

REFERENCED MATERIALS

EXHIBIT
WR-2015-201
LP116-1
2/16 LL

FILED

FEB 22 2016

From: Jason Strohm <jasonstrohm@me.com>
Subject: Water quality.
Date: February 7, 2012 10:07:40 AM CST
To: Infomo@amwater.com
Cc: Strohm Jason <jasonstrohm@me.com>

Missouri Public Service Commission



5 Attachments, 97 KB

Good morning,

I am writing this email to inform you of an ongoing issue with your water quality.

Beginning approximately 6 months ago, our dishwasher quit working. We contacted AB May to come to our house and to determine the issue. At first, the representative noted a significant build-up on what he thought was detergent on the dishwasher filter. We cut back on the amount of detergent used to see if this solved the problem. He also noted that the detergent wasn't being 'sprayed' off the door of the dishwasher; rather, it was slowly dripping down the door. He concluded that the dishwasher wasn't receiving the necessary water flow to operate. He cleaned out the aerator at the incoming water supply and turned to the kitchen sink. Both aerators were clogged with sediment (see pictures below).

Approximately one month later, the dishwasher quit filling again. The technician stated that we had a water problem and to clean out the hot water heater. He and I drained the hot water heater and cleaned out what sediment was in the bottom. He cleaned the aerator at the back of the dishwasher at the incoming water line and solved the problem.

Shortly thereafter, our ice maker/water dispenser quit working. Fortunately, it was/is still covered under warranty. A representative from AE Factory Appliance came to our house, disconnected the water line to the refrigerator and found the same sediment at the aerator. He also cleaned out the sediment but told us that we needed to get a new filter prior to running the ice maker and water in case the filter is clogged. If we did, it might clog the line again. We did as he recommended and for \$60 we got a new filter. Problem solved.

Two months ago, our washing machine quit working. By this point, I have been systematically cleaning out all aerators in the house including the screens at the back of the washing machine, and all faucet heads including the shower heads and sinks. Each week I take the water lines off the washing machine, clean them out by blowing them out into a bucket, clean the screens, and reattach. Each week, I find that the lines are completely clogged with the same sediment. Apparently, cleaning them out once a week isn't enough. The washing machine failed just like the dishwasher, ice maker, shower heads, faucets, sprinkler heads and my sanity. We waited four days to have the valves replaced on our washing machine.

For the past 6 months we have replaced the water filters on the refrigerators, the flow valves on the washing machine, and the filter on the dishwasher. Missouri American came to our house, looked at the aerators and offered the following suggestions: 1) clean out the hot water heater. Again, we did. 2) 'Blow out the system' by turning on the water for ten minutes and letting it run. We did. However, strangely enough, the water flow at my hose bib with a sprinkler head stopped. I checked the screen at the head of the sprinkler to find that it too was clogged with the same materials. Therefore, it is NOT a hot water (internal residence) problem. It is a cold water, service line problem. 3) Buy a whole house water filtration system. We haven't. I don't intend on paying \$500.00 to filter the water that you should be filtering. I understand that some sediment, calcium and lime, is necessary but I could build a patio with the amount entering my house. Unless you are willing to flip the bill for this, we likely won't get one.

The pictures below indicate the severity of the problem. The first picture was taken immediately following the removal of the aerator at the bathroom sink. The second picture was taken approximately ten minutes later following another 'blow out'. The third and fourth pictures are from the washing machine. Again, this is only a week's worth of build up.

This is NOT an isolated issue. The residents of our subdivision are all experiencing the same issue. Many have posted pictures on our Facebook page. We are all experiencing low water pressure, some are experiencing appliance failures, and a few have even experienced flooding due to ruptured water lines. I do not know what the solution is to this problem. However, I do know that sending a representative out to 'blow out' the hydrants for ten minutes has not worked.

Please take whatever actions necessary to resolve the problem before your customers experience more losses, more repairs, and additional actions.

Jason L. Strohm; LEED AP, DBIA

 DesignSense, Inc.
jls@designsense-inc.com
phone: 913-768-9646
mobile: 913-558-4131
www.designsense-inc.com

Exhibit No. 1
Date 2-1-16 Reporter LL
File No. WR-2015-0301

From: infomo@amwater.com
Subject: Re: Fwd: Water quality.
Date: May 3, 2012 4:02:53 AM CDT
To: jasonstrohm@ms.com

6 Attachments, 98 KB

Dear Jason Strohm,

Thank you for your contact. Your below e mail has been forwarded to the appropriate department.

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-256-6426.

Sincerely,
American Water
Customer Service

Jason Strohm
<jasonstrohm@ms.com>
To: infomo@amwater.com
04/30/2012 05:49 PM
Subject: Fwd: Water quality.

To whom it may concern,

Last Friday, Mike McMillan of Missouri American Water was at my house to see the results of the ongoing water issues at my residence (please see the email below for the history) that are damaging my appliances. To be clear, I appreciate the thoroughness of Mr. McMillan and the staff that return to my house nearly every other week. As I've told Mr. McMillan and will tell you, I firmly believe that the water main has been cleared of the calcium and sediment in the lines. Unfortunately, that faith has not resolved the issues I am currently having with my appliances, faucets, and internal water lines.

Should you request, I have hundreds of pictures and service records for the items in question including two new items: the hot water heater and the new faucet installed in the basement. As previously mentioned, Mr. McMillan and Don Pankey of Pankey Plumbing were at my house on Friday. I notified Mr. McMillan the previous week (April 19, 2012) that we were experiencing poor water flow, significant build up, and a leaking hot water heater. Mr. McMillan immediately responded by sending a representative out to check the water quality at the main in front of our house. When the technician

arrived, I was at home and requested that he enter my house and watch as I pulled the screens and water lines off the back of the washing machine. He witnessed the process and can verify that the screens at the back of the machine were clogged. Next, we went to the basement to look at the hot water heater. At the pressure relief valve, sand (calcium and sediment) and water were dripping onto the floor. He acknowledged the issue and stated that Mr. McMillan will be calling me and contacting the plumber to establish a meeting time and date.

On April 27th, Mr. Pankey arrived to flush out my lines and clean out the water heater again. He noted that there was "at least 20 years of build up on a 5 year old water heater". In fact, the pressure relief valve was coated with the calcium and sediment and was no longer functional. At that time, I called Mr. McMillan to come witness the ongoing clean out. When he arrived, Mr. Pankey and I were in the basement working on the water heater. In short, we filled a bucket with the deposits from the inside of my water heater. When I asked Mr. Pankey if the amount was more or less than the previous clean out, he replied that the last time there was about the same but not as many large chunks. I placed the deposits in three one-gallon bags: one for each of us.

Immediately after cleaning out the water heater, I pulled the aerator at the sink approximately 10 feet from the water heater for Mr. McMillan to witness. When I pulled it off, it too was clogged with sediment. We cleaned out the screen and replaced the aerator but water pressure did not return. I asked Mr. Pankey to see if he could flush out the lines to get back the water flow. He tried a "back flush" by removing the hot water line and placing it in a bucket. He turned on the cold water and blocked tap to force the water out of the hot water line and into the bucket. Unfortunately, it did not work. He believes that the sediment, calcium, and crap has clogged the check valve in the faucet. So you know, the faucet was installed in January. This past January. Not more than 4 months ago. That is correct. It did not last more than 4 months.

Mr. McMillan informed me that the issue could be resolved if I would consider purchasing a water softener. To which I said, the issue MAY be resolved if YOU would consider purchasing ME a water softener not to mention my 5 year old water heater that is NOT covered under warranty for shitty water conditions and significant build up of calcium and limestone.

As I said in my previous email, I will NOT purchase a water softener to fix YOUR problem. YOUR problem has significantly damaged our appliances and this issue, including failed appliances, will be resolved by YOUR solution.

My patience is gone. Fix this issue.

Jason L. Strohm; LEED AP, DBIA

(Embedded Image moved to file: pic13795.jpg) DesignSense, Inc.
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Begin forwarded message:

From: Jason Strohm <jasonstrohm@me.com>
Subject: Water quality
Date: February 7, 2012 10:07:40 AM CST
To: info@amwater.com
Cc: Strohm Jason <jasonstrohm@me.com>

TRAVELERS

Travelers Property Casualty Company of America
P O Box 66852
St. Louis, MO 63166-6852
Telephone: (314) 579-8896
Fax: (866) 538-6707

July 03, 2012

Jason Strohm
6690 NW Hickory Dr.
Parkville, MO 64152

RE: Claim Number: ETT2678
Claimant: Jason Strohm
Insured: American Water Works Company Inc
Date of Loss: 05/01/2011

Dear Mr. Strohm,

We have conducted an investigation into the above referenced incident.

Under the terms of our contract of insurance, we are obligated to pay on behalf of our insured only if the facts clearly show our insured to be primarily responsible for the damages.

We do not feel our insured can be held legally liable or negligent for the damages claimed as a result of the alleged incident and therefore are unable to make any voluntary payments on behalf of our insured.

We regret any inconvenience you may have sustained.

Should you have any additional information you feel has a bearing on our decision, please provide for our further review.

Sincerely,

Daniel A. Wemhoff
Travelers Property Casualty Company of America
Upper Midwest Claims Center
Telephone: (314) 579-8896
Fax: (866) 538-6707
dwemhoff@travelers.com

JASON L. STROHM; LEED AP, DBIA

6690 NW Hickory Drive
Parkville, MO 64152
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M 913.558.4131
E jasonstrohm@me.com

Daniel Wernhoff
Travelers Property Casualty Company of America
P O Box 66852
St. Louis, MO 63166-6852

Date 7/13/12

RE: Claim Number: ETT2678
Claimant: Jason L. and Stephanie H. Strohm
Insured: American Water Works Company Inc.
Date of Loss: January 2011-

Dear Mr. Wernhoff:

I received your letter dated July 3, 2012. However, within the text of your letter, you have made some significant errors regarding the date of loss, the degree of loss, and the validity of Rule 6, Item H (Company, Missouri-American Water) to this claim. Unfortunately, this is representative of how carelessly your investigation was conducted.

To begin, I will start with the dates of loss. My claim initiated on or around February 5, 2011. However, severe water quality issues began before January 5, 2011. On January 5, 2011, we contacted AB May, our home warranty insurer, to repair our failed dishwasher (Appendix A). At that time, the technician replaced the water inlet valve and noted that it was 'packed with scale'. Shortly thereafter, we contacted AB May again for similar operational concerns. On May 23, 2011, AB May returned to our home and replaced the accumulator and lower arm (Appendix A). The email correspondence, in its entirety, is available as an attachment. Below is paragraph 1 of the correspondence:

"Beginning approximately 6 months ago, our dishwasher quit working. We contacted AB May to come to our house and to determine the issue. At first, the representative noted a significant build-up on what he thought was detergent on the dishwasher filter. We cut back on the amount of detergent used to see if this solved the problem. He also noted that the detergent wasn't being 'sprayed' off the door of the dishwasher; rather, it was slowly dripping down the door. He concluded that the dishwasher wasn't receiving the necessary water flow to operate. He cleaned out the aerator at the incoming water supply and turned to the kitchen sink. Both aerators were clogged with sediment (see pictures below)." (Strohm, personal communication, Water Quality, 2 7 2012)

JASON L. STROHM; LEED AP, DBIA

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Considering the communication and the service records, none of which you requested, our 'incident' began nearly 18 months ago. It is not a 'date of loss' as indicated on your letter as **05/01/2001**-rather, it is an ongoing 18-month battle that has occurred as recently as July 10, 2012. It is an ongoing struggle to prevent additional loss.

Travelers Insurance claims "under the terms of our contract of insurance, we are obligated to pay on behalf of our insured only if the facts clearly show our insured to be primarily responsible for the damages" (Wernhoff). The facts, as discussed with local representatives Mike McMillian, Mike Wood, and Wally Williams indicate that the source of the problem is not a result of faulty or damaged plumbing and appliances in my residence. The source of the problem is traceable back to Missouri-American Water mains.

"We are aware that there is a problem. We are out here flushing the mains and working from the back to the front of the subdivision. It may go on for another year or so. But we are doing all we can to get it fixed. It is one of two things: the phosphates added nearly a year ago or the construction in the area. We are still finding deposits during our flushing. You can see them in the street." (Williams)

"The introduction of higher concentration of phosphate into the purification cycle began in late 2009 early 2010. It had been changed from a 50-50 percentage to a 90-10." (McMillian)

"We are going to have a plumber out and put a filter on your line so it doesn't enter your house. You will still have to clean out the filter but at least you won't have to clean out all of your aerators." (McMillian)

By flushing my internal house lines no less than 3 times over the past 5 months and agreeing to install a filter to prevent the sediment from entering my home, Missouri-American Water Company (MOAW) has, by action, claimed responsibility for the poor water quality within my home. In fact, representatives of Missouri-American Water have entered, witnessed, and apologized on numerous occasions for the damages and effort required to maintain our water pressure and appliances.

Last Friday, Mike McMillian of Missouri American Water was at my house to see the results of the ongoing water issues at my residence (please see the email below for the history) that are damaging my appliances. To be clear, I appreciate the thoroughness of Mr. McMillian and the staff that return to my house nearly every other week. As I've told Mr. McMillian and will tell you, I firmly believe that the water main has been cleared of the calcium and sediment in the lines. Unfortunately, that faith has not resolved the issues I am currently having with my appliances, faucets, and internal water lines (Strohm, personal communication, Water Quality, 4 30 2012).

