

FORMAL COMPLAINT FORM

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED

JAN 16 2025

Missouri Public
Service Commission

Jim Moriarty
Complainant,
Missouri American Water
Respondent

FORMAL COMPLAINT

1. Complainant resides at:

[REDACTED]
[REDACTED]

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

3. Respondent's address is:

PO Box 2798
Camden, NJ 08101

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The Amount at issue is: \$ Unknown

1/6/2025

Date

Fred James Moriarty

Signature of Complainant

[REDACTED]

Complainant's Phone Number

Fred James Moriarty

Complainant's Printed Full Name

[REDACTED]

Alternate Contact Number

[REDACTED]

Complainant's E-mail Address

6. Complainant now requests the following relief:

- A. Respondent should be ordered to provide a complete accounting for the negative changes to the water usage identified in 7. 20 CSR 4240-13.025 Billing Adjustments, including appropriate customer refunds, *explain adequately* and demonstrate that it has fixed the app "MyWater," or issue refunds to all customers that experienced these reported reductions in their water usage on the 30 Days report.
- B. All customers should be able track their "up-to-the-hour water usage" as advertised by the Respondent in its "Advanced Metering Infrastructure" claims (Exhibit A, page 1) email sent to the Complainant on October 17, 2024. Such a claim is not possible unless the procedures include the installation of proper equipment and computer systems. Customers whose water meter has been relocated to an outside pit should be able to request and receive a wireless display that can be located in the customer's house and show real time, "up-to-the-hour" water meter readings as shown on the outside water meter which should then be secured to prevent potential tampering with the meter.
- C. Customer should be able to call a *technical support* telephone number for MyWater and should not be directed to the current Respondent's Customer Service function but rather should go directly to personnel who understand and have complete access to the MyWater application.
- D. The MyWater application and the related *technical support* function should include the ability to respond, both online and through a phone inquiry, in a timely manner, to customer inquiries regarding hourly and daily usage data for any day in the prior two years and produce past reports for same.
- E. Customer Service telephone personnel should be located within the customer's state, or an adjacent state if closer, and should be required to disclose that state to customers.
- F. Reports and files available from the MyWater application should be date and time stamped.
- G. Customer monthly Statements should show the day and time of meter readings shown on the Statement.
- H. Respondent should be ordered to stop sending monthly water usage data to MSD until the data is demonstrated to be applicable (for example: 30 days without problems), complete, timely and accurate.
- I. Respondent should report all instances of Customer Service personnel hanging up on customers, retain the recording of the conversation and report it, including the reason for discontinuing the call, to the MOPSC.
- J. Respondent claims (Exhibit B, page 1) on the MyWater app in regards to its "Advanced Metering Infrastructure" (AMI) that it can "quickly detect and notify customers of costly leaks" but has not disclosed the definition of "quickly" or "costly" nor the method used to "notify" customers. All these terms need to be defined and disclosed by the Respondent in their official documents and should be implemented immediately.
- K. Real time meter readings should be available to all customers via the internet.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

20 CSR 4240-13.025 Billing Adjustments

(1) For all billing errors, the utility will determine from all related and available information the probable period during which the condition causing the errors existed and shall make billing adjustments for that period as follows:

(A) In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods, or twenty (20) consecutive quarterly billing periods, calculated from the date of discovery, inquiry, or actual notification of the utility, whichever comes first;

I have recorded more than one hundred (100) changes to the "30 Days" report (Exhibit C, pages 1 - 3 show the date, original gallons reported, revised gallons and the date the change was detected) in the MyWater app since I first noticed the numbers changing in late July 2024 and continuing through December 4, 2024. These changes are always negative and usually occur on the second oldest day on the 30 Days report (the report never includes 30 days since the oldest day is usually and incorrectly reported as "0"). This report might be more appropriately named the "29 Days" report although I have seen many days when it is even less than 29 days.

From July 24, 2024 through December 4, 2024, a period of 134 days, I recorded 109 changes (81%) to the 30 Days report (See Exhibit C, pages 4 and 5 for examples of the 30 Day report). Note the amount of water usage for November 28th reported on page 4 (printed on 12/26/24) of Exhibit C is 168 gallons. Notice on page 5 (printed 12/27/24) of Exhibit C, the same 30 Days report obtained on the following day, shows the water usage for November 28 as 100.3 gallons, a reduction of 67.7 gallons (more than 40%). Complainant has similarly documented nearly all of the more than 100 changes to the 30 Days report during the period. What may be the most disturbing aspect of these changes is that they have increased each billing period and have exceeded 96% of the days included in the last two billing periods (now nearly 16% of usage).

This is not to say that the rest of the days (19%) during the period did not contain negative changes because, with most changes being made to the oldest day included on the report (30th day always "0"), if the Respondent does not even produce a report on any particular day (which happens often and as recently as January 3, 2025 when I attempted to get the 30 Days report four times from 7:45 AM till 5:30 PM expecting to see a change to the 113.9 gallons originally recorded for Dec-5 but got the message "No data to display" and the next day, January 4, 2025, Dec-4 was now the oldest day reflecting the expected "0" gallons). Since the oldest day is generally reported as "0," you may never see a modified reading before the day of the change falls off the report for good. Respondent had one 10-consecutive-day period in early October when it did not update the 30 Days report for the entire 10-day period. On October 4, the 30 Days report reflected usage for October 3rd. On October 14, MyWater was still showing October

3rd as the most recent day reading. It was not until October 15 that an update was reported, then showing October 14 as the most recent day reading. I did produce about six 30 Days reports during the interim between updates but of varying numbers of reported days ranging from 20 days to 29 days and at least three changes to days in early September.

Despite this type of correction always being negative, I have never seen a billing adjustment.

20 CSR 4240-13.040 Inquiries

(1) A utility shall adopt procedures which shall ensure the prompt receipt, thorough investigation and, where possible, mutually acceptable resolution of customer inquiries. . . .

I have been trying to get reliable data on our daily water usage since the day late in 2023 the Respondent relocated my water meter from my basement to a pit in my yard and on that day its representative assured me I would be able to get the needed information off the Respondent's website. I now think that Respondent's representative believed what he was telling me because I think the Respondent does have "real time data" available but is not sharing it with customers on the MyWater app as claimed (Exhibit A, page 2). I believed the representative's statement then because I think field personnel have shown me real time data on their laptop computers in my home and so I expected to find real time information available to customers on the Web.

