits
- Participating in steering committee for planning Joplin’s future



Ongoing Community Support

- Active role in the Citizens Advisory Recovery Team (CART) which presented recovery plan to City Council on Nov. 2nd.
- Member of advisory committee for planning and zoning.
- Extreme Home Makeover
- Continuing involvement in the Joplin School District Bright Futures Program, including bringing World Bird Sanctuary to displaced students.

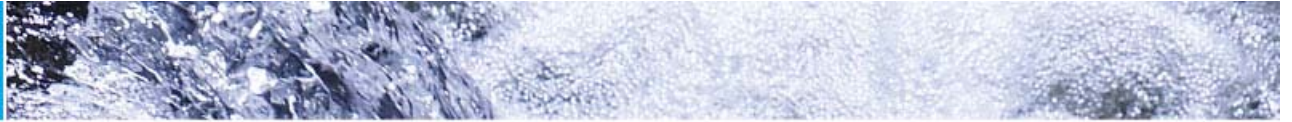




Working with the City of Joplin to Meet Future Needs

- As rebuilding continues, Missouri American Water continues to work with city officials to determine areas of potential growth and/or change to meet changing water capacity needs.
- Currently discussing a \$1 million transmission main to boost water service in the southeast portion of the system.
- Utilizing company communication methods to help the City relay important information to citizens (bill messages, keeping American Water Customer Service Representatives informed).





Workload Has Changed Dramatically Since May 22nd.

- Locates averaging 150 per day (30-40 is the normal range). This is being driven by new construction and infrastructure investments by all Joplin utilities.
- A majority of local employees working 12-14 hour days.
- Most meter pits have to be replaced as they were damaged during debris removal. With winter approaching, this is becoming increasingly important to avoid frozen meter pits/service line breaks.
- Approximately 4000 meter pits to be replaced.