The water quality and deposits within, as acknowledged by local representatives, are indeed responsible for the buildup and failure of the appliances and faucets identified. If this was not the case, why is there so much effort to clear the lines? Or open the mains to flush them out? Why are representatives entering and witnessing the damage within? Why have they spent so much time and effort cleaning out my hot water heater? Why am I not an isolated case? If I were an

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isolated case, I could understand any claims that the problem is within my home. However, this is **not** an isolated case. And why, if it is not the water quality causing the damage, are they installing a filter to prevent it from entering my home?

The answers are simple. Missouri-American Water has acknowledged the problem and are taking every necessary step to prevent more damage from happening. While I appreciate the effort so far, it does not repair my wallet, my 5-month old faucet, nor my appliances.

The source of the calcium and lime within my home is identifiable. Its source is the water provided as a service of Missouri-American Water Company. We have all acknowledged and agreed upon this. What has not been identified is the source of the damaging deposits within the water mains owned and operated by Missouri-American Water Company. To be clear, the water mains are owned and operated by Missouri-American Water Company and, as their website states,

"You have the right to expect high quality drinking water every time you turn on your faucet. Our employees conduct an extensive treatment and monitoring program to ensure your water meets all state and federal drinking water regulations. Our Consumer Confidence Reports will help you learn more about water quality in your community" (Missouri American Water Company).

Unfortunately, some staff of Missouri-American Water disagree. On July 3, 2012, I had a discussion with Karen Fueglein, a claim specialist for Missouri-American Water Company, on the telephone. Despite what the website states, she informed me that Missouri-American Water does not guarantee the quality of water provided to customers. Furthermore, she told me that Rule 6, Item H relieves Missouri-American Water of all responsibility for damages caused by Missouri-American Water Company's water quality. In concluding our conversation, she stated that they (MOAW) will revisit my claim once the cause of the calcium and sediment is identified. She clearly misappropriates the cause to be my problem and not the quality control protocols and practices of her employer.

Rule 6, Item H:

Repairs or maintenance necessary on the Customer Water Service Line or on any pipe of fixture in or upon the Customer's premise including the connections to the Company's metering installation, but excluding the Company-owned meter, shall be the responsibility of the Customer. Such pipe and fixtures shall be kept and maintained in good condition, protected from freezing and free from all leaks. Customer's failure to do so may result in discontinuance of service. (Company, Missouri-American Water)

The applicability of Rule 6, Item H to my claim does not reflect the nature or the cause of the failures. My Customer Water Service Line is in proper working condition. All of my fixtures, excluding the items damaged by water quality, are and have been maintained in good condition. My Customer Service Water Line has been protected from freezing and is free from all leaks. What Rule 6, Item H fails to address is the quality of service provided by Missouri-American Water Company. Again, we have acknowledged that there is a problem. However, the problem lies in the hands of the Owner/Operator of the water mains. It is not, and should not be construed as, the fault of the customer. Ms. Fueglein,

conveniently located on the other side of the state and relatively unaware of the issue in Parkville, has attempted to absolve all responsibility for water quality by finger pointing and blaming customers for service issues in which they do not control. Furthermore, she assumes, just like you Mr. Wemhoff, that this is an 'incident' and that the singular unfortunate incident is not her employer's responsibility. A woman could have delivered two children in the time that this 'incident' has been occurring.

Figure 1 identifies the responsibilities of the Company and the Customer. If any item or line indicated by yellow highlight fail, I am responsible for all costs associated with the repairs. Conversely, all items in blue are the responsibility of the Company. Although, this diagram fails to identify the party that is responsible for the liability to deliver quality water that travels the system, it does indicate that the source of the problem is highlighted in blue. Otherwise, there would not be a need to flush the system and Mr. Williams would not be finding the cause in the street.

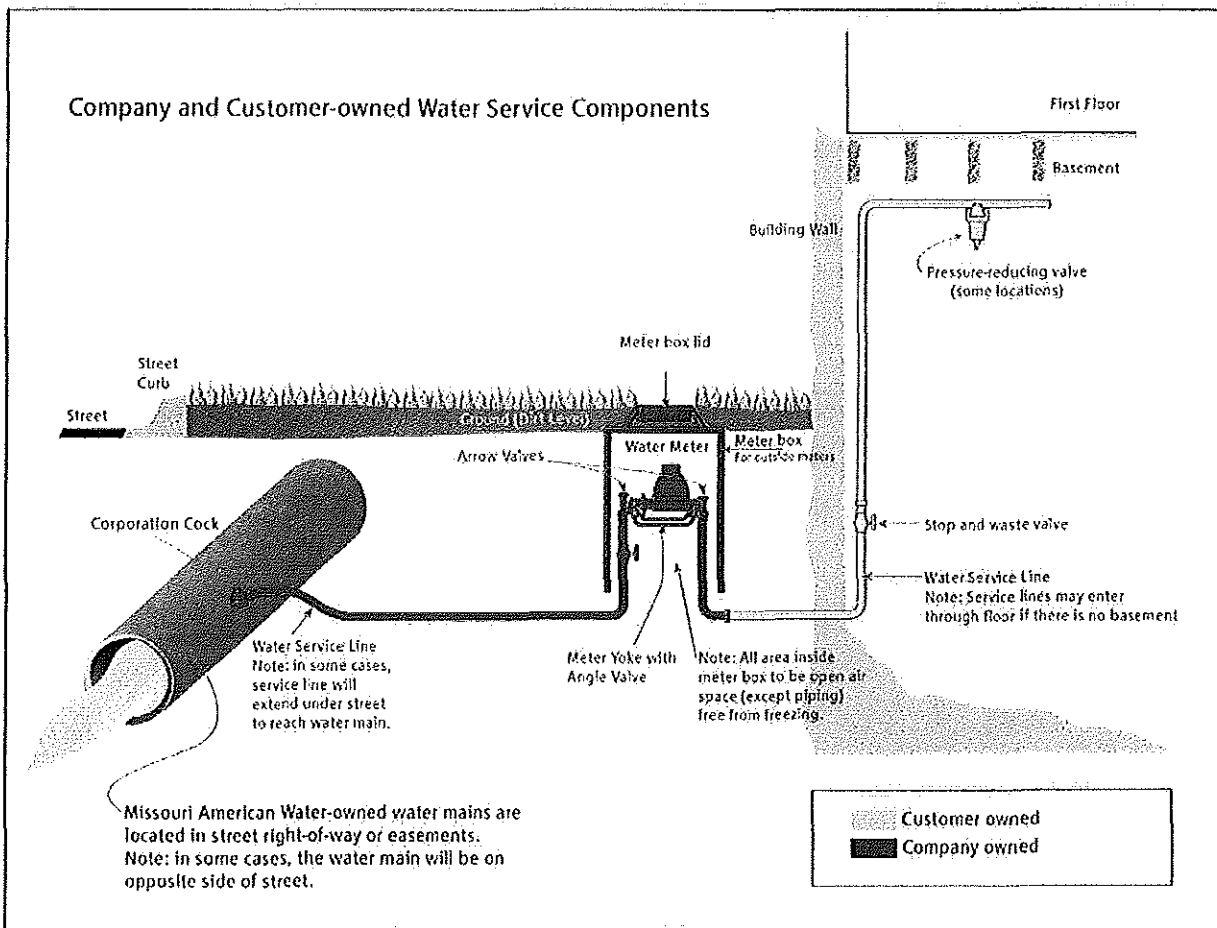


Figure 1-Company and Customer-owned Water Service Components

JASON L. STROHM; LEED AP, DBIA

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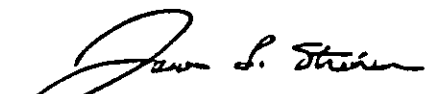
My conversation with Wally Williams on July 10, 2012, indicates that the water main has NOT been fully cleared of the calcium and sediment in the lines. As a result, I will likely continue to have calcium and sediment entering my home until, as previously mentioned, the plumber arrives at my home to install a filter on the incoming water line.

As your letter also states, "We do not feel our insured can be held legally liable or negligent for the damages claimed as a result of the alleged incident and therefore unable to make any voluntary payments on behalf of our insured." The alleged incident is also incorrect. There are many incidents. It is not one 'alleged incident'. Had Travelers actually conducted a thorough investigation, they might have come to the conclusion, or at least realization, that this is an ongoing issue.

I have the communication between Missouri-American Water and myself, the receipts to back my claims, the quotes of the Missouri-American Water employees, the pictures, the evidence, and witness accounts from a plumber hired by MOAW to clear my water lines. This has been an ongoing issue for a long time –a very long time. To allow this to repeatedly happen, at my expense and to blame me for **YOUR** water quality issues is the epitome of **negligence**.

I'd suggest that you and the companies that you represent conduct a real investigation. Contact the local representatives, review tickets by MOAW staff, identify claims locally, look at services paid to plumbers to resolve the issues, and interview people. You have failed to do any of these things and by admission, you have 'taken her word for it' and agreed to satisfy your insured's need to avoid accountability and professionalism. Sadly, you had even agreed to send a plumber out for an estimate only to renege a few hours later. What you have provided represents Travelers, American Water Companies, and Missouri-American Water poorly.

Next time, try grabbing a rule that truly pertains to **Quality and Responsibility**. Don't grab some obscure Rule from the PSC that merely identifies fixtures and line service liability.



Jason L. Strohm; DBIA, LEED AP

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Company, Missouri-American Water. Rules and Regulations Governing The Rendering of Water Service. St. Louis: PCS , 2011.

McMillian, Mike. The Sources of Ongoing Water Hardness Jason L. Strohm. 12 7 2012.

Missouri American Water Company. Missouri American Water. 12 07 2012 <www.amwater.com/moaw/customer-service/your-rights-and-responsibilities.html>.

Strohm, Jason L. "Water Quality." Parkville, 7 February 2012 Email to infomo@amwater.com

Strohm, Jason L. "Water Quality." Parkville, 30 April 2012 Email to infomo@amwater.com.

Wernhoff, Daniel. "Upper Midwest Claim Center." Claim Number ETT2678. St. Louis: Travelers Property Casualty Company of America, 3 7 2012.

Williams, Wally. Site Discussion with Wally Williams Jason L. Strohm. Parkville, 10 7 2012.

Subject: Water issues
Date: Tuesday, July 3, 2012 at 1:49:00 PM Central Daylight Time
From: Jason Strohm
To: dwemhoff@travelers.com
CC: Brad.Brown@amwater.com, Karen.Fueglein@amwater.com
Attachments: 4516_001.pdf

Daniel,

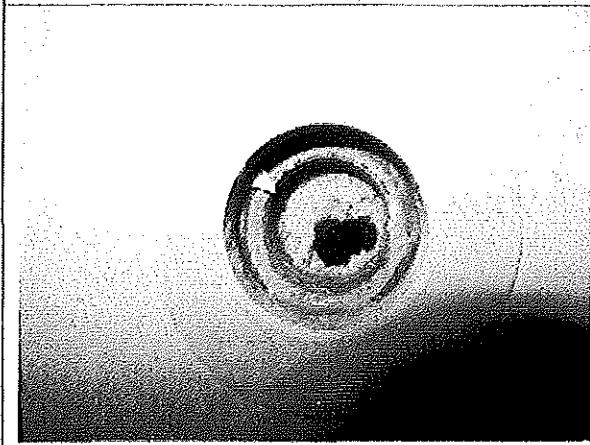
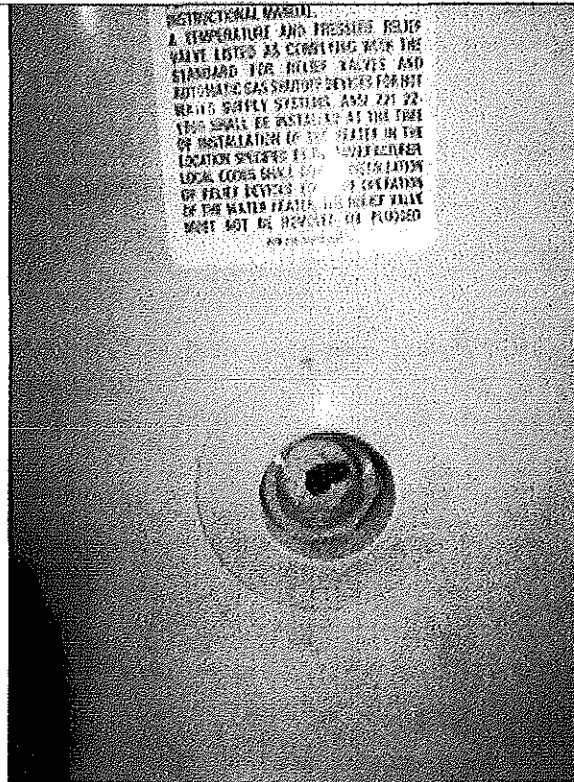
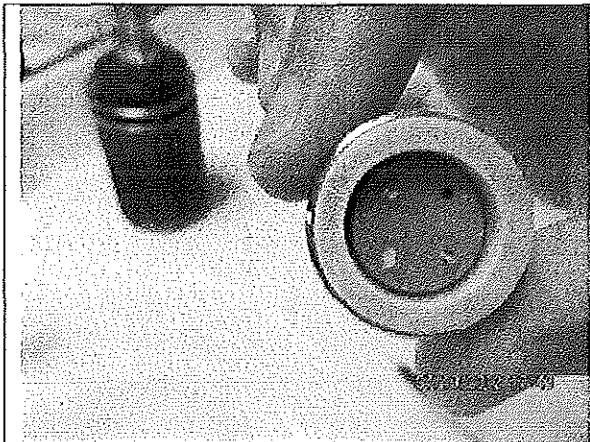
I received this from one of Missouri American Water's better employees. In regards to item H (below):

