

MAWC 6
Exhibit No.:
Issues: Tank Painting Tracker,
ECAM, Miscellaneous
Charges, Riverside
Witness: Kevin H. Dunn
Exhibit Type: Surrebuttal
Sponsoring Party: Missouri-American Water
Company
Case No.: WR-2015-0301
SR-2015-0302
Date: March 4, 2016

MISSOURI PUBLIC SERVICE COMMISSION

**CASE NO. WR-2015-0301
CASE NO. WR-2015-0302**

SURREBUTTAL TESTIMONY

OF

KEVIN H. DUNN

ON BEHALF OF

MISSOURI-AMERICAN WATER COMPANY

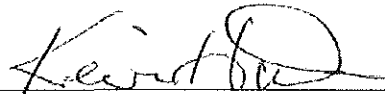
MAWC Exhibit No. 4
Date 3-21-16 Reporter for
File No. WR-2015-0301

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

IN THE MATTER OF MISSOURI-AMERICAN)	
WATER COMPANY FOR AUTHORITY TO)	
FILE TARIFFS REFLECTING INCREASED)	CASE NO. WR-20150-0301
RATES FOR WATER AND SEWER)	CASE NO. SR-2015-0302
SERVICE)	


AFFIDAVIT OF KEVIN H. DUNN

Kevin H. Dunn, being first duly sworn, deposes and says that he is the witness who sponsors the accompanying testimony entitled "Surrebuttal Testimony of Kevin H. Dunn"; that said testimony and schedules were prepared by him and/or under his direction and supervision; that if inquiries were made as to the facts in said testimony and schedules, he would respond as therein set forth; and that the aforesaid testimony and schedules are true and correct to the best of his knowledge.

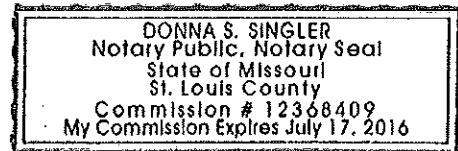


Kevin H. Dunn

State of Missouri
County of St. Louis
SUBSCRIBED and sworn to
Before me this 18th day of February 2016.


Notary Public

My commission expires: July 17, 2016



**SURREBUTTAL TESTIMONY
KEVIN H. DUNN
MISSOURI-AMERICAN WATER COMPANY
CASE NO. WR-2015-0301
CASE NO. WR-2015-0302**

TABLE OF CONTENTS

I.	Witness Introduction	1
II.	Tank Painting Tracker	1
III.	Environmental Cost Adjustment Mechanism	5
IV.	Miscellaneous Charges	9
V.	Mayor Rose's Rebuttal Testimony.....	11

SURREBUTTAL TESTIMONY

KEVIN H. DUNN

I. INTRODUCTION

1
2
3
4
5
6 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

7 A. My name is Kevin H. Dunn, and my business address is 727 Craig Rd, St. Louis,
8 MO 63141.

9
10 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

11 A. I am employed by Missouri-American Water Company ("MAWC" or "Company")
12 as its Director of Engineering.

13
14 **Q. HAVE YOU PREVIOUSLY TESTIFIED IN THIS CASE?**

15 A. Yes, I have submitted direct and rebuttal testimony in this proceeding.

16
17 **Q. WHAT IS THE PURPOSE OF YOUR SURREBUTTAL TESTIMONY?**

18 A. I will respond to the following issues that were raised in rebuttal testimonies of
19 the Commission Staff, Office of the Public Council (OPC), the Missouri Industrial
20 Energy Consumers (MIEC), and the City of Riverside (Riverside).

- 21 • Tank Painting Tracker;
- 22 • Environmental Cost Adjustment Mechanism (ECAM);
- 23 • Miscellaneous Fees; and
- 24 • Riverside Mayor Rose's rebuttal testimony.

25

1 normalized amount. On the other hand, if tank painting in any year is less than
2 the normalized amount, the customers would not have a way of recovering the
3 expense level that was not incurred.