When I had difficulty finding it on the Web, I called Customer Service and was told that "information was not available to customers" which just reinforced my belief that the Respondent had available real time water usage data that it was not sharing. She never even mentioned the MyWater app. I eventually found the website titled "MyWater" on my own and, even though not the real time data I expected, it did appear to be useful information. I have, however, encountered far too many days of incomplete and inaccurate information on MyWater and encountered frequent days of stale, inconsistent or no data.

The Respondent's "procedures" are deficient if they do not result in customers having access to real time meter readings like they do with a basement meter. Respondent claims in its Advanced Metering Infrastructure that it "Improves customer experience" (Exhibit B, page 1) which is simply not true because MyWater is flawed, not designed to provide real time water usage data and the procedures do not include the installation of proper equipment to enable customers to self-monitor water usage or verify the accuracy of Respondent-reported data (the later deficiency is explained in detail in the later section (3) (G) *Explanation of meter reading procedures which would enable a customer to read his/her own meter; . . .*)

In its WELCOME, NEW CUSTOMERS web page (Exhibit D), the Respondent claims under MyWater that it enables the customer to "Manage your account online, any time, day or night, with MyWater." It is not even clear what the day the final meter reading is taken on any particular day because the "24 Hours" report indicates the final day's reading is "12 AM." Since 12 AM is a new day, it leaves one to question if the *day* reported is the day the meter is read or truly the previous day's water usage? Making truly "real time" water usage data available online

and date and time stamping reports would provide customers with more reliable water usage data to monitor their water consumption even when they are travelling away from home.

(2) (A) *At all times during normal business hours qualified personnel shall be available and prepared to receive and respond to all customer inquiries, service requests, safety concerns, and complaints. . .*

Respondent has failed to make knowledgeable personnel available to answer customer inquiries about MyWater. Usually when you press Customer Service representatives for information about MyWater, they either hang up on you or try to pass the buck. I've been told by Customer Service it is the responsibility of the "Meter Reading Department" and "Web Services" but not been transferred, repeatedly told the number is not available" and never received a call back despite my several requests and at least one Respondent representative promise of a call back.

(3) (G) *Explanation of meter reading procedures which would enable a customer to read his/her own meter; . . .*

The Respondent's "procedures" are deficient if they do not result in customers having access to real time meter readings like they do with a basement meter. The simple first solution is to include in the "procedures" the installation of a wireless device in the customer's home that will enable the customer to read his own meter anytime day or night, summer or winter, clear or stormy. Making the same "real time" data available to the customer from a wireless device inside the home will also enable each customer to compare actual real time water usage from the wireless device to Respondent-reported data on the Web, when it is finally available.

Let me describe the outside meter experience. I must go to an underground (three feet deep) pit located in my front yard, almost kneel, remove the pit cover, reach in to the pit and lift the meter cover. I must then sometimes reach in and wipe off the meter display, always crouch very low and try to read the meter in the dark pit, which is becoming more difficult as I age, and try to memorize the number. This can take several seconds depending on the status of the meter at that particular moment (the meter read out displays several numbers in a defined sequence). I must then close the meter cover and replace the pit cover before returning to the house to record the six-digit meter reading from memory. Throughout the procedure I must be careful not to drop anything into the pit like my glasses or the tool I use to remove the pit cover. I can only do this during daylight hours (I don't want to drop a flashlight into the pit) since the meter readout does not have a backlight. Recently I have encountered many cold and rainy days and even a day when the pit was full of water and the meter remained below water the entire day. I also experienced another period of several days when my yard was covered with snow.

Advanced metering may give the Respondent the real time data it is seeking while making it easier for the Respondent to get to the meter without notifying the customer, but it is fantasy to think it makes it easier for customers to manage their water usage. I don't know how much longer I will be physically able to read my own outside meter. I don't think my wife or many, if not most, of my neighbors are able to now read an outside meter in a dark pit. The simple first solution is to include in the "procedures" the provision of a wireless device in the customer's

home that will enable the customer to read his own meter anytime day or night, summer or winter, clear or stormy.

(5) A utility shall maintain records on its customers for at least two (2) years which contain all information concerning -

Water usage is not mentioned in this provision but the Respondent has represented publicly that "AMI meters are high-tech water meters that allow customers to track their up-to-the-hour water usage through MyWater" (Exhibit A, page 1). This statement is not true. On most days when the data is updated, the hourly and daily data is, I estimate, 36 to 50 hours old. Hourly consumption is missing for more than 38 different days from July 24, 2024 through the end of the year, a period of 161 days. Thirty-eight (38) days out of a possible 161 days is 24 percent of the days with no hourly water usage. Daily water consumption information is only available for a maximum of 29 days and changes regularly which makes the retention of hourly and daily water usage records a necessity. The Respondent needs to provide customers, by request, hourly and daily reports for any day over a period of at least the last two years.

I had planned to end my study of the problems with MyWater at the end of the year (2024) but old and new problems surfaced on the last day of the year (12/31/24) which is shown on Exhibit J. Page 1 of Exhibit J was the first 30 Days report I obtained on December 31 which showed "0" water usage for the previous day (December 30). I have seen this problem on a few previous occasions along with the usual change to the second oldest day (December 2) and the usual "0" reported for the oldest day (December 1) on the report. I looked up the report at least four (4) more times that day, the last time at 6 PM, and did not see any corrections or updates to the report. At 8 PM on December 31, I did detect a change to the report and reprinted it (Exhibit J, page 2). December 30 was still showing "0" water usage but the "0" for December 1 had been dropped from the report and the oldest day was now December 2.

At 8 AM the next day (January 1), I printed the report and saw things I don't ever remember seeing before on the 30 Days report (Exhibit J, page 3). An update had occurred, showing 89.64 gallons of water for December 31 but now the "0" for December 30 had been duplicated. In addition, the two oldest days on the report (December 2 and 3) were also duplicated. Also the two readings for December 3 were different reflecting a reduction from the previously reported 97.6 gallons to 80.8 gallons. It was not until 7:45 AM on January 2 that I finally got a reading (Exhibit J, page 4) for December 30 of 70.06 gallons. In addition December 4 was now showing a decrease from the previously reported 106.9 gallons to 98 gallons. This series of reports over a 3-day period (12/31/24-1/2/25) contained some of the strangest peculiarities on the 30 Days report that I have seen since I started viewing the data on MyWater early in 2024. I decided at that point to continue my study of MyWater into 2025.