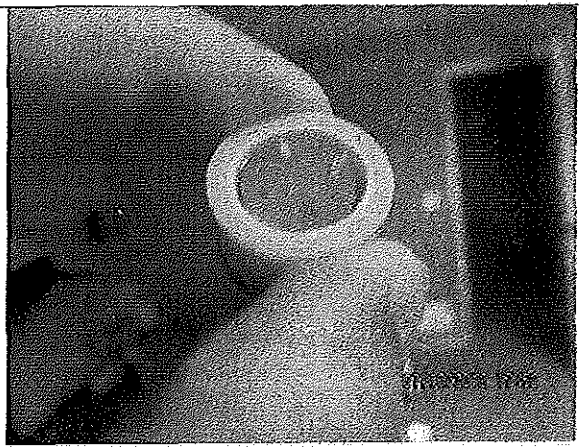
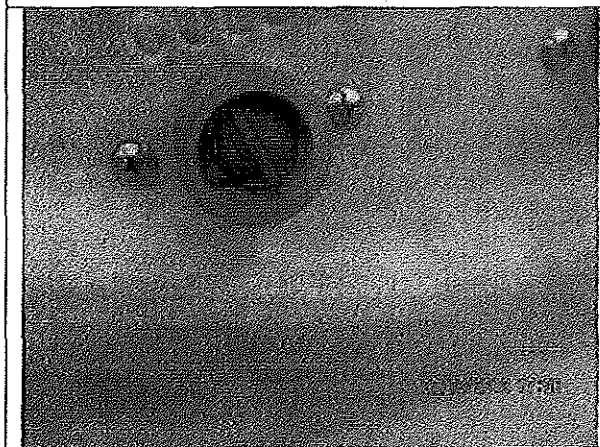
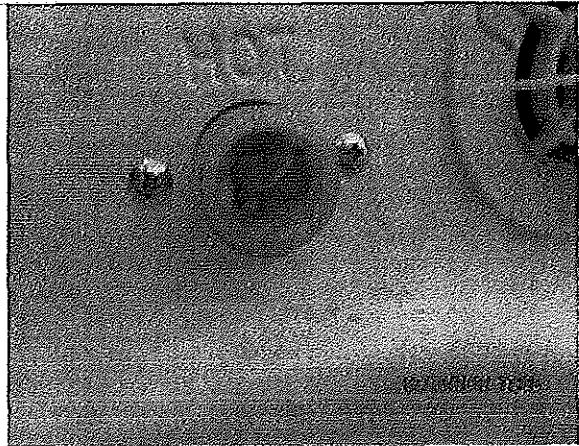
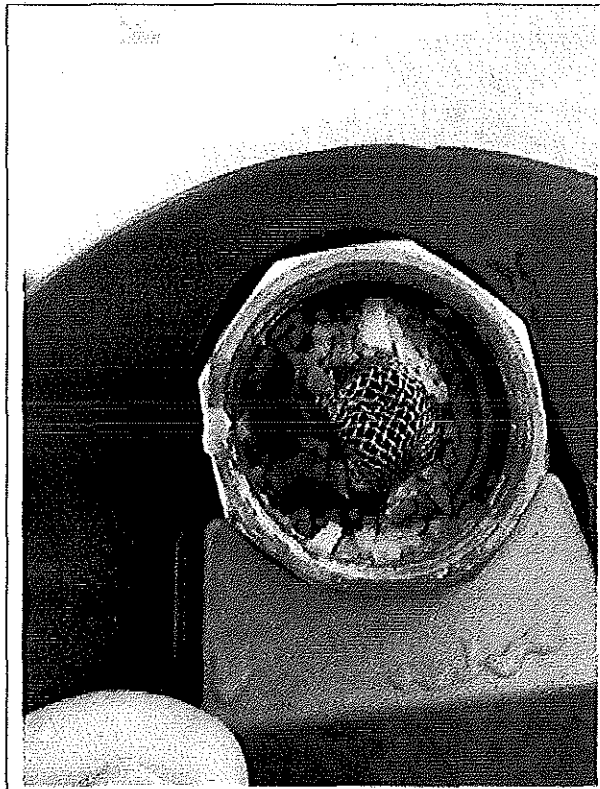
1. THE CUSTOMER SERVICE LINE IS IN PROPER AND FULLY FUNCTIONING CONDITION.
2. ANY PIPES OR FIXTURE FAILURES HAVE BEEN THE RESULT OF POOR WATER CONDITIONS AND VERIFIED BY THE REPRESENTATIVES OF MISSOURI AMERICAN WATER.
3. THE METERING LOCATION IS IN PROPER ANDE FULLY FUNCTIONING CONDITION.
4. ALL PIPES AND FIXTURES HAVE BEEN MAINTAINED AND ARE IN GOOD CONDITION WITH THE EXCEPTION OF THE ITEMS THAT WATER QUALITY HAS DAMAGED.
5. THERE ARE NO LEAKS.
6. THIS IS THE MOST PATHETIC ATTEMPT TO ABSOLVE RESPONSIBILITY THAT I HAVE EVER SEEN.
7. MY ISSUE BEGAN PRIOR TO THE EFFECTIVE DATE OF THIS DOCUMENT.

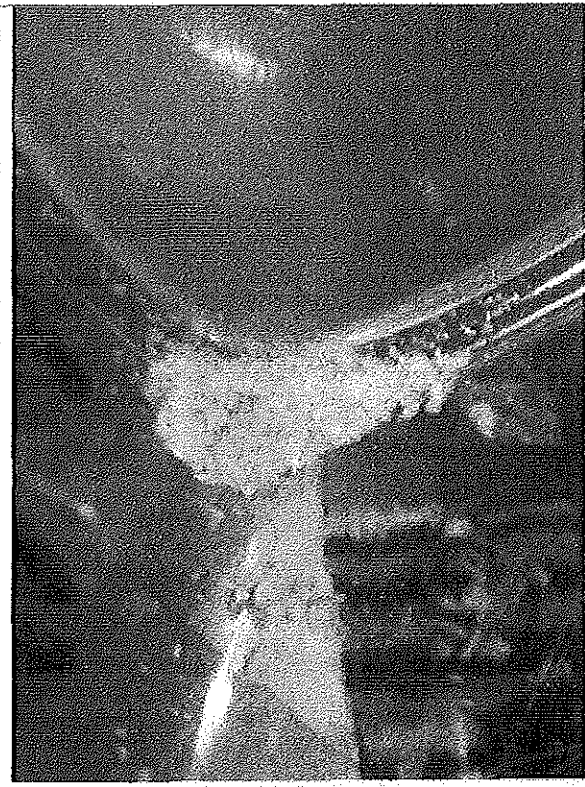
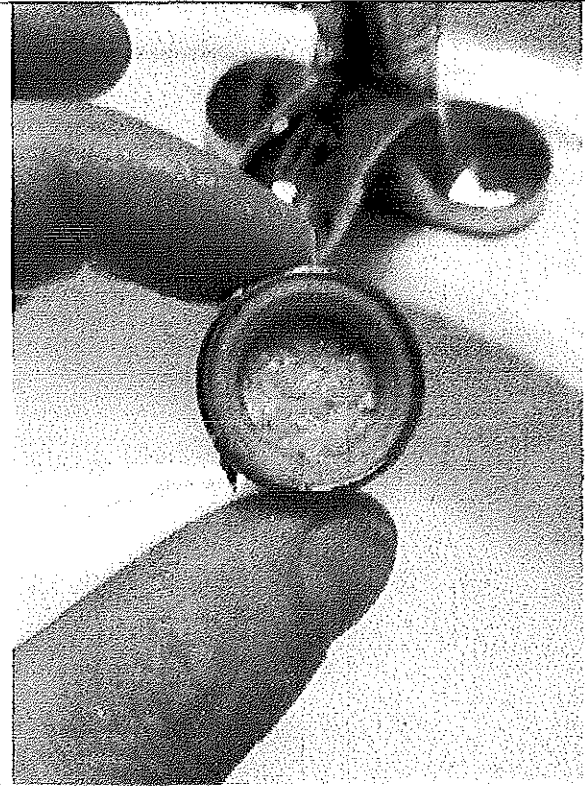
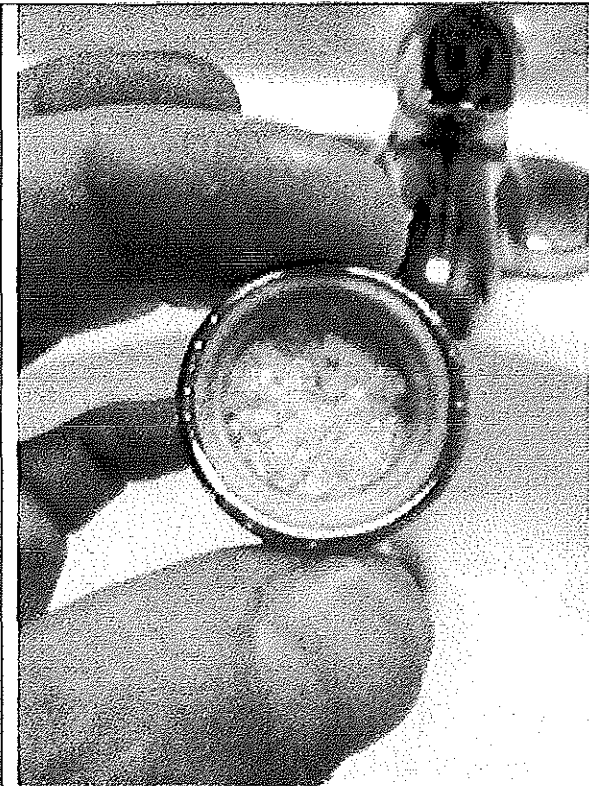
Brad and Karen,

Having discussed the issue with local representatives, they believe that the issue is being caused by nearby construction. There is your source!

Jason L. Strohm; LEED AP, DBIA
Jasonstrohm@me.com
phone: 816-886-9036
mobile: 913-558-4131
<http://www.linkedin.com/in/jasonlstrohm>







Company, Missouri-American Water. Rules and Regulations Governing The Rendering of Water Service. St. Louis: PCS , 2011.

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Wemhoff, Daniel. "Upper Midwest Claim Center." Claim Number ETT2678. St. Louis: Travelers Property Casualty Company of America, 3 7 2012.

Williams, Wally. Site Discussion with Wally Williams Jason L. Strohm. Parkville, 10 7 2012.

I anticipate that this, like my letters before, will be disregarded. However, I will continue to send you, the Missouri-American Water Company, the American Water Works Company Inc., and The Missouri Public Service Commission correspondence until these 'alleged incidents' stop and the reparations are made.

Jason L. Strohm; DBIA, LEED AP

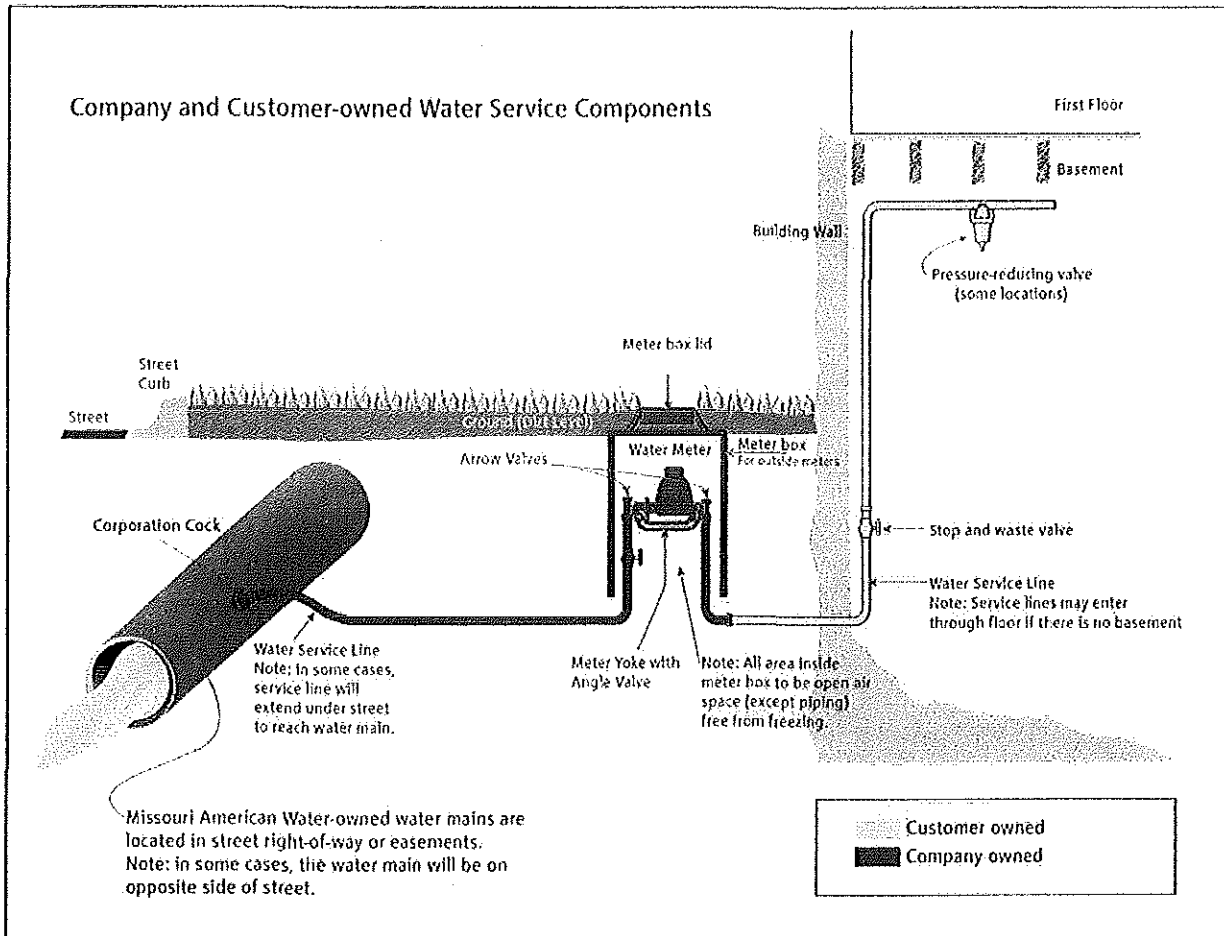


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in your community” (Missouri American Water Company).