4

5 **Q. DO HISTORICAL PAINTING AND INSPECTION EXPENSES VARY OVER THE**
6 **YEARS?**

7 A. Yes. Mr. Kuntz provides a table (Kunst Reb., p. 4) that shows significant
8 fluctuations over the five year period, with a low of \$566,637 and a high of
9 \$2,322,333. However, he states, "Staff's position is that fluctuations in expense
10 up and down over time are most appropriately addressed through a
11 normalization adjustment, which is a traditional ratemaking technique frequently
12 used in rate cases." Although tank painting expenses can be variable, Staff
13 believes that MAWC can schedule the expenses to meet the normalized
14 adjustment. However, that is not always the case. As I mentioned in my rebuttal
15 testimony, the 11 million gallon Stratmann Tank #2 will need to be painted in the
16 next few years at an estimated cost of \$2.2 million. With Staff's proposed
17 normalized method, MAWC will not be able to paint another tank for two years if
18 it wants to recover the costs of painting the Stratmann Tank. It would not be
19 appropriate to incentivize MAWC to postpone necessary tank painting simply
20 because it does not fit into a "normalized" level of expense for that year.

21

22 **Q. WHY IS THE TRACKER METHOD APPROPRIATE?**

1 A. The tracker method is a more appropriate method because it readily accounts for
2 the variability in both timing and the amount of tank painting expenses. This
3 method establishes the optimal level of expense that allows the appropriate cost
4 causers to pay for the coatings as they wear and it more closely matches the
5 expenses of tank painting with the generations of customers who “used” the
6 tanks. If MAWC exceeds the optimal level of expense, the difference is amortized
7 to the customers in a timely manner to offset the overage. On the other hand, if
8 MAWC does not expend the optimal level, then any expenses not actually
9 incurred will be flowed back to the customers in a timely manner.

10

11 **Q. WHAT IS THE CURRENT TRACKER LEVEL EXPENSE MAWC PROPOSES?**

12 A. MAWC proposed to maintain the existing tracker in this case, and to leave the
13 tracker at an annual level of \$1,300,000.

14

15 **Q. DOES MAWC AGREE THAT AN ADJUSTMENT TO AMORTIZE THE
16 CURRENT REGULATORY ASSET BALANCE SHOULD OCCUR?**

17 A. Yes. As stated in my Rebuttal Testimony, MAWC believes that the tracker
18 balance at the end of January 31, 2016, should be amortized over a period of
19 three years, and that the unamortized balance of the regulatory asset be included
20 in rate base. This will allow MAWC to fully recover its cost for painting tanks.

21

22 **Q. DOES MAWC HAVE A RECOMMENDATION IF THE COMMISSION DECIDES
23 TO ELIMINATE THE TANK PAINTING TRACKER?**

1 A. If the tank painting tracker is eliminated, then MAWC would agree with the
2 method proposed in Staff's witness Kuntz's Rebuttal Testimony, except that the
3 existing regulatory asset balance at the end of the true-up period should be
4 amortized over a period of three years, as proposed by OPC Witness Keri Roth.
5 Further, the balance of the tracker from February 1, 2016, through the effective
6 date of rates in this proceeding should be addressed in the next MAWC rate
7 case.

8

9 **III. ENVIRONMENTAL COST ADJUSTMENT MECHANISM (ECAM)**

10 **Q. PLEASE SUMMARIZE MIEC'S, OPC'S, AND STAFF'S RECOMMENDATIONS**
11 **FOR THE ECAM?**

12 A. The Commission Staff's Curtis B. Gateley and Mark L. Oligschlaeger both stated
13 that the Staff does not oppose the ECAM, but expect the Commission to set
14 certain conditions on the approval.

15 Both MIEC (Greg R. Meyer) and OPC (Lena M. Mantle) oppose the ECAM and
16 state that MAWC has not shown that it expects to incur significant costs due to
17 environmental rules, laws, or regulations. Mr. Meyer went on to state that
18 "Missouri-American has failed to demonstrate how not having an ECAM will
19 significantly affect its ability to earn its authorized rate of return." (Meyer Reb., p.
20 9). OPC witness Mantle stated that "MAWC did not meet the requirements of the
21 Commission rules regarding the application for approval of an ECAM. Lastly, the
22 ECAM proposed by MAWC lacks the details necessary for implementation of an
23 ECAM." (Mantle Reb., p. 15)

1

2 **Q. DOES MAWC AGREE WITH THE STAFF RECOMMENDATIONS?**

3 A. Yes. MAWC recommends approval of the ECAM by the Commission and agrees
4 with the additional conditions suggested by the Staff witnesses Gateley and
5 Oligschlaeger. These conditions are mostly items created in the rule 4 CSR 240-
6 50.050, other than the minimum materiality level with which MAWC can also
7 agree.