8. The Complainant has taken the following steps to present this matter to the Respondent:

A. (2023 – 2024): Complainant has called the Respondent's "Customer Service" countless times over the last year or so trying to get an explanation of how the MyWater app works. Customer Service reps generally are ignorant about the app, mention that it is the responsibility of someone else such as "Meter Department" or "Web Services," but don't have or won't provide a telephone number and can't transfer the call. Even when they say they will forward a request for a return call, the call never comes. I have experienced a "supervisor" who refused even to indicate where she was located which apparently could be a state nowhere near Missouri and numerous reps who simply terminate the call without notice.

B. 2023 (Fall): Complainant filed an informal complaint with the MOPSC, likely about the Respondent's Customer Service function and/or staff and the Respondent's "local office" not calling me as promised by Customer Service. Complainant does not have a copy of the informal complaint and never received a follow up call from the Respondent or Commission staff and, therefore, I don't know if Respondent even received the informal complaint. I called a plumber to replace the main water shut off in the basement and he ended up making (and charging) for two visits because of a faulty curb shut off. The Respondent, after two failed attempts to shut off my water, eventually replaced the curb shut off and in the process moved my water meter from the basement to a pit in my yard. My initial concern was the potential difficulty in reading the meter but the Respondent's representative assured me I could get all the data on the Respondent's website.

C. February, 2024: At the end of January and early February, I noticed extremely high water usage and started calling Customer Service. I was never notified of the high usage by the Respondent even though I reportedly used 3,600 hundred gallons over three days, twelve times my normal use. I became frustrated with Customer Service and in late February sent a second informal complaint (Exhibit E) to the MOPSC regarding difficulty encountered in getting through to Customer Service, Respondent's representatives hanging up on me and the inability to get past Customer Service to Respondent representatives familiar with MyWater.

Because of the high water usage at the end of January 2024 (Exhibit F), I requested a "Leak Adjustment" for the obviously high water usage at the end of January 2024. Two months later I finally got a response (Exhibit G) from Respondent which indicated it had completed a "review" of my account for two periods, "September 08, 2023-October 06, 2023" and "October 06, 2023-November 06, 2023." The Respondent concluded that both periods' water usage was "not 2 times the average" but neither period reviewed even included the end of January 2024, just two months earlier, which was the period in question.

D. Because of the high variance in water usage on the 30 Days (Exhibit H, page 3) and 24 Hours (Exhibit H, pages 1 and 2) reports on April 30 and May 1, 2024, I requested an on-sight meter inspection and it took two weeks to get the Respondent to send field personnel to my home. Two Respondent representatives, "Hozey" and "Paul," first checked my meter, found it was not running (no leak) and changed the pit cover so I could remove it myself anytime I wanted to read my own meter. I then explained to Hozey and Paul my ongoing frustrations with the MyWater app and was told "they could not help me" but Hozey did offer to write a report that included a request for someone that could help me to give me a call. A draft report was written (Exhibit I, page 1), I reviewed it and pointed out one incorrect detail that never did get corrected, and the report was finalized with a sentence that a "supervisor or IT associate with more knowledge on how the system works" call me but that call never came. I did get a letter from the Respondent's home office in Camden, NJ (Exhibit I, page 2) a couple of weeks later but the letter did not even address my concerns made clear in Hozey's request on my behalf. I responded (Exhibit I, page 3) to the letter the day I received it and repeated my request for a call from "someone familiar with the system" but a call never came and, in fact, I never received any response to my letter.

E. November 12, 2024: When I attended the public hearing to testify, I told the Respondent's Vice President, General Counsel and Secretary, Timothy W. Luft, that I would be happy to talk with the appropriate Respondent personnel to explain all the problems I have encountered with MyWater and it wouldn't cost the Respondent anything. It has been almost two months since the hearing and I've received no call.

F. I have had considerable contact with the MOPSC over the last year or so expressing my dissatisfaction with the MyWater app and the lack of the Respondent's lack of support for same and, in particular, the constant reaction of Customer Service representatives ending the call (hanging up) without warning. One MOPSC employee, Jay Eastlick, has, in my opinion, tried to be helpful. I think the low point in this communication, however, came on September 25, 2024 when Mr. Eastlick stated in an email that "There is no Commission rules or anything in Missouri American Water Co.'s Commission-approved tariff that pertains to the company's website, which most likely is maintained by a third party not regulated by the PSC." Assuming this statement is true, I could not disagree more with the Commission's position on the subject. As I have pointed out in this Formal Complaint related to CSR 4240-13.040 Inquiries, (1), (2)(A), (3)(G), and (5) the Respondent and, therefore, the MOPSC and any third party engaged by the Respondent, have a duty to ensure that these State Regulations are followed.

Exhibit A



Jim Moriarty

Get Hourly Water Usage Data

American Water <myaccount@amwater.com>

Thu, Oct 17, 2024 at 9:30 AM

Reply-To: American Water <myaccount@amwater.com>

To:

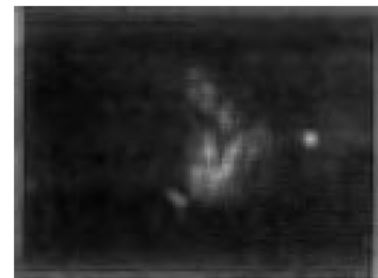
[View this email in your browser](#)



At American Water, many of our customers enjoy the benefits of Advanced Metering Infrastructure (AMI). AMI meters are high-tech water meters that allow customers to track their up-to-the-hour water usage through **MyWater**.