On July 3, 2012 I had a discussion with Karen Fueglein, a claim specialist for Missouri-American Water Company, on the telephone. Despite what the website states, she informed me that Missouri-American Water does not guarantee the quality of water provided to customers. Furthermore, she told me that Rule 6, Item H relieves Missouri-American Water of all responsibility for damages caused by Missouri-American Water Company’s water quality. In concluding our conversation, she stated that they (MOAW) will revisit my claim once the cause of the calcium and sediment is identified. She clearly misappropriates the cause to be my problem and not the quality control protocols and practices of her employer.

Rule 6, Item H:

Repairs or maintenance necessary on the Customer Water Service Line or on any pipe of fixture in or upon the Customer’s premise including the connections to the Company’s metering installation, but excluding the Company-owned meter, shall be the responsibility of the Customer. Such pipe and fixtures shall be kept and maintained in good condition, protected from freezing and free from all leaks. Customer’s failure to do so may result in discontinuance of service (Company, Missouri-American Water).

The applicability of Rule 6, Item H to my claim does not reflect the nature or the cause of the failures. My Customer Water Service Line is in proper working condition. All of my fixtures, with the exception of the items damaged by water quality, are and have been maintained in good condition. My Customer Service Water Line has been protected from freezing and is free from all leaks. What Rule 6, Item H fails to address is the quality of service provided by Missouri-American Water Company. Again, we have acknowledged that there is a problem. However, the problem lies in the hands of the Owner and Operator of the water mains. It is not, and should not be construed as, the fault of the customer. Ms. Fueglein, conveniently located on the other side of the state and relatively unaware of the issue in Parkville, has attempted to absolve all responsibility for water quality by finger pointing and blaming customers for service issues in which they do not control.

Figure 1 identifies the responsibilities of the Company and the Customer. In short, it actually determines liabilities. If any item or line indicated by yellow highlight fail, I am responsible or liable for all costs associated with the repairs. Conversely, all items in blue are the liability of the Company. Although, this diagram fails to identify the party that is responsible for the quality of water that travels the system, it does indicate that the source of the problem is highlighted in blue. Otherwise, there would not be a need to flush the system and Mr. Williams would not be finding the cause in the street.

- “We are aware that there is a problem. We are out here flushing the mains and working from the back to the front of the subdivision. It may go on for another year or so. But we are doing all we can to get it fixed. It is one of two things: the phosphates added nearly a year ago or the construction in the area. We are still finding deposits during our flushing. You can see them in the street.” (Williams)
- “We are going to have a plumber out and put a filter on your line so it doesn’t enter your house. You will still have to clean out the filter but at least you won’t have to clean out all of your aerators.” (McMillian)

By flushing my internal house lines no less than 3 times over the past 5 months and agreeing to install a filter to prevent the sediment from entering my home, Missouri-American Water Company (MOAW) has, by action, claimed responsibility for the poor water quality within my home. In fact, representatives of Missouri-American Water have entered, witnessed, and apologized on numerous occasions for the damages and effort required to maintain our water pressure and appliances.

Last Friday, Mike McMillian of Missouri American Water was at my house to see the results of the ongoing water issues at my residence (please see the email below for the history) that are damaging my appliances. To be clear, I appreciate the thoroughness of Mr. McMillian and the staff that return to my house nearly every other week. As I've told Mr. McMillian and will tell you, I firmly believe that the water main has been cleared of the calcium and sediment in the lines. Unfortunately, that faith has not resolved the issues I am currently having with my appliances, faucets, and internal water lines (Strohm, personal communication, Water Quality, 4 30 2012).

The water quality and deposits within, as acknowledged by local representatives, are indeed responsible for the buildup and failure of the appliances and faucets identified. If this was not the case, why is there so much effort to clear the lines? Or open the mains to flush them out? Why are representatives entering and witnessing the damage within? Why have they spent so much time and effort cleaning out my hot water heater? Why am I not an isolated case? If I were an isolated case, I could understand any claims that the problem is within my home. However, this is not the case. And why, if it is not the water quality causing the damage, are they installing a filter to prevent it from entering my home?

The source of the calcium and lime *within* my home is identifiable. Its source is the water provided as a service of Missouri-American Water Company. We have all acknowledged and agreed upon this. What has not been identified is the source of the damaging deposits within the water mains owned and operated by Missouri-American Water Company. To be clear, the water mains are owned and operated by Missouri-American Water Company and, as their website states,

“You have the right to expect high quality drinking water every time you turn on your faucet. Our employees conduct an extensive treatment and monitoring program to ensure your water meets all state and federal drinking water regulations. Our Consumer Confidence Reports will help you learn more about water quality

Jason L. Strohm

LEED AP, DBIA

6690 NW Hickory Drive

Parkville, MO 64152

H: 816.886.9036

C: 913.558.4131

Jasonstrohm@me.com

JULY 12, 2012

Daniel Wemhoff
Travelers Property Casualty Company of America
P O Box 66852
St. Louis, MO 63166-6852

RE: Claim Number: ETT2678
Claimant: Jason L. and Stephanie H. Strohm
Insured: American Water Works Company Inc.
Date of Loss: September 2011-

Dear Mr. Wemhoff:

I am in receipt of your letter dated July 3, 2012. However, within the text of your letter, you have made some significant errors with regard to the date of loss, the degree of loss, and the validity of Rule 6, Item H (Company, Missouri-American Water) to this claim. Unfortunately, this is representative of how carelessly your investigation was conducted.

To begin, I will start with the dates of loss. My claim initiated on February 7, 2012. However, severe water quality issues began approximately 6 months prior to that date (Strohm, personal communication, February 7, 2012). Simple math would indicate that the first approximate date of water quality concerns began in September 2011. Therefore, the date of loss on your letter, May 1, 2011 is incorrect.

Travelers Insurance claims "under the terms of our contract of insurance, we are obligated to pay on behalf of our insured only if the facts clearly show our insured to be primarily responsible for the damages" (Wemhoff). The facts, as discussed with local representatives Mike McMillian, Mike Wood, and Wally Williams are as follows:

- "The introduction of higher concentration of phosphate into the purification cycle began in late 2009 early 2010. It had been changed from a 50-50 percentage to a 90-10." (McMillian)

Beginning approximately 6 months ago, our dishwasher quit working. We contacted AB May to come to our house and to determine the issue. At first, the representative noted a significant build-up on what he thought was detergent on the dishwasher filter. We cut back on the amount of detergent used to see if this solved the problem. He also noted that the detergent wasn't being 'sprayed' off the door of the dishwasher; rather, it was slowly dripping down the door. He concluded that the dishwasher wasn't receiving the necessary water flow to operate. He cleaned out the aerator at the incoming water supply and turned to the kitchen sink. Both aerators were clogged with sediment (see pictures below). (Strohm, personal communication, Water Quality, 2 7 2012).

Missouri-American Water Company
Name of Issuing Corporation

For

Missouri Service Area
Community, Town or City

Rules And Regulations Governing The Rendering of
Water Service

an elevated water gravity tank, or pumps provided in connection with a hydropneumatic or elevated gravity water supply tank system.

- E. Customers must take necessary precaution to prevent pipes and meters from freezing in cold weather. In locations with Customer owned meter boxes, the meter boxes must be properly installed free from water, mud, and debris at all times. The Company will make ordinary repairs to meters, but if meters are damaged through freezing, hot water backing up into the meter, or neglect of the Customer, the repairs will be assessed against the Customer and payment for such repairs will be enforced the same as bills for service.
- F. Customers at their own expense shall make all changes in their Customer Water Service Line required by changes of grade, relocation of mains, or other causes.
- G. Separate premises must have separate Customer Water Service Line, service valves, and meters, unless specifically authorized by the Company.
- H. Repairs or maintenance necessary on the Customer Water Service Line or on any pipe or fixture in or upon the Customer's premise including the connections to the Company's metering installation, but excluding the Company-owned meter, shall be the responsibility of the Customer. Such pipe and fixtures shall be kept and maintained in good condition, protected from freezing and free from all leaks. Customer's failure to do so may result in discontinuance of service.

* Indicates new rate or text
+ Indicates change

DATE OF ISSUE: August 26, 2011

DATE EFFECTIVE: ~~October 1, 2011~~ October 15, 2011

ISSUED BY: Frank Kartmann
name of officer

President
title

727 Craig Road, St. Louis, MO 63141
address

FILED
Missouri Public
Service Commission
JW-2012-0085

Missouri American Water Company
Name of Issuing Corporation

For

Missouri Service Area
Community, Town or City

Rules And Regulations Governing The Rendering of
Water Service

an elevated water gravity tank, or pumps provided in connection with a hydro pneumatic or elevated gravity water supply tank system.

- E. Customers must take necessary precaution to prevent pipes and meters from freezing in cold weather. In locations with Customer owned meter boxes, the meter boxes must be properly installed free from water, mud, and debris at all times. The Company will make ordinary repairs to meters, but if meters are damaged through freezing, hot water backing up into the meter, or neglect of the Customer, the repairs will be assessed against the Customer and payment for such repairs will be enforced the same as bills for service.
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* Indicates new rule or text
* Indicates change

DATE OF ISSUE: August 26, 2011DATE EFFECTIVE: ~~October 1, 2011~~ - October 15, 2011ISSUED BY: Frank Kaufmann
name of officerPresident
title727 Craig Road, St. Louis, MO 63141
address

FILED
Missouri Public
Service Commission
JW-2012-0085

Subject: Re: Missouri American Water Claim
Date: Tuesday, July 3, 2012 at 1:33:24 PM Central Daylight Time
From: Michael.Wood@amwater.com
To: jasonstrohm@me.com
Attachments: 4516_001.pdf

Jason:

Attached the page in our tariff that was referred to. Again, my phone numbers are below.

Thanks

Michael Wood
Operations Manager
Missouri American Water Company
Northwest Operations
3901 Beck Road, Suite B
St. Joseph, MO 64506
Office (816) 233-4000 Ext. 2222
Internal 7-412-2222
Cell (816) 262-5246
Home (816) 689-6306

From: Jason Strohm <jasonstrohm@me.com>
To: dwemhoff@travelers.com
Cc: Mike.McMillian@amwater.com, Michael.Wood@amwater.com,
Jodi.Johnson@amwater.com
Date: 07/02/2012 03:49 PM
Subject: Missouri American Water Claim

Daniel,

Please send me a copy of the information or tariffs that Missouri American Water is requesting you to review. I have reviewed what is available to the customers online (<http://www.amwater.com/files/Final%20outstate%20low%20res.pdf>) but I am not sure if there is additional information available. The responsibilities of the Owner and Missouri American Water (image below) do NOT take into account the following passage:

"Your Right to High-Quality Drinking Water
You have the right to expect high quality drinking water every time you turn on your faucet. Our employees conduct an extensive treatment and

monitoring program to ensure your water meets all state and federal drinking water regulations. Our Consumer Confidence Reports will help you learn more about water quality in your community."

As it states, I would ultimately be responsible to repair any damage should it occur for the portions highlighted in yellow. This, however, is not the case. The problem, again, is the failure to provide my right of High-Quality Drinking Water.

[attachment "PastedGraphic-3.pdf" deleted by Michael L Wood/MOAWC/AWWSC]

[attachment "PastedGraphic-2.pdf" deleted by Michael L Wood/MOAWC/AWWSC]

I have been respectful, patient, understanding, and willing to do my part to resolve this issue. Missouri American Water, by action of directing you to review additional information, appears to be trying to weasel their way out of any responsibility.

I can guarantee that the actions Missouri American Water has taken to try and resolve the issue throughout this neighborhood will indicate that they are, ultimately, responsible.

