

## Missouri Public Service Commission

### Respond Data Request

<b>Data Request No.</b>	0036
<b>Company Name</b>	Missouri-American Water Company-(Water)
<b>Case/Tracking No.</b>	WO-2017-0012
<b>Date Requested</b>	11/21/2016
<b>Issue</b>	General Information & Miscellaneous - Other General Info & Misc.
<b>Requested From</b>	Donald Petry
<b>Requested By</b>	Kevin Thompson
<b>Brief Description</b>	Follow up questions from the meeting on October 21, 2016. Questions 15 to 18, on the list.
<b>Description</b>	1. DR 20.1 – For the back billed customers with dead meters for over 12 months; please indicate how many were quarterly customers. Please provide a breakdown of quarterly customers of the 411 customers who were back billed in May 2015 and the 21 customer accounts that have been back billed since then. Please provide the names and addresses of customers who had dead meters for over 12 months. 2. How many states were impacted by the Mueller meter issue? 3. Provide the total number of meters obtained from Mueller by state. 4. How did other states change out meters, by serial number range? Include approximate total number of defective meters by state. Requested by: Kofi Boateng (kofi.boateng@psc.mo.gov).
<b>Response</b>	1. MAWC will provide this as soon as possible and it will be called MoPSC 0036_Attachment 1. 2. Ten states of American Water received credit as a result of the Mueller Agreement. These are: Indiana, Iowa, Kentucky, California, Missouri, New Jersey, Pennsylvania, Illinois, Tennessee and West Virginia. 3. Please see MoPSC 0036_Attachment 2. 4. The guidance was initially provided to all of the states to immediately return all defective Mueller meters to Mueller Systems, regardless of the defect. Once the Bronze Body and SSR defects were identified, the guidance was given to all states to immediately return all Bronze Body (5/8") and all SSR meters to Mueller Systems, to help Mueller determine the extent of condition of the issues. An initial range of Serial Numbers was provided by Mueller Systems for the magnet issue. Guidance was provided to all of the states to take this range of Serial Numbers into consideration when running reports in SAP, looking for specific conditions that would be indicative of a failed meter. This list of likely failed meters (in the range of potentially affected Serial Numbers) was identified as a logical group of meters to visit in the field and troubleshoot and replace as necessary. Please see MoPSC 0036_Attachment 2 for the number of defective meters by state.
<b>Objections</b>	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