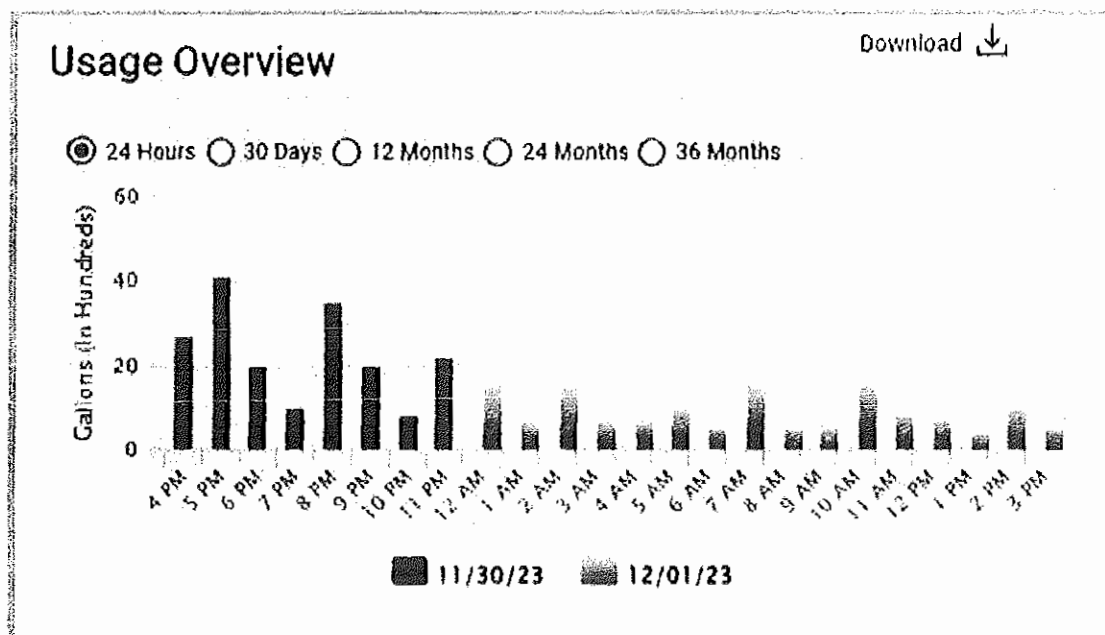
BENEFITS OF MONITORING WATER USAGE

Log on to **MyWater** any time, day or night, to view your water usage by the hour as well as long-term water consumption data. By viewing this information, you can:



- **Detect leaks and anomalies.** Compare recent usage to past data to see if there are recent spikes in usage, which may indicate a water leak or too much water being used unexpectedly.

- **Better understand your water usage.** Beyond finding unusual water usage from leaks, AMI meters allow you to better understand your water use patterns and when you are using water the most.
- **Save money and water.** By monitoring your usage to stop leaks and identify daily routines that may be using too much water, you can make changes that benefit your wallet and the environment.
- **Get improved customer service.** With AMI, American Water can access your water meter data immediately without having to send out a field service representative. You can access the same data we have and work with our customer service team to determine if there is an issue that requires a field service representative visit.



Here's an example of the consumption data overview you'll find in your MyWater account. You can view your usage for the previous day, month, year or longer.

AMI METER BENEFITS

In addition to providing customers with access to real-time data, AMI meters provide the following benefits:

- Increases meter reading accuracy, including reducing the number of estimated customer bills
- Improves meter reading efficiency through more frequent collection of usage data
- Improves employee safety
- Reduces the number of employees required to manually read meters
- Reduces utility truck travel and carbon emissions

- Enhances system monitoring diagnostics that help us improve system reliability

TRACK YOUR WATER USAGE

Visit **MyWater** to track your water usage. If you don't already have a MyWater account, you can sign up [here](#).

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



AMERICAN WATER

amwater.com

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You are receiving this email because we want to keep you informed about the latest American Water information. If you are not interested in receiving emails like these, please click on the "unsubscribe" link at the bottom of this email. Customers will still receive emails regarding their bill.

Our mailing address is:

American Water
1 Water Street
Camden, NJ 08102

[Add us to your address book](#)

FOR BILL PAYMENTS, PLEASE USE THE ADDRESS ON YOUR BILL.

Want to change how you receive these emails?

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Exhibit B



MISSOURI
AMERICAN WATER



ALERTS



REPORT
EMERGENCY

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My Water

★ / Missouri / Customer Service & Billing / FAQs / Advanced Metering Infrastructure (AMI)

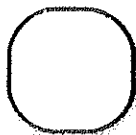
ADVANCED METERING INFRASTRUCTURE

Overview and Benefits

At Missouri American Water, we strive to constantly improve our customer experience and make our operations more efficient and cost-effective. Advanced Metering Infrastructure (AMI) does both:

Improves customer experience:

- Increases meter reading accuracy, including reducing the number of estimated customer bills
- Enhances our ability to quickly detect and notify customers of costly leaks
- Allows us to bill our customers monthly, which is more budget-friendly than quarterly billing and provides customers with the option of enrolling in our budget-billing program.



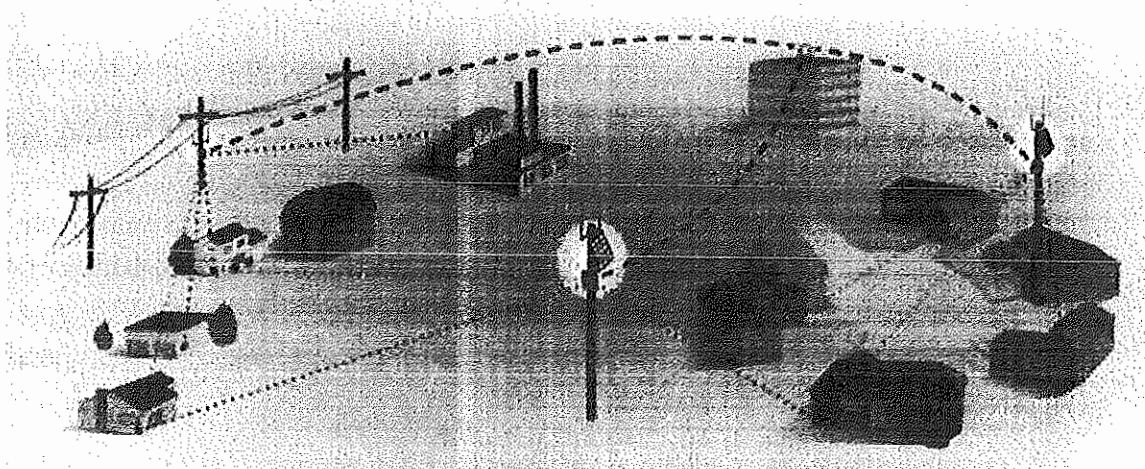
Improves operational efficiency:

Reduced m/h

- Improves meter reading efficiency through more frequent collection of usage data
- Improves employee safety
- Reduces the number of employees required to manually read meters
- Reduces utility truck travel and carbon emissions
- Enhances system monitoring diagnostics that help us improve system reliability

How does AMI work? An AMI system uses small radio devices to periodically transmit low-power radio signals from customer water meters to receivers mounted on water tanks or utility poles. The radio signals are transmitted wirelessly over a dedicated communication channel. The technology eliminates the need for manual meter reading.