Jason L. Strohm; LEED AP, DBIA

Jasonstrohm@me.com

phone: 816-886-9036

mobile: 913-558-4131

<http://www.linkedin.com/in/jasonlstrohm>

From: Jason Strohm <jasonstrohm@me.com>
 Subject: Missouri American Water Claim
 Date: July 2, 2012 3:47:37 PM CDT
 To: dwemhoff@travelers.com
 Cc: Mike.McMillian@amwater.com, Michael.Wood@amwater.com, Jodi.Johnson@amwater.com



2 Attachments, 749 KB

Daniel,

Please send me a copy of the information or tariffs that Missouri American Water is requesting you to review. I have reviewed what is available to the customers online (<http://www.amwater.com/files/Final%20outstate%20low%20res.pdf>) but I am not sure if there is additional information available. The responsibilities of the Owner and Missouri American Water (image below) do NOT take into account the following passage:

"Your Right to High-Quality Drinking Water"

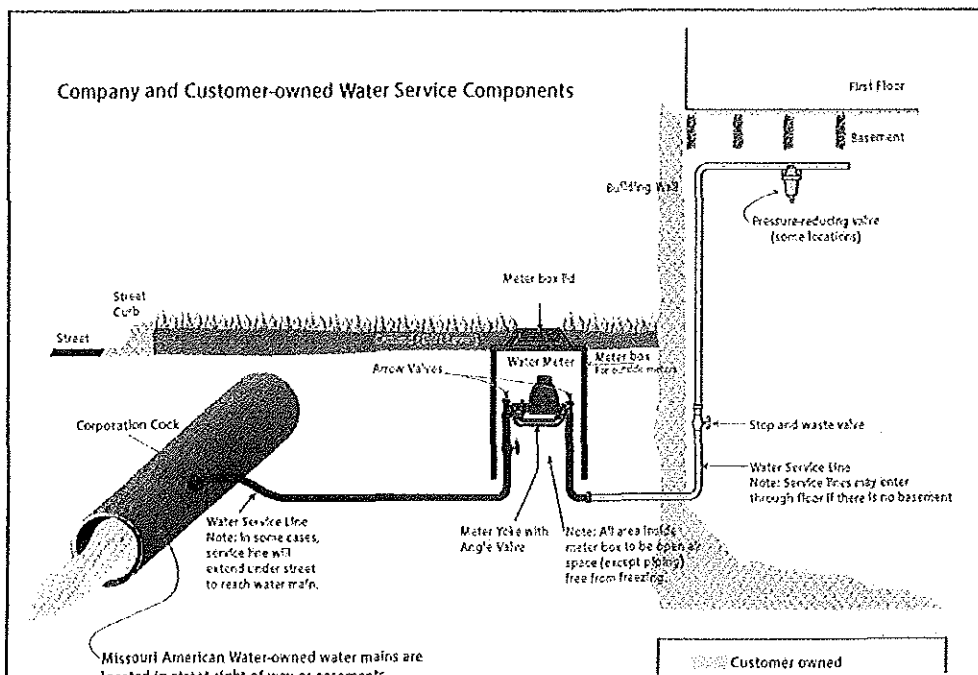
You have the right to expect high quality drinking water every time you turn on your faucet. Our employees conduct an extensive treatment and monitoring program to ensure your water meets all state and federal drinking water regulations. Our Consumer Confidence Reports will help you learn more about water quality in your community."

As it states, I would ultimately be responsible to repair any damage should it occur for the portions highlighted in yellow. This, however, is not the case. The problem, again, is the failure to provide my right of High-Quality Drinking Water.

Water Lines—Our Responsibilities and Yours

Water reaches your home through a vast underground distribution system of water mains and service lines. Missouri American Water is responsible for the water distribution main in or near the street, the service line from the main to your water meter and the water meter and meter box. You own, and are responsible for, the exterior service line that is between the meter and your house and your interior plumbing.

The diagram at right is a simplified illustration of these system components.



Missouri American Water-owned water mains are located in street right of way or easements.

located in direct right-of-way of easements.
Note: In some cases, the water main will be on
opposite side of street.

Company owned

I have been respectful, patient, understanding, and willing to do my part to resolve this issue. Missouri American Water, by action of directing you to review additional information, appears to be trying to weasel their way out of any responsibility.

I can guarantee that the actions Missouri American Water has taken to try and resolve the issue throughout this neighborhood will indicate that they are, ultimately, responsible.

Jason L. Strohm; LEED AP, DBIA
Jasonstrohm@me.com
phone: 816-886-9036
mobile: 913-558-4131
<http://www.linkedin.com/in/jasonlstrohm>

Subject: RE: pictures
Date: Tuesday, June 5, 2012 at 2:27:36 PM Central Daylight Time
From: Wemhoff, Daniel A
To: 'Jason Strohm'
Attachments: image001.jpg, image002.jpg, image003.jpg, image004.jpg, image005.jpg

Good afternoon Jason,

As we discussed I wanted to send you my contact information, and will be in contact with you shortly to discuss how we intend to proceed from here.

Sincerely,

Daniel A. Wemhoff
Upper Midwest Claim Center
P.O. Box 66852
Saint Louis, MO 63166
(314)579-8896
Fax: 866-538-6707
dwemhoff@travelers.com

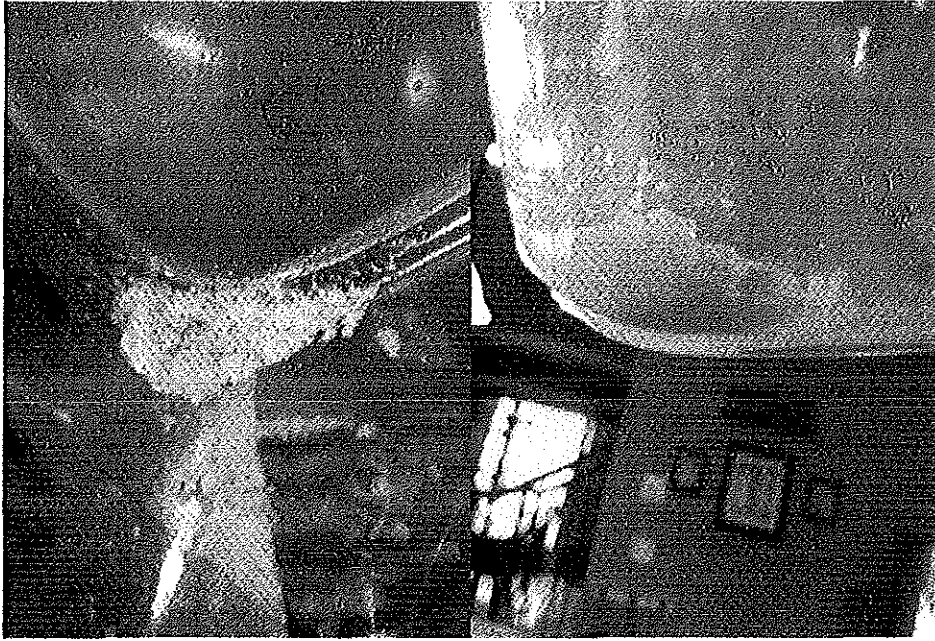


From: Jason Strohm [mailto:jasonstrohm@me.com]
Sent: Tuesday, June 05, 2012 2:10 PM
To: Wemhoff, Daniel A
Subject: pictures





=====
This communication, including attachments, is confidential, may be subject to legal privileges, and is intended for the sole use of the addressee. Any use, duplication, disclosure or dissemination of this communication, other than by the addressee, is prohibited. If you have received this communication in error, please notify the sender immediately and delete or destroy this communication and all copies.



Good morning,

I am writing this email to inform you of an ongoing issue with your water quality.

Beginning approximately 6 months ago, our dishwasher quit working. We contacted AB May to come to our house and to determine the issue. At first, the representative noted a significant build-up on what he thought was detergent on the dishwasher filter. We cut back on the amount of detergent used to see if this solved the problem. He also noted that the detergent wasn't being 'sprayed' off the door of the dishwasher; rather, it was slowly dripping down the door. He concluded that the dishwasher wasn't receiving the necessary water flow to operate. He cleaned out the aerator at the incoming water supply and turned to the kitchen sink. Both aerators were clogged with sediment (see pictures below).

Approximately one month later, the dishwasher quit filling again. The technician stated that we had a water problem and to clean out the hot water heater. He and I drained the hot water heater and cleaned out what sediment was in the bottom. He cleaned the aerator at the back of the dishwasher at the incoming water line and solved the problem.

Shortly thereafter, our ice maker/water dispenser quit working. Fortunately, it was/is still covered under warranty. A representative from AE Factory Appliance came to our house, disconnected the water line to the refrigerator and found the same sediment at the aerator. He also cleaned out the the sediment but told us that we needed to get a new filter prior to running the ice maker and water in case the filter is clogged. If we did, it might clog the line again. We did as he recommended and for \$60 we got a new filter. Problem solved.

Two months ago, our washing machine quit working. By this point, I have been systematically cleaning out all aerators in the house including the screens at the back of the washing machine, and all faucet heads including the shower heads and sinks. Each week I take the water lines off the washing machine, clean them out by blowing them out into a bucket, clean the screens, and reattach. Each week, I find that the lines are completely clogged with the same sediment. Apparently, cleaning them out once a week isn't enough. The washing machine failed just like the dishwasher, ice maker, shower heads, faucets, sprinkler heads and my sanity. We waited four days to have the valves replaced on our washing machine.

For the past 6 months we have replaced the water filters on the refrigerators, the flow valves on the washing machine, and the filter on the dishwasher. Missouri American came to our house, looked at the aerators and offered the following suggestions: 1) clean out the hot water heater. Again, we did. 2) 'Blow out the system' by turning on the water for ten minutes and letting it run. We did. However, strangely enough, the water flow at my hose bib with a sprinkler head stopped. I checked the screen at the head of the sprinkler to find that it too was clogged with the same materials. Therefore, it is NOT a hot water (internal residence)problem. It is a cold water, service line problem. 3) Buy a whole house water filtration system. We haven't. I don't intend on paying \$500.00 to filter the water that you should be filtering. I understand that some sediment, calcium and lime, is necessary but I could build a patio with the amount entering my house. Unless you are willing to flip the bill for this, we likely won't get one.

The pictures below indicate the severity of the problem. The first picture was taken immediately following the removal of the aerator at the bathroom sink. The second picture was taken approximately ten minutes later following another 'blow out'. The third and fourth pictures are from the washing machine. Again, this is only a week's worth of build up.

This is NOT an isolated issue. The residents of our subdivision are all experiencing the same issue. Many have posted pictures on our Facebook page. We are all experiencing low water pressure, some are experiencing appliance failures, and a few have even experienced flooding due to ruptured water lines. I do not know what the solution is to this problem. However, I do know that sending a representative out to 'blow out' the hydrants for ten minutes has not worked.


Please take whatever actions necessary to resolve the problem before your customers experience more losses, more repairs, and additional actions.

Jason L. Strohm; LEED AP, DBIA

(Embedded image moved to file: pic24986.jpg) DesignSense, Inc.
jls@designsense-inc.com
phone: 913-768-9646
mobile: 913-558-4131
www.designsense-inc.com

(Embedded image moved to file: pic12045.jpg)(Embedded image moved to file: pic17564.jpg)
(Embedded image moved to file: pic31530.jpg)(Embedded image moved to file: pic24323.jpg)



From: Jason Strohm <jasonstrohm@me.com> 
Subject: Fwd: Water quality.
Date: April 30, 2012 5:49:25 PM CDT
To: infomo@amwater.com



5 Attachments, 97 KB

To whom it may concern,

Last Friday, Mike McMillan of Missouri American Water was at my house to see the results of the ongoing water issues at my residence (please see the email below for the history) that are damaging my appliances. To be clear, I appreciate the thoroughness of Mr. McMillan and the staff that return to my house nearly every other week. As I've told Mr. McMillan and will tell you, I firmly believe that the water main has been cleared of the calcium and sediment in the lines. Unfortunately, that faith has not resolved the issues I am currently having with my appliances, faucets, and internal water lines.

Should you request, I have hundreds of pictures and service records for the items in question including two new items: the hot water heater and the new faucet installed in the basement. As previously mentioned, Mr. McMillan and Don Pankey of Pankey Plumbing were at my house on Friday. I notified Mr. McMillan the previous week (April 19, 2012) that we were experiencing poor water flow, significant build up, and a leaking hot water heater. Mr. McMillan immediately responded by sending a representative out to check the water quality at the main in front of our house. When the technician arrived, I was at home and requested that he enter my house and watch as I pulled the screens and water lines off the back of the washing machine. He witnessed the process and can verify that the screens at the back of the machine were clogged. Next, we went to the basement to look at the hot water heater. At the pressure relief valve, sand (calcium and sediment) and water were dripping onto the floor. He acknowledged the issue and stated that Mr. McMillan will be calling me and contacting the plumber to establish a meeting time and date.

On April 27th, Mr. Pankey arrived to flush out my lines and clean out the water heater again. He noted that there was "at least 20 years of build up on a 5 year old water heater". In fact, the pressure relief valve was coated with the calcium and sediment and was no longer functional. At that time, I called Mr. McMillan to come witness the ongoing clean out. When he arrived, Mr. Pankey and I were in the basement working on the water heater. In short, we filled a bucket with the deposits from the inside of my water heater. When I asked Mr. Pankey if the amount was more or less than the previous clean out, he replied that the last time there was about the same but not as many large chunks. I placed the deposits in three one-gallon bags: one for each of us.

Immediately after cleaning out the water heater, I pulled the aerator at the sink approximately 10 feet from the water heater for Mr. McMillan to witness. When I pulled it off, it too was clogged with sediment. We cleaned out the screen and replaced the aerator but water pressure did not return. I asked Mr. Pankey to see if he could flush out the lines to get back the water flow. He tried a 'back flush' by removing the hot water line and placing it in a bucket. He turned on the cold water and blocked tap to force the water out of the hot water line and into the bucket. Unfortunately, it did not work. He believes that the sediment, calcium, and crap has clogged the check valve in the faucet. So you know, the faucet was installed in January. This past January. Not more than 4 months ago. That is correct. It did not last more than 4 months.

Mr. McMillan informed me that the issue could be resolved if I would consider purchasing a water softener. To which I said, the issue MAY be resolved if YOU would consider purchasing ME a water softener not to mention my 5 year old water heater that is NOT covered under warranty for shifty water conditions and significant build up of calcium and limestone.