8

9 **Q. DESCRIBE THE CONDITIONS AS SET OUT BY STAFF IN ITS REBUTTAL**
10 **TESTIMONY?**

11 A. Mr. Gateley suggests the following items, which are included in the Rule 4 CSR
12 240-50.050:

13 1. ECAM qualifying environmental cost in accordance with 4 CSR 240-
14 50.050(1)(A),1 and 2.

15 2. Costs associated with wastewater are not eligible.

16 3. No costs eligible for Infrastructure System Replacement Surcharge.

17 4. Costs become eligible only after they are known and measurable.

18 5. No costs incurred as a result of negligent or wrongful acts or omissions
19 by the utility are eligible.

20 6. "In determining which environmental cost components to include in an

21 ECAM, the commission will consider, but is not limited to only

22 considering, the magnitude of the costs, the ability of the utility to

23 manage the costs, the incentive provided to the utility as a result of the

1 inclusion or exclusion of the cost, and the extent to which the cost is
2 related to environmental compliance.” (4 CSR 240-50.050(2)(D))

3 7. Any periodic adjustment the ECAM shall not generate an annual
4 amount of revenue that exceeds 2.5% of MAWC’s gross jurisdictional
5 revenues from the rate case the establishes or modifies the ECAM.

6 8. The following additions to the tariff sheets filed by MAWC; “In the
7 “DESCRIPTION” and “APPLICABILITY” sections, language should be
8 added to clarify that only environmental costs associated with drinking
9 water are eligible. The amount of the 2.5% annual cap to be collected
10 should be added, as well as the formula for calculating the surcharge
11 amount and how those surcharges are to be spread among the rate
12 classes that MAWC proposes. Finally, the language referring to the
13 True-Up should be clarified to document that the True-Up filing shall be
14 made in accordance with the required annual rate adjustment filing to
15 be made by MAWC.” (Gateley Reb., p. 3)

16 Mr. Oligschlaeger suggests the following;

17 1. The “Commission impose a condition that any future ECAM rate
18 recovery only encompass actual and incremental environmental costs
19 that are not included in MAWC’s previously established general base
20 rates, and that also reflect any offsetting cost decreases directly
21 associated with the new environmental laws or regulations giving rising
22 to the ECAM rate filing.” (Oligschlaeger Reb.,p. 7)

1 2. "MAWC be ordered to only apply for an actual future ECAM rate when
2 its net incremental eligible ECAM costs reach a level of \$500,000 or
3 more in in environmental compliance revenue requirement on an
4 annual basis." (Oligschlaeger Reb.,p. 7)

5
6 **Q. WITNESSES MEYER (MIEC) AND MANTLE (OPC) LARGELY CRITICIZE THIS**
7 **FILING BECAUSE MAWC HAS NOT IDENTIFIED KNOWN FUTURE**
8 **PROJECTS. HOW WOULD YOU RESPOND TO MIEC WITNESS MEYER AND**
9 **OPC WITNESS MANTLE?**

10 A. Those witnesses are correct that we do not know of immediate projects that will
11 require MAWC to utilize the ECAM option. However, to utilize the ECAM, it must
12 be established in a general rate case, like this proceeding. This is the first
13 opportunity MAWC has had to propose an ECAM tariff since the ECAM rule was
14 promulgated by the Commission.

15 Further, water is the only public utility service that produces something that is
16 ingested by its customers. When there are changes in environmental laws and
17 standards, it is in the public interest that the required investment be made as
18 quickly as possible, without concern for the regulatory rate setting process. The
19 ECAM provides a mechanism for timely response and eliminates any financial
20 disincentive that might otherwise result.

21 Lastly, as stated above, Staff has proposed a minimum level of revenue
22 requirement that must be at issue in order to make use of the ECAM. MAWC
23 finds that requirement to be acceptable and believes that such a minimum level

1 will ensure that any investment for which recovery is sought through the ECAM
2 will be significant and, if not recovered in a timely manner, will significantly impact
3 MAWC's ability to earn its authorized rate fo return.

4

5 **Q. WHAT IS MAWC'S RECOMMENDATION FOR THIS ISSUE?**

6 A. MAWC recommends that the Commission approve the ECAM and accept the
7 conditions recommended by Staff.

8

9

IV. MISCELLANEOUS FEES

10 **Q. WHAT IS THE PURPOSE OF YOUR SURREBUTTAL TESTIMONY?**

11 A. I will address Curtis Gately's rebuttal testimony with respect to his
12 recommendation regarding miscellaneous water and sewer fees.