Your usage data is only used for customer billing and network monitoring. The AMI system collects hourly water usage information via secure, encrypted hardware and software. The data is secure, protected and safeguarded by Missouri American Water customer privacy practices.



Accurate and efficient, AMI technology:

- Lays the groundwork for better information about water usage patterns. The information will help enhance our ability to engineer and update our water system. Ultimately, data will become available to customers to help improve their ability to manage their water usage.
- Sustains and enhances our ability to accurately measure water usage, regardless of weather conditions.
- Operates more efficiently, eliminating the need to visit homes and businesses to read meters.
- Takes vehicles off the road to help reduce our community's carbon footprint.

The AMI upgrade process

We will send letters to customers prior to upgrading their meter to AMI. The installation process takes about an hour and your home water service will not be interrupted. Our crews or contractor partners will install these meter upgrades and leave a doorhanger when the job is complete.

2/1/11

If your home has an indoor water meter. You will receive a letter from us asking you to call our AMI Customer Service Center to schedule an appointment for your meter upgrade. Indoor meters are typically located in basements and our contractor will need access to your home to complete the work. We appreciate your assistance in scheduling your meter upgrade and offer a range of appointment options to accommodate your schedule. *Handwritten: 11/10/18*

If your home has an outdoor water meter. Customers with outdoor water meters will also receive a letter prior to the meter upgrade but will not need to set an appointment. A crew member will knock on your door to let you know that the work is beginning. If no one answers, they will complete the upgrade and leave a doorhanger. The outdoor meter is located in a box, so there will be very little disruption to your yard. *Handwritten: Not needed*


If your meter is scheduled for replacement. Missouri American Water also has an ongoing program to replace residential water meters every fifteen years. As we replace these old meters with new ones, we will also add AMI devices. Customers with indoor water meters scheduled for replacement also receive letters from Missouri American Water asking them to set an appointment time for the replacement process. Missouri American Water crews are available to do this work from 8:30 a.m. – 6:00 p.m. Monday through Friday and on Saturday from 8:30 a.m. – 3:30 p.m.

There is no direct charge to customers for this water meter upgrade. If you decide not to allow Missouri American Water to upgrade your meter to AMI, the Missouri Public Service Commission has approved a Special Meter Reading fee of \$27.50 per month that will appear on your bill.


When the installation is complete

You will not notice any changes to your water service once the installation is complete. We will contact some customers by phone to check your satisfaction with the process. Our goal is to make this transition as smooth as possible for our customers.

If you have questions about the AMI system, please email our project team at stlmeterupgrade@amwater.com. You may also contact the Missouri American Water Customer Service Center at 866-430-0820. Customer Service Representatives are available from 7:00 a.m. to 7:00 p.m. Monday through Friday to answer your questions.

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Exhibit C

September Billing						October Billing					
Date	Original Usage	Adjust Usage	Diff.	% Diff.	Approx. Corr. Date	Date	Original Usage	Adjust Usage	Diff.	% Diff.	Approx. Corr. Date
						9-Aug	158.3	158.3	0		
						10-Aug	104.2	93.9	-10.3	-9.9%	8-Sep
						11-Aug	172.2	161.6	-10.6	-6.2%	9-Sep
						12-Aug	95.4	85	-10.4	-10.9%	10-Sep
						13-Aug	65	46.6	-18.4	-28.3%	11-Sep
						14-Aug	94.3	81	-13.3	-14.1%	12-Sep
						15-Aug	142.5	113.8	-28.7	-20.1%	13-Sep
						16-Aug	90.1	74.1	-16	-17.8%	14-Sep
						17-Aug	63.8	55	-8.8	-13.8%	15-Sep
						18-Aug	125.2	117.3	-7.9	-6.3%	16-Sep
						19-Aug	111	105.3	-5.7	-5.1%	17-Sep
						20-Aug	177.3	164.2	-13.1	-7.4%	18-Sep
						21-Aug	231.3	212.4	-18.9	-8.2%	19-Sep
						22-Aug	151.7	115.3	-36.4	-24.0%	20-Sep
						23-Aug	138.5	138.5	0		
						24-Aug	101.8	101.8	0		
						25-Aug	169.6	169.6	0		
						26-Aug	126.2	126.2	0		
						27-Aug	238.5	238.5	0		
						28-Aug	249.4	237	-12.4	-5.0%	26-Sep
						29-Aug	111.5	94.9	-16.6	-14.9%	27-Sep
						30-Aug	197.9	189.3	-8.6	-4.3%	28-Sep
						31-Aug	71.5	71.5	0		
						1-Sep	109.1	101.2	-7.9	-7.2%	30-Sep
						2-Sep	103.2	89	-14.2	-13.8%	2-Oct
						3-Sep	86.1	75.7	-10.4	-12.1%	3-Oct
						4-Sep	74.1	62	-12.1	-16.3%	4-Oct
						5-Sep	115.3	55.9	-59.4	-51.5%	5-Oct
						6-Sep	95.5	86.1	-9.4	-9.8%	5-Oct
						7-Sep	84.1	81.4	-2.7	-3.2%	6-Oct
						8-Sep	125.1	125.1	0		
						9-Sep	101.7	101.7	0		
						10-Sep	136.2	136.2	0		
Count				11						23	
				69.8%						69.7%	
Total	1565.4	1255.4	-310.0	-19.8%		Total	4217.6	3865.4	-352.2	-8.4%	
Count	16	16	Avg Day			Count	33	33	Avg Day		
Avg	97.8	78.5	-19.4			Avg	127.8	117.1	-10.7		

[illegible]



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USAGE OVERVIEW

30 Days

DEC-25 - NOV-26

Date	DEC-25	DEC-24	DEC-23	DEC-22	DEC-21
Usage in Gallons	111.8	71.9	67.7	152.5	70.6

Date	DEC-20	DEC-19	DEC-18	DEC-17	DEC-16
Usage in Gallons	74.3	147.1	68.9	67.5	40.8

Date	DEC-15	DEC-14	DEC-13	DEC-12	DEC-11
Usage in Gallons	111.1	73.9	70.4	122	82.8

Date	DEC-10	DEC-9	DEC-8	DEC-7	DEC-6
Usage in Gallons	44.3	64	151.6	124.7	124

Date	DEC-5	DEC-4	DEC-3	DEC-2	DEC-1
Usage in Gallons	113.9	106.9	97.6	95.9	79.8

Date	NOV-30	NOV-29	NOV-28	NOV-27	NOV-26
Usage in Gallons	53.1	94.1	168	98.9	0

(96)

changed
from 108.3

Printed
12/26/18
S. W.



