



# MISSOURI AMERICAN WATER

Eason Ex 16  
FILED  
April 17, 2013  
Data Center  
Missouri Public  
Service Commission

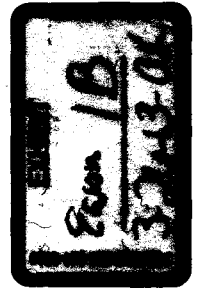
Address: 12059 Breuninger Ln Date: 9/3/12 Time: 11:33 a.m./p.m.

Premise #: \_\_\_\_\_ Service Order #: \_\_\_\_\_ Employee #: 3336 Crew #: 212

Dear Customer:

A Missouri American Representative visited the above location for the following reason(s): (boxes indicated by "X")

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Exchange your water meter   | <input type="checkbox"/> 12 Investigate water quality complaint   |
| <input type="checkbox"/> 2 Turn on/off service   | <input type="checkbox"/> 13 Investigate low pressure complaint  |
| <input checked="" type="checkbox"/> 3 At customer's request  | <input type="checkbox"/> 14 Investigate high pressure complaint   |
| <input type="checkbox"/> 4 Call (24 hr. Toll Free) 1-866-430-0820 to apply for water service   | <input checked="" type="checkbox"/> 15 Investigate high bill complaint  |
| <input type="checkbox"/> 5 Remove your meter   | <input type="checkbox"/> 16 Read your meter   |
| <input type="checkbox"/> 6 Install a meter   | <input type="checkbox"/> 17 Install/repair a remote reading device  |
| <input type="checkbox"/> 7 Inspect for dead water meter  | <input type="checkbox"/> 18 Check for service line leakage  |
| <input type="checkbox"/> 8 Inspect your leaking meter  | <input type="checkbox"/> 19 Obtain meter reading for new customer   |
| <input type="checkbox"/> 9 I found no one home and would like to return. Please call (24 hr. Toll Free) 1-866-430-0820 to schedule a date.   | <input type="checkbox"/> 20 Turn off for non-payment of bill (completed)  |
| <input type="checkbox"/> 10 Company had to replace the leaking corporation cock on your service line (A). (Company will seek reimbursement through St. Louis County Repair Program.) | <input type="checkbox"/> 21 Turn off for non-payment of bill (not completed due to defects in customer owned water service line components, see "X" items below). |
| <input type="checkbox"/> 11 Determine why you have no water  | <input type="checkbox"/> 22 Verify needed repairs: <input type="checkbox"/> 23 complete <input type="checkbox"/> 24 incomplete                                    |



For your convenience, a diagram has been placed on the reverse side of this notice. The letters in parenthesis correspond to those on the diagram.

**NOTE:** Missouri American Water does not own or maintain service lines. Water service lines are the responsibility of the property owner or water customer. The boxes marked below indicate service line repairs that are required. In order to complete these repairs, you may need to consult a plumbing contractor.

- ☐ 25 Remove enclosure surrounding meter in basement so meter can be exchanged.
- ☐ 26 Stop Box (D):
- ☐ 27 Unable to turn off service: Service line or plumbing could freeze and break possibly causing property damage.
  - ☐ 28 Locate and raise the stop box to ground level or replace the top and/or bottom section (D). (At this time we were unable to verify whether items 29-32 need addressing. It would be cost effective to address these items at the time the stop box is repaired.)
  - ☐ 29 Clean out stop box (D) so that the stop cock valve can be operated.
  - ☐ 30 Replace stop box lid and brass bolt (E).
  - ☐ 31 Expose and straighten stop box and center over stop cock valve (C) (D).
  - ☐ 32 Repair or replace broken stop cock valve. If applicable, see item 44 below.
- ☐ 33 Meter Box (H):
- ☐ 34 Locate and raise meter box to ground level (H).
  - ☐ 35 Remove or trim shrubs over meter box.
  - ☐ 36 Replace damaged meter box (H) & (G).
  - ☐ 37 Remove mud and debris all the way down to the bottom of the meter box (H).
  - ☐ 38 Adjust meter yoke (I) to proper depth: (raise \_\_\_\_\_ inches, or lower \_\_\_\_\_ inches).
- ☐ 39 Remove obstruction from outside remote meter reading receptacle.
- ☐ 40 Repair leaking service line or stop cock valve (B) (C). If applicable, see item 44 below.
- ☐ 41 Repair or replace deteriorated stop and waste valve in your basement (K) or meter box.
- ☐ 42 Repair or replace deteriorated plumbing adjacent to meter in your basement (B).
- ☐ 43 Meter was frozen - make necessary repairs to meter box or provide adequate heat for basement. (You will receive a repair bill for the damaged Missouri American Water meter.)
- ☐ 44 To verify if any repairs are covered under the service line repair program, contact St. Louis County Public Works at 314-615-8420 or at [www.stlouisco.com](http://www.stlouisco.com). Your Missouri American account must be paid in full before being considered for the program.
- ☐ 45 Other: Watched meter for 15 mins. no usage or movement on meter.

Eason Exhibit No. 113  
Date 3-26-13 Reporter AK  
File No. WC-2013-0010

If, after reviewing this information, questions remain, please call our 24 hour Customer Service Call Center at (Toll Free) 1-866-430-0820 7 Days a week at your convenience.

PLEASE REPAIR THESE ITEMS WITHIN \_\_\_\_ DAYS FROM ABOVE DATE, THEN CALL US AT (24 hr. Toll Free) 1-866-430-0820 SO THAT WE MAY SCHEDULE AN INSPECTION TO VERIFY THAT ALL NEEDED REPAIRS ARE COMPLETE. IF ADDITIONAL TIME IS NEEDED TO COMPLETE THESE REPAIRS, IT IS IMPORTANT THAT YOU NOTIFY US TO REQUEST AN EXTENSION. PLEASE UNDERSTAND THAT OUR GOAL IS TO PROVIDE THE BEST CUSTOMER SERVICE POSSIBLE AND IN ORDER TO DO THIS, WE MUST BE ABLE TO OPERATE ALL COMPONENTS OF YOUR SERVICE LINE AT ALL TIMES. THIS IS ESPECIALLY IMPORTANT WHEN LEAKS ARE CAUSING DAMAGE THAT REQUIRES SERVICE TO BE TURNED OFF IMMEDIATELY.