As I said in my previous email, I will NOT purchase a water softener to fix YOUR problem. YOUR problem has significantly damaged our appliances and this issue, including failed appliances, will be resolved by YOUR solution.

My patience is gone. Fix this issue.

Jason L. Strohm; LEED AP, DBIA



DesignSense, Inc.

jls@designsense-inc.com

phone: 913-768-9646

mobile: 913-558-4131

www.designsense-inc.com

Begin forwarded message:

From: Jason Strohm <jasonstrohm@me.com>
Subject: Water quality.
Date: February 7, 2012 10:07:40 AM CST
To: infomo@amwater.com
Cc: Strohm Jason <jasonstrohm@me.com>

Good morning,

I am writing this email to inform you of an ongoing issue with your water quality.

Beginning approximately 6 months ago, our dishwasher quit working. We contacted AB May to come to our house and to determine the issue. At first, the representative noted a significant build-up on what he thought was detergent on the dishwasher filter. We cut back on the amount of detergent used to see if this solved the problem. He also noted that the detergent wasn't being 'sprayed' off the door of the dishwasher; rather, it was slowly dripping down the door. He concluded that the dishwasher wasn't receiving the necessary water flow to operate. He cleaned out the aerator at the incoming water supply and turned to the kitchen sink. Both aerators were clogged with sediment (see pictures below).

Approximately one month later, the dishwasher quit filling again. The technician stated that we had a water problem and to clean out the hot water heater. He and I drained the hot water heater and cleaned out what sediment was in the bottom. He cleaned the aerator at the back of the dishwasher at the incoming water line and solved the problem.

Shortly thereafter, our ice maker/water dispenser quit working. Fortunately, it was/is still covered under warranty. A representative from AE Factory Appliance came to our house, disconnected the water line to the refrigerator and found the same sediment at the aerator. He also cleaned out the the sediment but told us that we needed to get a new filter prior to running the ice maker and water in case the filter is clogged. If we did, it might clog the line again. We did as he recommended and for \$60 we got a new filter. Problem solved.

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For the past 6 months we have replaced the water filters on the refrigerators, the flow valves on the washing machine, and the filter on the dishwasher. Missouri American came to our house, looked at the aerators and offered the following suggestions: 1) clean out the hot water heater. Again, we did. 2) 'Blow out the system' by turning on the water for ten minutes and letting it run. We did. However, strangely enough, the water flow at my hose bib with a sprinkler head stopped. I checked the screen at the head of the sprinkler to find that it too was clogged with the same materials. Therefore, it is NOT a hot water (internal residence) problem. It is a cold water, service line problem. 3) Buy a whole house water filtration system. We haven't. I don't intend on paying \$500.00 to filter the water that you should be filtering. I understand that some sediment, calcium and lime, is necessary but I could build a patio with the amount entering my house. Unless you are willing to flip the bill for this, we likely won't get one.

The pictures below indicate the severity of the problem. The first picture was taken immediately following the removal of the aerator at the bathroom sink. The second picture was taken approximately ten minutes later following another 'blow out'. The third and fourth pictures are from the washing machine. Again, this is only a week's worth of build up.

This is NOT an isolated issue. The residents of our subdivision are all experiencing the same issue. Many have posted pictures on our Facebook page. We are all experiencing low water pressure, some are experiencing appliance failures, and a few have even experienced flooding due to ruptured water lines. I do not know what the solution is to this problem. However, I do know that sending a representative out to 'blow out' the hydrants for ten minutes has not worked.

Please take whatever actions necessary to resolve the problem before your customers experience more losses, more repairs, and additional actions.

From: infomo@amwater.com
Subject: Re: Fwd: Water quality.
Date: May 3, 2012 4:02:53 AM CDT
To: jasonstrohm@me.com

6 Attachments, 98 KB

Dear Jason Strohm,

Thank you for your contact. Your below e mail has been forwarded to the appropriate department.

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-256-6426.

Sincerely,
American Water
Customer Service

Jason Strohm
<jasonstrohm@me.com>
To
infomo@amwater.com
04/30/2012 05:49 PM
cc
Subject
Fwd: Water quality.

To whom it may concern,

Last Friday, Mike McMillan of Missouri American Water was at my house to see the results of the ongoing water issues at my residence (please see the email below for the history) that are damaging my appliances. To be clear, I appreciate the thoroughness of Mr. McMillan and the staff that return to my house nearly every other week. As I've told Mr. McMillan and will tell you, I firmly believe that the water main has been cleared of the calcium and sediment in the lines. Unfortunately, that faith has not resolved the issues I am currently having with my appliances, faucets, and internal water lines.

Should you request, I have hundreds of pictures and service records for the items in question including two new items: the hot water heater and the new faucet installed in the basement. As previously mentioned, Mr. McMillan and Don Pankey of Pankey Plumbing were at my house on Friday. I notified Mr. McMillan the previous week (April 19, 2012) that we were experiencing poor water flow, significant build up, and a leaking hot water heater. Mr. McMillan immediately responded by sending a representative out to check the water quality at the main in front of our house. When the technician

arrived, I was at home and requested that he enter my house and watch as I pulled the screens and water lines off the back of the washing machine. He witnessed the process and can verify that the screens at the back of the machine were clogged. Next, we went to the basement to look at the hot water heater. At the pressure relief valve, sand (calcium and sediment) and water were dripping onto the floor. He acknowledged the issue and stated that Mr. McMillan will be calling me and contacting the plumber to establish a meeting time and date.

On April 27th, Mr. Pankey arrived to flush out my lines and clean out the water heater again. He noted that there was "at least 20 years of build up on a 5 year old water heater". In fact, the pressure relief valve was coated with the calcium and sediment and was no longer functional. At that time, I called Mr. McMillan to come witness the ongoing clean out. When he arrived, Mr. Pankey and I were in the basement working on the water heater. In short, we filled a bucket with the deposits from the inside of my water heater. When I asked Mr. Pankey if the amount was more or less than the previous clean out, he replied that the last time there was about the same but not as many large chunks. I placed the deposits in three one-gallon bags: one for each of us.

Immediately after cleaning out the water heater, I pulled the aerator at the sink approximately 10 feet from the water heater for Mr. McMillan to witness. When I pulled it off, it too was clogged with sediment. We cleaned out the screen and replaced the aerator but water pressure did not return. I asked Mr. Pankey to see if he could flush out the lines to get back the water flow. He tried a 'back flush' by removing the hot water line and placing it in a bucket. He turned on the cold water and blocked tap to force the water out of the hot water line and into the bucket. Unfortunately, it did not work. He believes that the sediment, calcium, and crap has clogged the check valve in the faucet. So you know, the faucet was installed in January. This past January. Not more than 4 months ago. That is correct. It did not last more than 4 months.

Mr. McMillan informed me that the issue could be resolved if I would consider purchasing a water softener. To which I said, the issue MAY be resolved if YOU would consider purchasing ME a water softener not to mention my 5 year old water heater that is NOT covered under warranty for shitty water conditions and significant build up of calcium and limestone.

As I said in my previous email, I will NOT purchase a water softener to fix YOUR problem. YOUR problem has significantly damaged our appliances and this issue, including failed appliances, will be resolved by YOUR solution.

My patience is gone. Fix this issue.

Jason L. Strohm; LEED AP, DBIA

(Embedded image moved to file: pic13795.jpg) DesignSense, Inc.
jls@designsense-inc.com
phone: 913-768-9646
mobile: 913-558-4131
www.designsense-inc.com

Begin forwarded message:

From: Jason Strohm <jasonstrohm@me.com>
Subject: Water quality.
Date: February 7, 2012 10:07:40 AM CST
To: infomo@amwater.com
Cc: Strohm Jason <jasonstrohm@me.com>

Water Quality Results

Regulated Substances (Water Leaving the Treatment Facility)

Substance (units)	Year Sampled	MCL	MCLG	Platte County		Kansas City		Compliance Achieved	Typical Source
				Results	Range Low-High	Results	Range Low-High		
Atrazine (ppb)	2012; 2014	3	3	ND	ND	0.2	ND - 1.5	Yes	Runoff from herbicide used on row crops
Barium (ppm)	2014	2	2	ND	ND	0.01	0.01 - 0.03	Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chloramines (ppm)	2014	TT	NA	2.6	2.6 - 3.3	1.9	1.9 - 3.2	Yes	Water additive used to control microbes
Chromium, Total (ppb)	2014	100	100	ND	ND	3	3 - 4	Yes	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	2014	4	4	0.3	0.3	0.9	0.2 - 1.2	Yes	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (as N) (ppm)	2014	10	10	ND	ND	1.3	0.2 - 4.4	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; Erosion of natural deposits
Selenium (ppb)	2014	50	50	ND	ND	2.0	1.7 - 2.6	Yes	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Total Organic Carbon	2014	TT	NA	NA	NA	1.8	1.8 - 1.9	Yes	Naturally present in the environment

Turbidity - A Measure of the Clarity of the Water (Leaving the Treatment Facility)

Substance (units)	Year Sampled	MCL	MCLG	Platte County Highest Single Measurement	Kansas City Highest Single Measurement	Compliance Achieved	Typical Source
Turbidity (NTU)	2014	TT	NA	NA	0.08	Yes	Soil runoff

Bacterial Results (In the Distribution System)

Substance (units)	Year Sampled	MCL	MCLG	Highest Monthly Number of Positives	Compliance Achieved	Typical Source
Total Coliform Bacteria	2014	1 Pos. Sample	0	0	Yes	Naturally present in the environment

Regulated Substances (In the Distribution System)

Substance (units)	Year Sampled	MCL	MCLG	Results	Range Low-High	Compliance Achieved	Typical Source
Chloramines (ppm)	2014	MRDL = 4	MRDLG = 4	2.4	1.2 - 2.4	Yes	Water additive used to control microbes
HAAS [Haloacetic acids] (ppb)	2014	60	NA	10.6	4.3 - 13.5	Yes	By-product of drinking water disinfection
TTHMs [Total trihalomethanes] (ppb)	2014	80	NA	8.4	2.1 - 13.5	Yes	By-product of drinking water disinfection



Lead and Copper Results (In the Distribution System)

Substance (units)	Year Sampled	Action Level	MCLG	Number of Samples	90th Percentile	Number of Samples Above Action Level	Typical Source
Copper (ppm)	2013	AL = 1.3	1.3	30	ND	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2013	AL = 15	0	30	2	0	Corrosion of household plumbing systems; Erosion of natural deposits

Unregulated Substances (Water Leaving the Treatment Facility)

Substance (units)	Year Sampled	Platte County		Kansas City		Typical Source
		Results	Range Low-High	Results	Range Low-High	
Chromium - 6 (ppb)	2013	1.8	1.5 - 2.1	2.5	2.2 - 2.7	Cyclic aliphatic ether; used as a solvent or solvent stabilizer in manufacture and processing of paper, cotton, textile products, automotive coolant, cosmetics and shampoos
Strontium (ppb)	2014	200	200	220	204 - 245	Naturally-occurring element; used in making steel and other alloys; chromium-3 or -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation

Unregulated Substances (In the Distribution System)

Substance (units)	Year Sampled	Results	Range Low-High	Typical Source
Chromium - 6 (ppb)	2013	1.5	1.3 - 1.8	Naturally-occurring element; used in making steel and other alloys; chromium-3 or -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation
Chromium - Total (ppb)	2013	1.8	1.5 - 2.2	Naturally-occurring element; used in making steel and other alloys; chromium-3 or -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation
Molybdenum (ppb)	2013	2.5	2.2 - 2.8	Naturally-occurring element found in ores and present in plants, animals and bacteria; commonly used form molybdenum trioxide used as a chemical reagent
Strontium (ppb)	2013	199	189 - 210	Naturally-occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions
Vanadium (ppb)	2013	1.3	1.1 - 1.4	Naturally-occurring elemental metal; used as vanadium pentoxide which is a chemical intermediate and a catalyst



MISSOURI
AMERICAN WATER

Platte County

Typical Water Quality Information

PWSID Number: MO1010625

Area Served: Parkville, City of Lake Waukomis, Riverside

Where Does My Water Come From?

Ground Water Source

Average amount of water supplied to customers on a daily basis

2.1 million gallons per day

Parameter	Average or Range	Comments
pH	9.9	pH is a measure of the acid/base properties of water
Total Hardness (as CaCO ₃)	160 mg/L	Naturally occurring
Total Hardness (as CaCO ₃)	9.4 grains per gallon	Naturally occurring
Fluoride	0.3 mg/L	Naturally occurring and water additive, MCL = 4.0 mg/L
Sodium	45 mg/L	No MCL – Informational only
Iron	ND	Secondary Standard Limit = 0.3 mg/L
Manganese	ND	Secondary Standard Limit = 0.05 mg/L

Parameter	Average or Range	Comments
Type of disinfection	N/A	Chloramines
Disinfectant residual level leaving the treatment plant (average)	3.0 mg/L	Water additive to control microbes
Disinfectant residual level in the distribution system	2.2 mg/L	Max Residual Disinfectant Level Running Annual Avg. = 4.0 mg/L
Lead [90 th percentile result]	2 ug/L	Action Level = 15 ug/L
Copper [90 th percentile result]	ND	Action Level = 1.3 mg/L
Nitrate	ND	MCL = 10 mg/L
Arsenic	ND	MCL = 10 ug/L
Chromium-6	1.07 – 1.53 ug/L	Chromium-6 is not currently regulated as an individual contaminant. For more information, please visit http://www.amwater.com/moaw/Ensuring-Water-Quality/Chromium-6

Definitions

- mg/L – milligrams per liter; one milligram per liter is equal to one part per million (ppm), which is approximately the same as 1 second in 11.5 days
- ug/L – micrograms per liter; one microgram per liter is equal to one part per billion (ppb), which is approximately the same as 1 second in 31.7 years
- N/A – not applicable
- ND – not detected
- MCL – Maximum Contaminant Level – the highest level of a contaminant allowed in drinking water under State and Federal regulations

For a complete report of your water quality, please refer to the Water Quality Report located on the American Water web site

For more information about water quality in your area, please contact our Water Quality Supervisor at 1-816-233-1820

Other inquiries should be directed to our Customer Service Center at 866-430-0820

How to Read the Tables

Missouri American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The most recent results of our monitoring are reported in the following tables. Certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting these tables, see the "Definitions of Terms" section.