13

14 **Q. WHAT WAS THE COMPANY'S PROPOSAL WITH RESPECT TO**
15 **MISCELLANEOUS WATER FEES?**

16 A. MAWC proposed to leave the existing fees unchanged at this time.

17

18 **Q. DID MR. GATELY SUPPORT THE COMPANY'S PROPOSAL?**

19 A. No, he did **not support MAWC'S proposal to leave miscellaneous charges**
20 **unchanged** because he does not believe the current charges accurately reflect
21 the actual costs of charges. Mr. Gately proposed that the Miscellaneous
22 Charges that are common to all service territories should be consolidated onto
23 one page and adjusted to reflect his view of the actual cost of service and the

1 charges unique to a particular service territory should remain separated. He also
2 proposed entirely new Miscellaneous Fees based on his belief that his proposed
3 charges are cost based.
4

5 **Q. DO YOU AGREE WITH MR. GATELY?**

6 A. No. Mr. Gately concedes that his proposed rates were developed using answers
7 to his Data Request 0234, which asked MAWC to provide the actual costs for
8 MAWC or its contractors to perform the services related to the Miscellaneous
9 Charges. He acknowledges, however, that MAWC did not provide those actual,
10 fully loaded costs but, instead, provided a cost of service study for the services
11 associated with the Miscellaneous Charges. The data supporting Mr. Gately's
12 proposed rates is, therefore, incomplete because MAWC does not track the
13 actual costs of many of the charges and the proposed changes by Mr. Gately are
14 only based on direct costs (direct costs are only labor and materials).
15 Furthermore, the costs are not current. MAWC does not have recent data; Mr.
16 Gately was provided a study done in 2011, which reflects charges similar to the
17 current tariff (See Surrebuttal Schedule KHD-1).
18

19 **Q. DO YOU HAVE ANY INDICATION THAT THE CHARGES THAT MR. GATELY
20 PROPOSES ARE INACCURATE AND SHOULD NOT BE ADOPTED?**

21 A. Yes. For example, Mr. Gately lists a charge for temporary use from a hydrant at
22 \$15/day. Based on actual costs, that one charge, should be increased to
23 \$198/day, a very significant difference.

1 **Q. DO YOU HAVE A PROPOSAL TO ADDRESS THIS PROBLEM?**

2 A. Yes. MAWC proposes to hold the Miscellaneous Charges at current levels
3 pending a complete/comprehensive cost study that would be filed with the next
4 rate case. Such study could fully investigate the cost data underlying all of the
5 Miscellaneous Charges and re-price them accordingly.

6

7 **Q. DO YOU AGREE WITH MR. GATELY'S REBUTTAL RELATIVE TO THE**
8 **SEWER CONSOLIDATED TARIFF?**

9 A. Yes, the consolidated sewer tariff should ultimately be revised to what is agreed
10 with the returned check fee for the water consolidated tariff.

11

12 **Q. WHAT IS YOUR RESPONSE TO MR. GATELY'S CONCERN ABOUT MAWC'S**
13 **TERMINOLOGY AND CHARGE DESCRIPTIONS IN MAWC'S TARIFF?**

14 A. As Mr. Gately notes, Staff and MAWC are in agreement that service area
15 identification in the tariff needs improvement. Consistent with the study for the
16 Miscellaneous Charges, we propose to revise the tariff completely for the next
17 rate filing. In that process, we would work with Staff to get their input on
18 necessary or desirable language changes.

19

20

V. MAYOR ROSE'S REBUTTAL TESTIMONY

21 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY AS IT RELATES TO THE**
22 **REBUTTAL TESTIMONY OF RIVERSIDE MAYOR ROSE?**

1 A. I will address the concerns raised by Mayor Rose rebuttal testimony with respect
2 to costs, district pricing, and service quality.

