

Missouri Public Service Commission

Respond Data Request

Data Request No.	0002
Company Name	Missouri-American Water Company-(Water)
Case/Tracking No.	WO-2017-0012
Date Requested	7/15/2016
Issue	General Information & Miscellaneous - Other General Info & Misc.
Requested From	Jeanne Tinsley
Requested By	Kevin Thompson
Brief Description	Provide narrative description with timeline about meter quality (HC)
Description	- See Attachment - Data Request submitted by: Kofi Boateng (kofi.boateng@psc.mo.gov).
Response	<p>1. a) For a narrative description, please see MoPSC 008 subpart 2) relating to 5/8" Mueller composite meters b) Expected life in service is 10 to 15 years. Meters in question have been in place as little as a few months or as long as three years. c) Beginning in 2012 through mid-2015 d) Manufacturing issues. This includes issues with meter magnets and engagement arms that called into question the meters' accuracy. e) Dead meters that did not register any usage resulted in bills without any usage charges. When it dead meters were discovered at a higher than normal rate, it required us to back bill customers as they were discovered. Meters discovered to be registering slow (rather than not at all) did not result in MAWC issuing a back bill. f) Neptune meters are the primary meters replacing the Mueller meters. The Company also has a contract with Badger meters which have been installed on a limited basis in the St Louis district. g) Please refer to MoPSC 0008. h) Please refer to MoPSC 0008. i) There was no one person that determined there was an issue with the meters. At the direction of the senior Missouri Leadership team and based on analysis led by Tom Deters, the team identified the possibility that meters were prematurely dying and possibly under-registering. Frank Kartmann, President of Missouri American, and Phil Wood, Vice President, Operations, ultimately made the decision to start changing meters that had a higher potential of being defective. j) Other information: 1. Meters in serial # range 11415000-12444999, 12507000-12569999, 12697000-12914999 had a higher likelihood of failure due to a defective magnet. 2. Meters in serial # range 14406618-14407999 and 93000000-93039999 had a higher likelihood of failure due to a defective engagement arm. Both of these issues could result in failure of the meter or slow registration. 2. Missouri became aware by mid-2015 that there were potential meter issues such as dying or under- registering meters that appeared to be at rates greater than historical levels. All districts began changing meters by the end of September 2015 and ceased in early December 2015. These meters were installed beginning in 2012. 3. See MoPSC 0002_Attachment 1 for quantity of meters changed during the period September to Decemeber 2015. See MoPSC 0002_Attachment 2 for cost associated with the meters changed during this period. 4. See MoPSC</p>

0002_Attachment 2 for the amount of hours by district by employee ID which can be summarized by month. Dollars can be calculated by taking the true up labor file containing labor rates by employee ID and associating these rates with the hours provided in this attachment. 5. See MoPSC 0002_Attachment 2 for contractor costs by district. 6. Other than early meter exchanges that occurred prior to 2015, to date there have been no credits or exchanges by Mueller. Please refer to MoPSC 0008 for additional details. Person primarily responsible for response: Tom Deters

Objections NA

The attached information provided to **Missouri Public Service Commission** Staff in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the **Missouri Public Service Commission** if, during the pendency of Case No. **WO-2017-0012** before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information. If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in the **Missouri-American Water Company-(Water)** office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular document: name, title number, author, date of publication and publisher, addresses, date written, and the name and address of the person(s) having possession of the document. As used in this data request the term "document(s)" includes publication of any format, workpapers, letters, memoranda, notes, reports, analyses, computer analyses, test results, studies or data, recordings, transcriptions and printed, typed or written materials of every kind in your possession, custody or control or within your knowledge. The pronoun "you" or "your" refers to **Missouri-American Water Company-(Water)** and its employees, contractors, agents or others employed by or acting in its behalf.

Security : Public
Rationale : NA