



Missouri American Water's Launch of New Business /Operations Software May 20, 2013

Frank Kartmann to: Robert.Kenney, terry.jarrett, Steve.Stoll,
Bill.Kenney

05/16/2013 05:22 PM

Cc: "Busch, Jim", christina.baker, kevin.thompson, John J Reichart,
Timothy W Luft

I just wanted to drop you a note to let you know that Missouri American Water will be launching two modules of our new business/operations software on Monday May 20, 2013. The software platform for these modules is SAP. You may recall I attended the February 27, 2013 agenda session and spoke to you and others in attendance about this project. The two modules being launched Monday are our Enterprise Asset Management (EAM) software and Customer Information System (CIS) software. Our EAM software will be used to capture activity related to the installation, maintenance and retirement of our water and wastewater system assets. Our CIS software will house our customer account information and it is this software through which customer service orders and customer transactions will be processed.

A tremendous amount of time, energy and effort has been placed in the design, development and testing of these modules by many of our employees. Employee training and practice in the use of these software modules has been ongoing for the last several months. We believe we are ready for the launch of these modules on Monday. Our goal for this launch is "business as usual," however, with any new systems or projects of significant complexity, such as this one, some temporary technical difficulties may be experienced in the short term. We have special teams, processes and procedures in place to handle any technical difficulties that do occur so the experience for our customers remains seamless.

Our operations team will be sure to update the MoPSC Staff periodically as our launch unfolds. Please let me know if you have any questions.

Regards,

Frank L. Kartmann
President
Missouri American Water

727 Craig Road
St. Louis, MO 63141
Office: 314-996-2325