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USAGE OVERVIEW

30 Days

DEC-26 - NOV-27

Date	DEC-26	DEC-25	DEC-24	DEC-23	DEC-22
Usage in Gallons	141.5	111.8	71.9	67.7	152.5

Date	DEC-21	DEC-20	DEC-19	DEC-18	DEC-17
Usage in Gallons	70.6	74.3	147.1	68.9	67.5

Date	DEC-16	DEC-15	DEC-14	DEC-13	DEC-12
Usage in Gallons	40.8	111.1	73.9	70.4	122

Date	DEC-11	DEC-10	DEC-9	DEC-8	DEC-7
Usage in Gallons	82.8	44.3	64	151.6	124.7

Date	DEC-6	DEC-5	DEC-4	DEC-3	DEC-2
Usage in Gallons	124	113.9	106.9	97.6	95.9

Date	DEC-1	NOV-30	NOV-29	NOV-28	NOV-27
Usage in Gallons	79.8	53.1	94.1	100.3	0

(96)

168

20.5
11.1
S. 11/15



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WELCOME, NEW CUSTOMERS

Welcome to Missouri American Water! We look forward to serving you. As your water and/or wastewater provider, we recognize the trust you – and approximately one in four Missourians – place in us to provide high-quality water and reliable wastewater service. Serving you is a responsibility we take very seriously.

We continuously monitor, maintain and upgrade our facilities to support efficient operations and meet regulatory standards. This requires investing in treatment plants, storage tanks, pipes, pump stations, fire hydrants, metering equipment and more.

We are invested in Missouri communities because we're providing service to our neighbors, friends, and own families – something we've been doing for over 140 years.

Click [here](#) to view our Customer Rights and Responsibilities information.

MyWater

Manage your account online, any time, day or night, with MyWater. [Sign up](#) today and from the comfort of your home:



View and pay your bill

From: Jim Moriarty [REDACTED]
Sent: Wednesday, February 28, 2024 3:52 PM
To: Missouri Public Service Commission <pscinfo@psc.mo.gov>
Subject: Re: Missouri American Water Tariff Sheet

I don't know who at the Commission sent this email but let me try to explain the big picture.

When I filed my informal complaint about Missouri American Water with the Commission last fall, I had two plumbing problems that I knew about: a faulty toilet fill valve and a faulty main shut off valve in the house that was starting to leak just below the water meter in the basement. During this time I became very concerned about my water usage and started reading my meter up to six times a day. This is an important point because now I have new issues and am having difficulty monitoring my water usage for reasons I will soon explain. My water usage following all the repairs and my constant attention was just 64 gallons per day during the period 12/7/23 to 1/8/24.

I had a plumber come to the house in the fall to replace the faulty shut off valve in the basement but he could not shut the water off outside at the curb and told me I first needed to have the water company replace the curb shut off valve. That is when the lack of knowledgeable personnel and effective procedures at the water company's so-called "customer service" first came to light. I will not even address the long waits I had to even get the company to answer the phone or the frequent times the "customer service" rep hung up on me. Sometimes, but not always, I would be given an option to leave a number for a call back, which sometimes comes but not always.

I finally got through to the water company and requested the replacement of the curb shut off and was first given a future date that was totally unacceptable. Then I was told it would be referred to the "local office" but she would not provide a phone number for the "local office." The "local office" never called me. On one of my subsequent calls I left my number and did get a call back from a gentleman who told me to reschedule my plumber, make an "emergency" call to the water company and request that the water be shut off immediately. I did that and a water company crew soon showed up but they also could not get the water shut off at the street so I had to cancel my plumber. The water company crew referred the problem to a second crew that came out to replace the curb shut off. That crew could not replace the curb shut off and said they would have to refer it to a third crew which turned out to be an independent contractor.

The independent contractor showed up and dug two holes in my front yard. The water company sent out another crew a few days later and replaced the curb shut off and also removed the water meter from my basement and put it in the second hole that the independent contractor had dug in my front yard. I asked the water company rep how I could continue to monitor my water usage and he indicated I could access that information online at the water company's website. I assumed it would be the same website that water company field personnel use to review water usage with the customer in the customer's home. I subsequently tried to find that website, was unable to locate it, and called the troublesome "customer service" number. The water company rep who answered the phone told me that information is "not available to the customer."

Sometime during this period I called the Commission to complain about the lack of response from "customer service". I was basically told the Commission could really not do much about it; which doesn't make much sense with a government-issued monopoly, but that I could file an "informal complaint" which I did. Nobody, not even the water company, ever called me about my "informal complaint." I will come back to this point.

At that point I stopped monitoring my water usage. When in early February I received my water bill for the period of Jan. 9 to Feb. 6, 2024, I knew something wasn't right because it showed 210 daily average, more than three times my previous month's usage. The water company which had moved my meter out of my basement and was denying me access to its online water data usage, either of which would allow me to monitor it myself, obviously had not alerted me to a potential problem so it came as a complete surprise when I received the bill.

On February 12, 2024, when I called "customer service," I was told it would be a forty-minute wait, and was able to leave my call back number. While waiting for the call back, I decided to visit the company's web site. I filed an online "Leak adjustment request" but over the next few days I also found the usage data I had called about in the fall and was told that it was "not available to customers." Nobody ever returned my call from Feb. 12 and I've never received a response to my Leak adjustment request". In fact during a subsequent phone conversation with someone in "customer service" I was told she could not even find my request even though I have a printed Feb. 12 confirmation.

This paragraph explains what I found in the online usage data discovered between Feb. 12 and Feb. 20. Page 2 of the attached document shows five options for the desired time period. The first two options, "24 Hours" and "30 days" are clearly the most important because that is the data needed to monitor current usage and alert the customer to a potential problem. The other information in the graph shows the last thirty day's usage by day which is the option I chose on this particular search. The last three options are of little help in monitoring current usage and basically repeats information already appearing on the monthly bill.

I began monitoring my usage on this website but usually received a "temporarily unavailable" message which is shown on page 1 of the attached document. On February 22, I was surprised to find the first two time period options, "24 Hours" and "30 Days," were missing. Page 3 of the attached document which I printed on Feb. 27 shows the limited options now available to customers. I've called "customer service" and asked at least two people for an explanation but have yet to receive an intelligent response. I've asked that someone who is familiar with the data to call me but don't expect that to happen.