Starting with a **Substance**, read across. **Year Sampled** is the most recent test year. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **Results** represents the measured amount (less is better). **Range** tells the highest and lowest amounts measured. A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements. **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

Definitions of Terms

AL (Action Level): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

NA: Not applicable

ND: Not detected

pCi/L (picocuries per liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

ppm (parts per million): One part substance per million parts water, or milligrams per liter.

ppb (parts per billion): One part substance per billion parts water, or micrograms per liter.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Water Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with all state and federal drinking water requirements. For your information, we have compiled tables showing the most recent water quality data available. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by the USEPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water. For additional information concerning our results, please contact our customer service department at (toll-free) (866) 430-0820.

There are many unforeseen and unpredictable factors that may introduce contaminants into our source water. The Missouri Department of Natural Resources routinely monitors all public water supplies to ensure public health is protected. Source Water Assessments have been assembled by the Missouri Department of Natural Resources to evaluate the susceptibility of contamination to our drinking water sources. For more information about these assessments call the Missouri Department of Natural Resources at (800) 361-4827.



Water Quality Report

Platte County
PWS ID: M01010625



Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

A Message from the Missouri American Water President

To Our Valued Customers:

I am pleased to share good news about the quality of your drinking water. Each year, we provide you with our Annual Water Quality Report – and like so many years prior – we continue to supply water that meets or surpasses all state and federal water quality regulations for about a penny per gallon. We are proud to provide our customers with this exceptional value.



Delivering water requires miles of pipeline, facilities that draw water from the source and water plants where it's treated and tested. Our plant operators, water quality experts, engineers, and maintenance crews work around the clock to make sure that water is there when you need it. Delivering high-quality, reliable water service to your tap 24/7 also requires significant investment to upgrade aging facilities. In 2014 alone, we invested about \$125 million in water system improvements statewide.

We do this because we believe we're delivering more than just water service. We deliver a key resource for public health, fire protection, the economy and overall quality of life. Our job is to ensure that quality water keeps flowing today, and well into the future. It's our commitment to you and the communities we serve.

We hope you agree that water is a great value and worth learning more about. This report provides details about the source and quality of your drinking water, using the most recent water quality data for your local water system.

Thanks for allowing us to serve you.

Frank Kartmann
President, Missouri American Water

① \$346 million Infrastructure Management/Report

What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (USEPA) regulations, Missouri American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect drinking water sources. We conduct tests for hundreds of contaminants. This report provides an overview of the most recent water quality data available. It includes details about where your water comes from and what it contains.

If you have any questions about this report or your drinking water, please call our Customer Service Center at (toll-free) (866) 430-0820.



About Missouri American Water

Founded in 1886, American Water (NYSE: AWK) is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,400 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 15 million people in more than 45 states and parts of Canada. More information can be found at www.amwater.com.

Missouri American Water, a subsidiary of American Water, is the largest water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.5 million people.

How to Contact Us

For more information regarding this report or any of the other services provided by Missouri American Water, please call our Customer Service Center at (toll-free) (866) 430-0820, or you may visit us at www.missouriamwater.com.

Source Water Information

Missouri American Water's Platte County district supplies quality drinking water to approximately 5,600 residential, commercial and industrial customers in and around the City of Parkville. Missouri American Water treats and distributes groundwater that is drawn from the alluvial aquifer through shallow wells. Additionally, there are metered connections allowing treated surface water to be supplied from the Kansas City, Missouri Water Department.

Protecting our Water Quality at the Source

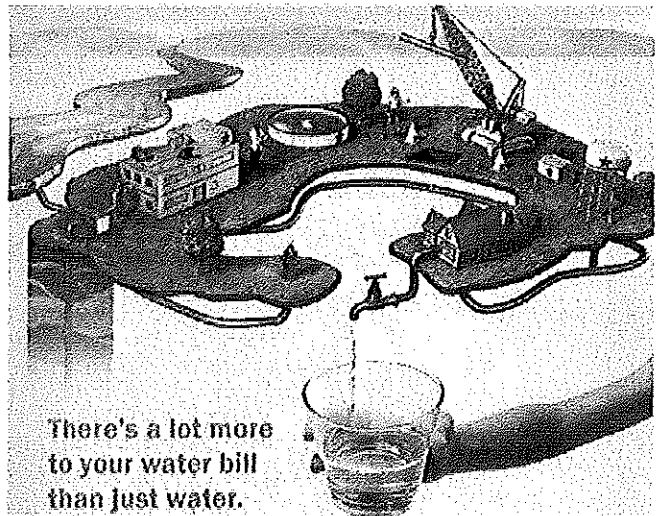
We can all help protect the quality of water coming from our faucets by first protecting the quality of water in our rivers.

We all live in a watershed – an area of land that drains to a waterway. When it rains or snows, water travels across the ground on its journey to a river or stream. Along the way, it picks up any pollutants that may be found on lawns, streets and farmland.

Working together we can minimize these pollutants and protect our rivers, starting with six simple steps.

- Recycle – don't litter.
- Remember that storm inlets drain to rivers – don't pour oil or chemicals in the street.
- Plant native plants. They support wildlife, help preserve our natural diversity and require no fertilizer or herbicides.
- Use lawn chemicals sparingly and follow directions.
- Plant a rain garden to capture runoff from rainwater.
- Join a local stream clean-up team.

Missouri American Water supports river clean-ups, watershed protection programs and environmental events across Missouri. In 2014, Missouri American Water's community outreach program deployed about 336 employee volunteers to more than 40 community events across the state.



There's a lot more
to your water bill
than just water.

When you turn on the tap, it's easy to see what your water bill buys. What's not as easy to see is what it takes to bring that water to your home. The miles of pipeline hidden below the ground. The facilities that draw water from the source. The plant where it's treated and tested. The scientists, engineers, and maintenance crews working around the clock to make sure that water is always there when you need it. Your water payments are helping to build a better tomorrow by supporting needed improvements that will keep water flowing for all of us—today and well into the future. All for about a penny a gallon.



WE CARE ABOUT WATER. IT'S WHAT WE DO.
FIND OUT WHY YOU SHOULD, TOO, at amwater.com.



Water Information Sources

Missouri American Water
www.missouriamwater.com

Missouri Department of Natural Resources
www.dnr.mo.gov

United States Environmental Protection Agency
www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention
www.cdc.gov

American Water Works Association
www.drinktap.org

Water Quality Association
www.wqa.org

National Library of Medicine/National Institute of Health
www.nlm.nih.gov/medlineplus

Substances Expected to be in Drinking Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and groundwater wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally-occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

For more information about the contaminants and potential health effects, call the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline (800) 426-4791.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Missouri American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

To ensure that tap water is of high quality, U.S. Environmental Protection Agency prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.



Dustin Allison
Acting Public Counsel

State of Missouri

Jeremiah W. (Jay) Nixon
Governor

TO: Customers of Missouri American Water Company
FROM: The Office of the Public Counsel
RE: Missouri American Water Company's Rate Increase Request,
Case No. WR-2015-0301
DATE: January 25, 2016

Thank you for attending this local public hearing on Missouri American Water Company's (MAWC) request for a rate increase. Local public hearings serve the important purpose of providing the public with an opportunity to give direct feedback to the Missouri Public Service Commission ("PSC") as it determines how MAWC's request will be resolved.

The Office of Public Counsel ("OPC") represents the interests of MAWC's customers. OPC is independent from the PSC and has a separate budget and staff. OPC advocates for fair decisions from the PSC that benefit consumers, such as rates that are no more than is necessary to ensure safe and adequate service.

Key features of MAWC's proposal that OPC is actively opposing:

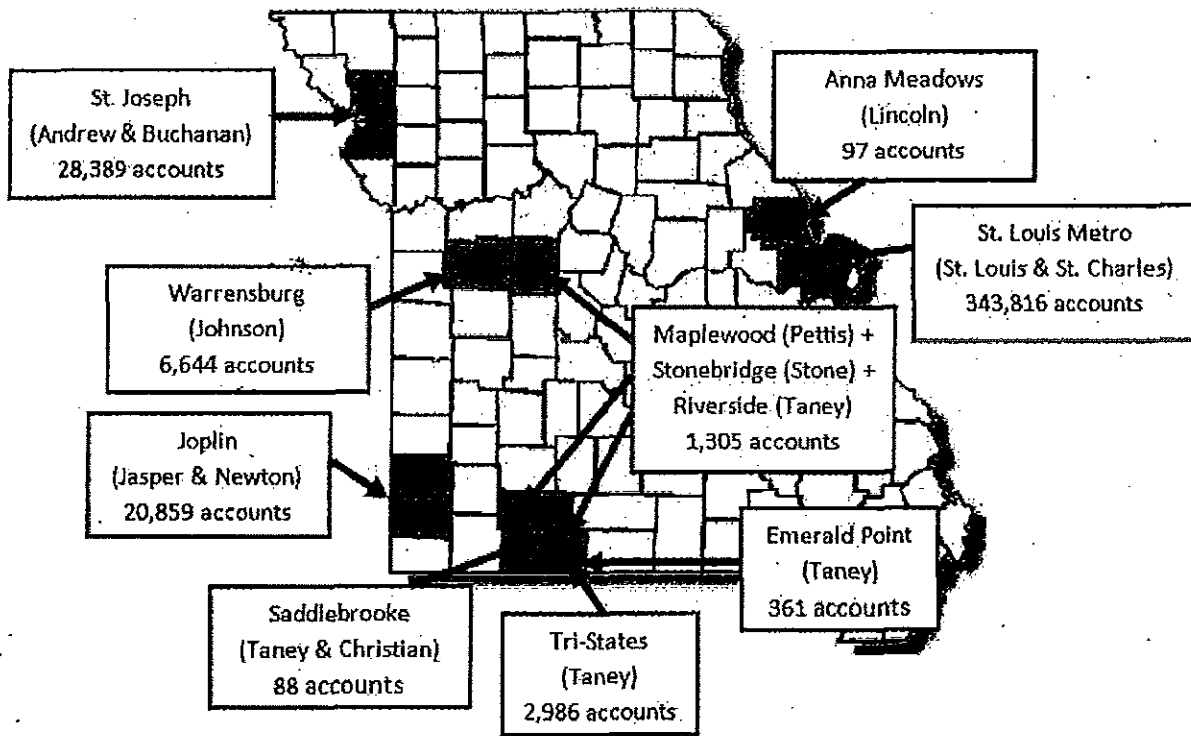
1. MAWC seeks a **\$51 million increase** in revenues.
2. MAWC seeks an Environmental Cost Adjustment Mechanism (ECAM) that would allow **periodic rate increases** to immediately recover certain costs without an audit of all MAWC books & records (i.e. without determining whether MAWC's current earnings are sufficient to cover the new costs).
3. MAWC seeks a **10.7% annual return** (profit) for MAWC's shareholders.
4. MAWC seeks to **consolidate** its 8 water districts into **3 rate zones**, which would require customers in lower-cost water systems to contribute towards costs incurred by higher-cost water systems. (*How will this impact you? See the separate handout for rate impacts*)

OPC strongly encourages all MAWC customers to offer comments to the PSC regarding MAWC's requests in this case, and any other service quality or other issue that should be brought to the Commission's attention regarding MAWC.