3

4 **Q. WHAT'S THE REASONING FOR THE INCREASED PRICING FROM 2006 TO**
5 **TODAY?**

6 A. We are aware of Mayor Rose's concerns with respect to rate increases and want
7 to assure her and our other elected officials that we are doing everything in our
8 power to deliver safe, adequate and reliable water service in the most efficient
9 ways we can. As Ms. Norton will testify, we have exercised considerable control
10 over our expenses. In 2010 our O&M was \$126.453M; in 2015, O&M was
11 \$122.893M, for a savings of \$3.560M. Inflation alone would have made that
12 O&M \$139.520M. This is a significant savings. This case is not about expenses,
13 because we have reduced those costs. Instead, the major drivers of the
14 Company's need for rate relief are ongoing capital investment and revenue loss
15 arising from declining usage. The Company's levels of ongoing capital investment
16 are significant. We anticipate that by January 31, 2016, the Company will invest
17 more than \$436 million in capital improvements since the last rate case without
18 realizing any capital cost recovery or depreciation expense on \$215 million in
19 capital investment, which represents the non ISRS qualified investments during
20 this time. Ongoing capital investment, together with the erosive impact of past
21 and projected declines in customer usage, accounts for the majority of the
22 Company's requested increase.

1 **Q. DO YOU AGREE WITH MAYOR ROSE'S RECOMMENDATION TO**
2 **CONSOLIDATE DISTRICTS INTO A SINGLE RATE?**

3 A. Yes, we agree that rate increases will be less dramatic if investments are spread
4 across a larger customer base.

5

6 **Q. WHAT HAVE YOU DONE TO ADDRESS THE QUALITY CONCERNS MAYOR**
7 **ROSE REFERENCES IN HER TESTIMONY?**

8 A. The Company's management presented a summary of the efforts taken since
9 we became aware of the quality concerns. (See Surrebuttal Schedule KHD-2) at
10 the 3/3/16 Community meeting in Riverside, Mo. Softening the water does cause
11 the precipitation of calcium which causes the formation of "scale" in the water
12 pipes. This scale builds up over time in the pipes and can be loosened by
13 activities such as main breaks and flushing. Lime softening is used successfully
14 in St. Louis County, St. Joseph, Mexico, Jefferson City and Brunswick to reduce
15 hardness. Water entering homes is not believed to contain the particles as
16 homes with whole house filters are not plugging unreasonably fast. We believe
17 that scale is forming on in-house piping and at some point is released. We
18 believe that the introduction of CO2 in May 2016 will reduce the amount of scale
19 that could be formed on in-house piping. This should improve the release of
20 scale from in-house piping by year end. MAWC has been and will continue to
21 work with Missouri Department of Natural Resources until the issue is completely
22 addressed.

23

1 **Q. IS WATER PROVIDED BY MAWC SAFE?**

2 **A. Yes.** Since the purchase of the Platte County Treatment Plant by Missouri
3 American Water in 1993, the water delivered has met and continues to meet all
4 state and federal guidelines for drinking water. The particle issue is aesthetic in
5 nature and does not impact the safety of the drinking water.

6

7 **Q. WILL MAWC BE SURVEYING CUSTOMERS RELATIVE TO WATER**
8 **QUALITY?**

9 **A. Yes,** we will commence a phone survey in early March to assess water quality
10 in the area. Based on results, we can appropriately target areas that require
11 remedial action.

12

13 **Q. DOES THIS CONCLUDE YOUR SURREBUTTAL TESTIMONY?**

14 **A. Yes,** it does.

Summary of Misc Charges vs Tariff

Item	Current Tariff			2011 Average Cost (Deters)	DR 234 (direct cost only)	Rebuttal Testimony - Gateley
	STL Metro	Taney Co (Tri-Lakes)	Other			
Service Activation / Turn-on	\$25	\$30	\$21/trip	\$26	\$28	\$28
Service Activation - Overtime	\$150		\$125/trip	\$138	\$40	\$40
Temporary Service	\$61/application			\$46		
Restoration Charge	\$50/trip		\$42/trip	\$29		
Restoration Charge - After Hours	\$150/trip		\$125/trip	\$150		
Return Deposit Items / NSF	\$12/item	\$25	\$12/item	\$9	\$4	\$5
Meter Reading Appointment	\$20/trip				\$53	\$53
Rescheduled Taps	\$65/trip			\$67		
Discontinuation/Termination of Service / Turn off	\$31/trip	\$30		\$54	\$27	\$28
Discontinuation/Termination of Service - After Hours	\$150/trip			\$163	\$40	\$40
Usage from Hydrant	\$15/day		\$15/day	\$198		\$15/day
Hydrant Inspections	\$15/hydrant		\$15/hydrant	\$16		\$15
Investigation Report Fee	\$25					\$5
Meter Testing	\$75	\$50	\$62/trip	\$84	\$39	\$39
Service Connection Inspection		\$25				
Water Service Line Inspection		\$25	\$21	\$24		\$75
Late Charges		\$5 or 3% (greater)				\$5 or 3% (greater)
Service Call		Actual not less than \$40			\$55	
Service Call - After Hours					\$80	