The other problem associated with the water company data is that the Metropolitan Sewer District (MSD) gets water usage data from Missouri American Water Company that is used to calculate sewer charges. The quantity of water used by MSD to do the calculation is the first quarter water usage of each of each calendar year. My first quarter water usage in 2022 according to the water company was just under 15 ccf or less than 5 ccf a month but MSD was billing me at 7 ccf a month. Yesterday I asked the water company to email me a copy of that billing and today received a billing notice for \$[REDACTED] due May 2, 2022. This is obviously not a bill for nearly 15 ccf and when I click on "view bill" I do not get a copy of the bill but it only

takes me to the login page of the water company's web site where I'm unable to find any past bills. That is why I requested a copy of the bill in the first place. When I try to respond to the water company email I received today, I get the message:

Replies to this email are not actively monitored. If you need assistance please contact us contact us

I certainly know where that will get me.

My water usage in the first three months of 2023 never reached 4 ccf but MSD was using 5 ccf to calculate my sewer charges. When I call MSD to ask about the quantity, I'm told this data comes from the water company. When I call the water company to ask about the quantity, I get even less information. I've been told that my inquiry has been referred to someone else at the water company but I don't expect to ever get a call with an explanation.

These government-sanctioned monopolies are not providing adequate customer support and the Commission is not exercising adequate oversight and this must be corrected. I may be mistaken but I don't think MSD comes under the Commission's jurisdiction so I will likely have to take up the MSD fight with MSD or its Board. The water company and the data that it sends to MSD is the Commission's responsibility, however, and I expect some action. First I want the "24 Hour" and "30 Day" time period options made permanently available to customers on the company website just as it was a short time ago. An option would be to allow customers to access the same web pages available to water company field representatives if that data indeed includes the "24 Hour" and "30 Day" data. I would also like to know when the water company will likely next appear before the Commission for a rate increase, or any other matter, and what I would need to do to intervene and explain these problems from a customer's perspective.

Fred James "Jim" Moriarty

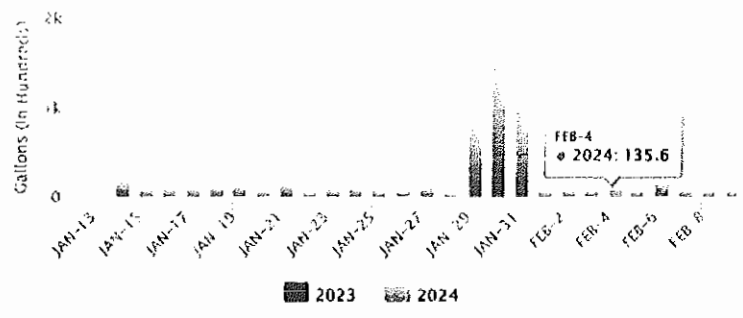
[REDACTED]

Usage Overview

Exhibit F

3 ways to
What you...

24 Hours 20 Days 12 Months 24 Months 36 Months



Customer Advisory Map

View our Customer Advisory Map to view if there is an outage or alert impacting your area. At the top left of the map, you can search for your service address. You'll be able to view current outages or alerts. You will also find an estimated time for restoration of normal service for each outage.

Search Advisory Map

Feb 12, 2024



Jim Moriarty [REDACTED]

CSC - ART Mailbox <AccountResolutionTeam@amwater.com>

Mon, Apr 15, 2024 at 10:08 AM

To: Jim Moriarty <[REDACTED]>

Dear Jim Moriarty,

When we review your account for an adjustment, we look back at the same time the prior year. If the usage is 2 times higher than the same time the prior year, we then subtract the usage from the same time the prior year and then apply a credit of 50% off the overage.

Your high usage months were September 08, 2023-October 05, 2023, and October 06, 2023-November 06, 2023.

September 08, 2023-October 05, 2023, your usage was 6,800 gallons. The same time the prior year was 5,700 gallons. The usage was not 2 times the average.

October 06, 2023-November 06, 2023, your usage was 7,900 gallons. The same time the prior year was 6,200 gallons. The usage was not 2 times the average.

Again, thanks for repairing your leak. Finding and fixing leaks saves water and money. For more tips on how to conserve and save, visit us online at www.missouriamwater.com. If you have any questions or would like to discuss the possibility of extending the payment period, please contact our Customer Service Center, Monday through Friday, 7 a.m. to 7 p.m. at 1-866-430-0820.

Best Regards,

Mary

Account Resolution Team

1-866-957-2886, Ext 5647

From: Jim Moriarty [REDACTED]
Sent: Tuesday, April 9, 2024 9:38 AM
To: CSC - ART Mailbox <AccountResolutionTeam@amwater.com>
Subject: Re: [REDACTED]

EXTERNAL EMAIL: The Actual Sender of this email is [REDACTED] "Think before you click!"



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Exhibit H

USAGE OVERVIEW

24 Hours

04/30/24

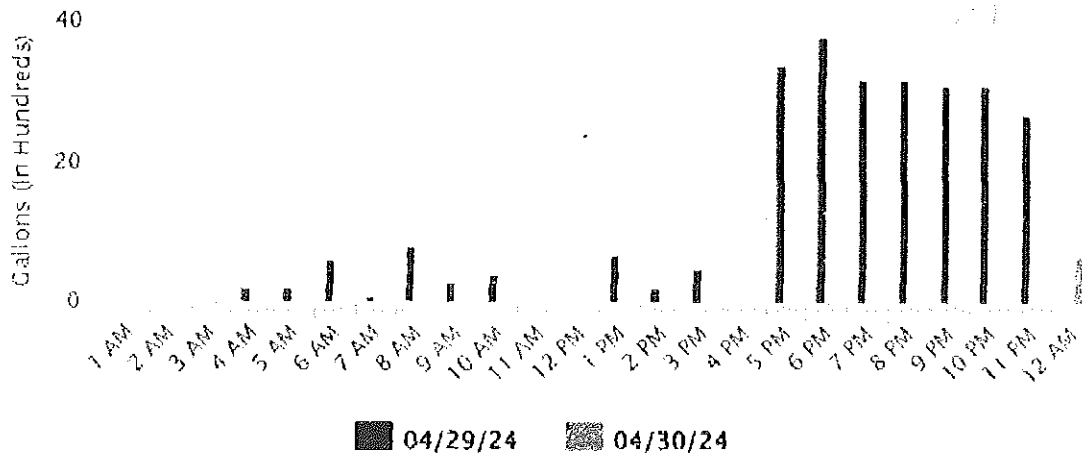
Time	12 AM	11 PM	10 PM	9 PM	8 PM	7 PM	6 PM	5 PM
Usage in Gallons	7	27	31	31	32	32	38	34