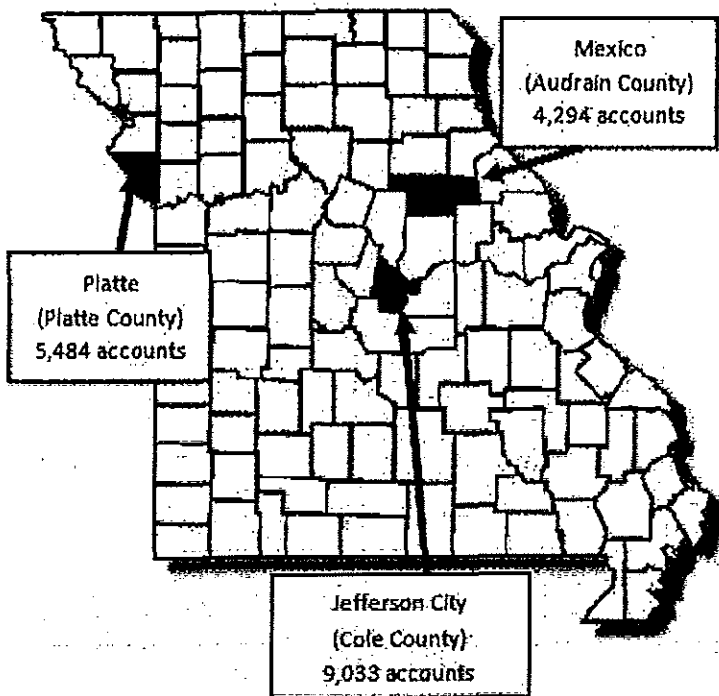
Sincerely,

Marc D. Poston
Chief Deputy Public Counsel
(573) 751-5558
marc.poston@ded.mo.gov

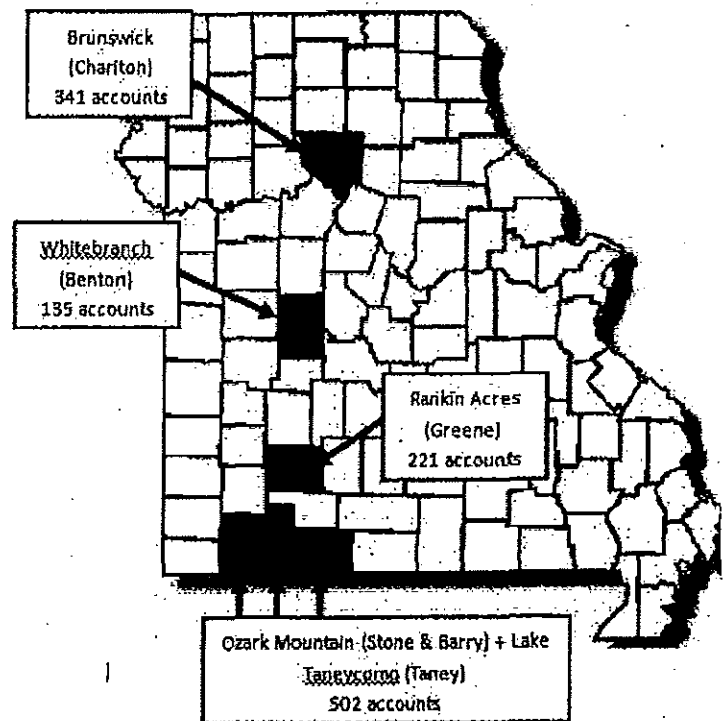
Proposed Rate Zone 1



Proposed Rate Zone 2



Proposed Rate Zone 3



Jefferson City Rate Impacts (Zone 2)

Missouri American Water Company (MAWC) proposes to combine the Jefferson City/Redfield water system with two water systems, one in Mexico, Missouri and one in Platte County, Missouri (north of Kansas City) for what MAWC has labeled "Zone 2." All customers in Zone 2 would pay the same rate and would share responsibility for costs incurred in Platte County, Mexico and Jefferson City.

Fixed Monthly Charge

Meter Size	Current Monthly Charge	Proposed Monthly Charge	Change
5/8"	\$17.30	\$17.40	+ 0.58%
1"	\$22.20	\$31.60	+ 42.34%
1-1/2"	\$30.38	\$54.90	+ 80.71%
2"	\$40.17	\$82.90	+ 106.37%

Volumetric or Usage Charge (per 100 gallons used)

Current Usage Charge	Proposed Usage Charge	Change
\$0.57140/gal	\$0.65000/gal	+ 13.76%

Total Residential Bill Impact (Fixed Charge Plus Volumetric Charge)

Meter Size	Gallons per month*	Present Rates	Proposed Rates	Change
5/8"	3,000	\$34.44	\$36.90	+ 7.1%
	5,000	\$45.87	\$49.90	+ 8.8%
1"	5,000	\$50.77	\$64.10	+ 26.3%
2"	5,000	\$68.76	\$115.40	+ 67.8%

*The average residential customer in Jefferson City uses 3,471 gallons per month in the Winter and 4,229 gallons per month in the Summer.

Mexico Rate Impacts (Zone 2)

Missouri American Water Company (MAWC) proposes to combine the Mexico water system with two water systems, one in Jefferson City, Missouri and one in Platte County, Missouri (north of Kansas City) for what MAWC has labeled "Zone 2." All customers in Zone 2 would pay the same rate and would share responsibility for costs incurred in Platte County, Mexico and Jefferson City.

Fixed Monthly Charge

Meter Size	Current Monthly Charge	Proposed Monthly Charge	Change
5/8"	\$13.35	\$17.40	+ 30.34%
3/4"	\$17.08	\$22.30	+ 30.59%
1"	\$24.21	\$31.60	+ 30.52%
2"	\$63.56	\$82.90	+ 30.43%

Volumetric or Usage Charge (per 100 gallons used)

Current Usage Charge	Proposed Usage Charge	Change
\$0.68929/gal	\$0.65000/gal	- 5.70%

Total Residential Bill Impact (Fixed Charge Plus Volumetric Charge)

Meter Size	Gallons per month*	Present Rates	Proposed Rates	Change
5/8"	3,000	\$34.03	\$36.90	+ 8.4%
	5,000	\$47.80	\$49.90	+ 4.4%
1"	5,000	\$58.67	\$64.10	+ 9.3%
2"	5,000	\$93.93	\$115.40	+ 22.9%

*The average residential customer in Mexico uses 3,388 gallons per month in the Winter and 3,715 gallons per month in the Summer.

Platte County Rate Impacts (Zone 2)

Missouri American Water Company (MAWC) proposes to combine the Platte County water system with two water systems, one in Mexico, Missouri and one in Jefferson City, Missouri for what MAWC has labeled "Zone 2." All customers in Zone 2 would pay the same rate and would share responsibility for costs incurred in Platte County, Mexico and Jefferson City.

Fixed Monthly Charge

Meter Size	Current Monthly Charge	Proposed Monthly Charge	Change
5/8"	\$15.47	\$17.40	+ 12.48%
1"	\$28.06	\$31.60	+ 12.62%
1-1/2"	\$48.76	\$54.90	+ 12.61%
2"	\$73.65	\$82.90	+ 12.56%

Volumetric or Usage Charge (per 100 gallons used)

	Current Usage Charge	Proposed Usage Charge	Change
Block 1*	\$0.77731/gal	\$0.65000/gal	-16.38%
Block 2*	\$0.47700/gal	\$0.65000/gal	+ 36.27%

*(MAWC proposes to eliminate the blocks 1 and 2, and instead charge one usage rate)

Total Residential Bill Impact (Fixed Charge Plus Volumetric Charge)

Meter Size	Gallons per month**	Present Rates	Proposed Rates	Change
5/8"	3,000	\$38.79	\$36.90	-4.9%
	5,000	\$54.34	\$49.90	-8.2%
1"	5,000	\$66.93	\$64.10	-4.2%
2"	5,000	\$112.52	\$115.40	+ 2.6%

**The average residential customer in Platte County uses 3,877 gallons per month in the Winter and 7,688 gallons per month in the Summer.

Information Sheet
Missouri-American Water Company
Request For Rate Increases

(WR-2015-0301 & SR-2015-0302)

Introduction: The Missouri Public Service Commission.

The Missouri Public Service Commission regulates investor-owned electric, natural gas, steam, water and sewer companies and has limited authority over telephone providers in the state. The Commission ensures the public has access to safe, reliable and reasonably priced utility service. The Commission must balance the interests of the public – ratepayers – as well as company shareholders. In proceedings before the Commission, rates are set to give the utility company an opportunity – but not a guarantee – to earn a reasonable return on its investment after recovering its prudently incurred expenses.

In addition, the Commission regulates the state's rural electric cooperatives and municipally-owned natural gas utilities for operational safety. The Commission also oversees service territory issues involving investor-owned electric utilities, rural electric cooperatives and municipally-owned electric utilities as well as those involving privately-owned water utilities, public water supply districts and municipally-owned water districts. Utility services and infrastructure are essential to the economy of Missouri. Virtually every Missouri citizen receives some form of utility service (electric, natural gas, telecommunications, water or sewer) from a company regulated by the Missouri Public Service Commission.

When did Missouri-American Water Company file its request and what is the company seeking?

On July 31, 2015, the Missouri-American Water Company filed water and sewer rate cases with the Missouri Public Service Commission seeking to increase base rates by approximately \$51 million or 19.63%. As a result of the existing Infrastructure System Replacement Surcharge (ISRS) being rolled into permanent rates and the ISRS being reset to zero, the net percentage increase in Missouri-American's revenue requirement in this rate case would be approximately 9.73%.

Only **St. Louis County customers** of the Missouri-American Water Company have an ISRS, which is separately identified on the water bills.

Who are the parties in this case?

- 1. Missouri-American Water Company (the applicant).**
- 2. The Staff of the Missouri Public Service Commission.**
 - a. Staff is a neutral party who proposes a position that it believes will be the best balance between the needs of the utility and the needs of the public.
- 3. The Office of the Public Counsel.**
 - a. The Office of the Public Counsel represents the general public, most specifically residential and small business customers.

4. City of Joplin
5. Triumph Foods, LLC
6. City of St. Joseph
7. City of Riverside
8. Missouri Department of Economic Development--Division of Energy
9. Public Water Supply District No. 1 – Andrew County
10. Public Water Supply District No. 2 – Andrew County
11. City of Warrensburg
12. Utility Workers Union of America, Local No. 335, AFL-CIO
13. City of Brunswick
14. Stonebridge Village Property Owners Association
15. Missouri Industrial Energy Consumers

Has the Commission decided this case?

No. The Commission will review all of the information filed in this case and then render a decision based on the evidence. By law, the Commission has 11 months from the company's July 31, 2015 filing to make a decision.

Formal evidentiary hearings are scheduled for March 14 to March 25, 2016, and will be held in Room 310 of the Governor Office Building, 200 Madison Street, Jefferson City.

These hearings are open to the public, however, public comment is not allowed during the evidentiary portion of the case. Parties in this case have filed testimony and may present additional testimony through cross-examination at the hearing if no settlement is reached.

Only witnesses who have been subpoenaed, filed testimony in the case, or are otherwise called to appear, will be allowed to testify during the evidentiary hearing.

The hearing will be broadcast over the Internet -- www.psc.mo.gov – click the "Events Now Streaming" link at the top of the page.

What is the format of this local public hearing?

There will be a question-and-answer session followed by the formal local public hearing.

- 1) **Question-and-Answer Session:** Those attending can ask questions of representatives from the company, the PSC Staff and the Office of the Public Counsel. Comments on the case should not be made during this part of the public hearing.
- 2) **Formal Local Public Hearing:** After the question-and-answer session, there will be a formal local public hearing where members of the public can make statements under oath. Those statements will be transcribed by a court reporter and will become part of the "case record." **Only the Commissioners or the Regulatory Law Judge may ask questions during the formal local public hearing.**

The questions and answers made during the question-and-answer session WILL NOT be part of the "case record" or considered by the Commission when it decides whether to grant the request.

What is the purpose of a local public hearing?

The purpose of the local public hearing is to give you the chance to express your opinions, concerns and requests on the record.

May I testify?

Yes. You may testify or you may submit a written statement.

A court reporter will transcribe a record of everything that is said. Your comments at today's local public hearing will become part of the case record.

To avoid repetitive testimony and provide opportunity for input from everyone in attendance, a group may choose to identify an individual or two or three people to speak on behalf of the entire group. If you wish to speak on behalf of a group, please notify the judge at the beginning of the hearing. The judge will then allow those speakers an expanded time period in which to speak on behalf of the entire group. At the end, the group can offer a list of names of the members who wish to go on record as joining in the comments of those speakers. That list will also be a part of the permanent record.

Will I be able to ask the Commissioners questions during the local public hearing?

No. You may express your concerns to the Commission, but the Commissioners will not be able to answer your questions. They are prohibited, by law, from expressing an opinion until they have heard all of the evidence.

May I ask questions of the parties?

No. During the actual hearing, questions may be asked by the judge and Commissioners or attorneys -- and they will only ask questions of the witness who is currently testifying. Only one person can testify at a time.

There will be a question and answer session before the hearing. **You should take the opportunity to ask questions** of the parties during the question and answer session. You may be able to continue your conversation with the parties after the local public hearing is over.

**Written comments may be mailed to:
Public Service Commission, P.O. Box 360
Jefferson City, MO 65102-0360**

Send electronically to: pscinfo@psc.mo.gov

**Or through the Commission's website:
WWW.PSC.MO.GOV**

(Please reference Case Nos. WR-2015-0301 & SR-2015-0302)

**Office of the Public Counsel
P.O. Box 2230, Jefferson City, Missouri 65102
1-866-922-2959 or 573-751-4857
opcservice@ded.mo.gov**

(Please reference Case Nos. WR-2015-0301 & SR-2015-0302)

PSC TOLL-FREE HOTLINE: 1-800-392-4211

Thank You For Attending Today's Local Public Hearing





Missouri Public Service Commission

Public Comment Sign-Up Sheet

Missouri-American Water Company Rate Cases
(WR-2015-0301 & SR-2015-0302)

THE COMMISSION RESERVES THE RIGHT
TO CHANGE THE ORDER OF WITNESSES.

PRINT YOUR NAME

1) Dennis Weisenburger

2) Nancy Kelly

3) Mike Heller

4) J. Bruce Woody ✓

5) Alan Southards

6) Farnsworth

7)

8)

9)

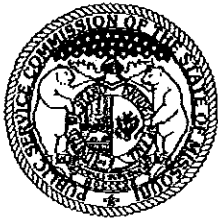
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Missouri Public Service Commission

Public Comment Sign-Up Sheet

Missouri-American Water Company Rate Cases
(WR-2015-0301 & SR-2015-0302)

**THE COMMISSION RESERVES THE RIGHT
TO CHANGE THE ORDER OF WITNESSES.**

PRINT YOUR NAME

15)

Kristina Buchanan

16)

17)

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