

I believe Missouri American Water Company failed to provide safe service to the citizens of Brentwood. I believe they knew the pipe was not in great shape, and they failed to respond promptly in an emergency causing a significant safety risk.

On May 19, 2022, just prior to 7am a rattling sound reverberated throughout my home. Soon after, there was an explosion followed by the sound of debris falling from the sky. The water main, located approximately 30 feet in front of my house directly under the speed limit sign, had burst, turned into a geyser, and was sending rocks flying across multiple properties.

I called Missouri American Water Company for emergency service at 7:05am. Multiple calls were placed back-to-back to get through, and at 7:10am the call was answered. 911 was also called. Police arrived on the scene immediately. The fire department was later called and quickly dispatched a truck (dispatched at 7:45am and arrived at 7:49am). The fire department tried to use a nearby board to limit the risk of flying rocks but were unsuccessful. The fire department also opened 2 fire hydrants to hopefully relieve some water volume but was only marginally effective. Water and rocks continued to fly and cause damage for nearly 2 hours. Spire, the gas company, was called once we realized the basement had started to take on water. The gas company promptly showed up and continued to wait with the firefighters until the water company arrived. Thankfully, this incident did not cause bodily injury to people or animals.

I believe Missouri American Water Company knew they had responsibility for the break and resulting damage since Crown Restoration arrived while the water company was still onsite and said they had been contracted by American Water. Crown Restoration removed over 100 pounds of rock from my roof and placed dehumidifiers and several industrial fans to dry out my basement. When they returned on May 23rd, they found it was unsuccessful. They then ripped out and discarded a significant portion of finished flooring, and the humidifier/fans were left in place until May 27th.

Missouri American Water Company's insurance provider, Travelers Insurance, sent out Adjuster Peter Muzik who arrived on the afternoon of May 20th and surveyed the basement and two heavily damaged vehicles. He would not inspect the roof despite multiple people requesting he do so. On May 23rd, Mr. Muzik asked for my State Farm claim adjuster's information which I provided. Travelers Insurance issued a denial of liability letter on June 9th. I responded to this denial letter and pointed out multiple discrepancies including previous water main issues. Additionally, I reached out to Missouri American Water Company's Sr. Operations Supervisor Gary Barnes. While Gary apologized on May 19th, gave me his business card, and said to reach out with any needs, he didn't respond to correspondence.

The water main break on May 19th was not an isolated incident. There was a break on the same water line in 2020 approximately 24 feet to the west from the break on May 19, 2022. In Fall 2021, work approximately 30 feet to the east of the most recent break began and included

exposing the water main, jackhammering the curb, and jackhammering the street. The project was left unfinished over winter and spring with the exposed water main covered only by a thin board. There was a street sign directly over the water break. All the jackhammering near the site in 2020 and especially 2021 probably disturbed the sign and directly contributed to the break on the older pipe. It should be noted, the street sign was last seen with the contractors hired by Missouri American Water Company. They moved it around to restart/finish the water main project. However, the street sign is now gone. I reached out to a Brentwood city official who stated that the sign wouldn't have been removed by the City of Brentwood and not reinstalled since it is the speed limit sign at the entrance of a residential street. He suspects the water company's contractors/agents probably took it with them.

In summary, I believe Missouri American Water Company failed to provide safe service. According to the Missouri America Water Company tariff, the main is a pipe which is owned or leased and maintained by the company. I believe there have been other breaks and impacting projects nearby, and the company was aware the pipe was not in good shape. The failure of the company to maintain its pipe led to break, and the company failed to respond promptly in an emergency causing a significant safety risk.