**Platte County Water System
Serving Parkville, Riverside, Platte Woods and
Wholesale Customers Lake Waukomis and District
#6**

Particle Issue

Timeline of Events and Actions Taken



Platte County Water System

- **Water system acquired by Missouri American Water in 1993 when MAW purchased the Avatar Properties (also included Mexico, Warrensburg, St. Charles and Brunswick)**
- **Supply comes from 4 deep wells with capacity of 3.5 million gallons per day.**
- **About 100 miles of water main with 821 fire hydrants**
- **Water is purchased from Kansas City if needed during times of peak pumpage.**
- **Water in Platte County has been softened by the same method since the acquisition in 1993.**



Water Quality

- **Since the purchase of the Platte County Treatment Plant by Missouri American Water in 1993, the water delivered has met and continues to meet all state and federal guidelines for drinking water.**
- **The particle issue is aesthetic in nature and does not impact the safety of the drinking water.**
- **Water is generally classified as either corrosive or scale forming by the regulatory agencies. Unlike the current corrosive water situation in Flint, MI, some of Missouri American Water's operations including Platte County, are considered scale forming.**
- **The corrosive water in Flint, MI. has resulted in lead leaching from the aging water pipes into the water supply.**



Water Treatment Process Includes Lime Softening

- **Prior to softening, hardness level exceeds 300 parts per million, which is considered to be very hard on a water hardness scale.**
- **According to the American Water Works Association, more than 85% of the United States has hard water.**
- **Hardness level after softening is approximately 165 parts per million.**
- **Softening the water does cause the precipitation of calcium which causes the formation of “scale” in the water pipes.**
- **This scale builds up over time in the pipes and can be loosened by activities such as main breaks and flushing.**
- **Lime softening is used in multiple locations including St. Louis, St. Joseph, Mexico, Jefferson City and Brunswick to reduce hardness.**



Particle Issues Timeline

- **Minimal particle complaints through February 2010.**
- **Between 11/01/11 and 1/23/12 MAW received a total of 10 complaints all in the Thousand Oaks Subdivision.**
- **Water system flushing – both neighborhood specific and entire water system:**

November 2011	January 2012	July 2015
March 2013	October 2013	
September 2014	September 2015	
- **Phosphate feed point moved July 2012.**
- **Verified no treatment compatibility issues exist with Kansas City Water in January 2013 and again in May 2013.**
- **Repeated consultations with phosphate vendor.**



Timeline Continued

- **Water sample collection and testing both in customer homes and in the water system:**
 - July, October, December 2012 February, September and December 2013
 - February and September 2014 June and September 2015
- **American Water labs in Belleville, IL and Delran, PA have tested samples obtained from customer homes.**
- **Phosphate level increased twice in August 2012 and July 2015.**
- **Water treatment plant filters replaced in June 2012 and June 2015.**
- **Fill rate for water storage tank at Thousand Oaks reduced in August 2015.**
- **PEX test loops installed in customer homes in February 2013 and evaluated in May 2014.**



Timeline Continued

- In-home filtration systems installed in customer homes to evaluate particle build-up.
- Have worked with the Missouri Department of Natural Resources throughout the process.
- Visual inspection of two water tanks, including the Thousand Oaks Tank in 2013.
- First known issue with particles outside of Thousand Oaks surfaced in Riss Lake in 2015 and additionally there have been complaints in Montebella.
- Issues continue to be sporadic with some improvement.
- To date there have not been any water quality complaints addressing particles made by the wholesale customers, top ten largest water users or industry.

Missouri American Water



Next Steps

- **Pilot testing for scale buildup on different pipe materials including copper, PVC and PEX in place as of Wednesday, Feb. 25 with evaluation to take place monthly over a period of months.**
- **Installation of a Carbon Dioxide system at the water treatment plant scheduled to be on-line by the middle of May.**
- **Results of changes to the water will not be instantaneous but will take several months to see in the water system.**
- **Ground breaking for new water treatment plant in 2016.**
- **Brief phone survey of MAW Platte County customers recently conducted to determine how widespread the issue with particles is in the system.**
- **Results will be shared with customers via direct mail later this month.**