Time	4 PM	3 PM	2 PM	1 PM	12 PM	11 AM	10 AM	9 AM
Usage in Gallons	0	5	2	7	0	0	4	3

Time	8 AM	7 AM	6 AM	5 AM	4 AM	3 AM	2 AM	1 AM
Usage in Gallons	8	1	6	2	2	0	0	0

Total 272

24 Hours - Graph



5/1 107388 8 AM (8:10)
107403 12 PM (12:05)
7/2 107470 11 AM 11:06
107470 1 PM 1:05

107470 11 AM 11:06
107470 1 PM 1:05
107470 1 PM 1:05



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USAGE OVERVIEW

24 Hours

05/01/24

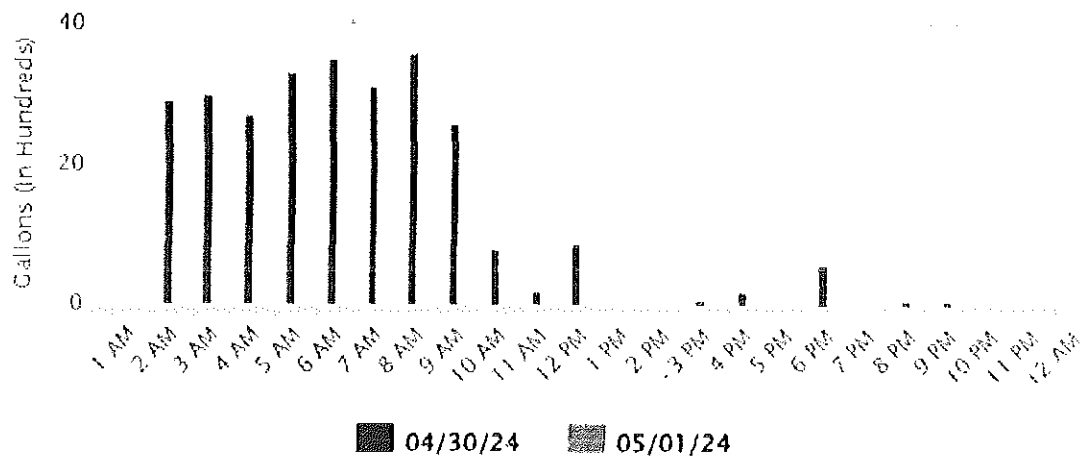
Time	12 AM	11 PM	10 PM	9 PM	8 PM	7 PM	6 PM	5 PM
Usage in Gallons	0	0	0	1	1	0	6	0

Time	4 PM	3 PM	2 PM	1 PM	12 PM	11 AM	10 AM	9 AM
Usage in Gallons	2	1	0	0	9	2	8	26

Time	8 AM	7 AM	6 AM	5 AM	4 AM	3 AM	2 AM	1 AM
Usage in Gallons	36	31	35	33	27	30	29	0

Total 277

24 Hours - Graph



Revised 5/1/24
11:30 AM



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USAGE OVERVIEW

30 Days

MAY-2 - APR-3

Date	MAY-2	MAY-1	APR-30	APR-29	APR-28
Usage in Gallons	67.4	475	160.2	63.7	78

Date	APR-27	APR-26	APR-25	APR-24	APR-23
Usage in Gallons	79.8	118.2	87.7	107.9	52.6

Date	APR-22	APR-21	APR-20	APR-19	APR-18
Usage in Gallons	54.7	121.1	75.6	76.9	106.3

Date	APR-17	APR-16	APR-15	APR-14	APR-13
Usage in Gallons	106	88	93	145	72.3

Date	APR-12	APR-11	APR-10	APR-9	APR-8
Usage in Gallons	79	83.9	101.8	87.5	50.5

Date	APR-7	APR-6	APR-5	APR-4	APR-3
Usage in Gallons	47.7	95.8	75.1	260.5	0

Exhibit I



Jim Moriarty [REDACTED]

Water company service order

1 message

Hozie Carter <Hozie.Carter@amwater.com>

Mon, May 13, 2024 at 12:58 PM

To: [REDACTED]

We checked the meter in the pit for usage, but the meter showed no usage at all, which indicated that there is no leak currently at the property. The BP was very technical about our information system. He had detailed printouts and dates of water usage activity at his premise he showed us the 30 day reports in the system where in the first week of every 30 day report it shows zero usage which is not correct and he understand that but wants to know why does the system show zero usage for that. My partner and I have not been trained as to why this happens . The BP was very polite, but wanted to know why this reports because this makes him feel that the system may be reporting inaccurate information. We request that a supervisor or IT associate with more knowledge on how the system works and handles contact Mr. Jim to enlighten him on the system works. We informed him that we will put this request in for him and document it.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of American Water Works Company Inc. or its affiliates. The recipient should check this email and any attachments for the presence of viruses. American Water accepts no liability for any damage caused by any virus transmitted by this email. American Water Works Company Inc., 1 Water St. Camden, NJ. 08102 www.amwater.com



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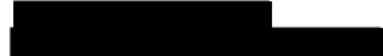
P.O. Box 2798, Camden, NJ 08101

05/30/2024



004816 1 AB 0.544 04823-004816/005998 14 01 VC3U3A 003

FRED J. MORIARTY



For Service To:

Account Number:

Service Address:



Dear Customer Moriarty:

Thank you for your request to investigate your higher than expected water bill. Your feedback is important to us and we appreciate your bringing this issue to our attention.

We have reviewed the bill in question and conducted a visit to verify the accuracy of the meter reading used to calculate the bill. Based on our research, the amount of water billed for 04/09/2024 to 05/08/2024 is correct. Here is a summary of our findings:

We did not detect meter movement during our visit.

Many leaks are not noticeable but can still contribute to unexpected water use. Our website, www.amwater.com, includes water saving ideas and a downloadable leak detection kit to help you check for leaks.

We understand the inconvenience that can occur when you receive a higher than expected bill. If you have additional questions or would like to discuss a possible payment arrangement for your account, please contact our customer service center.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

Missouri American Water Customer Service



[REDACTED]
[REDACTED]
June 7, 2024

Missouri American Water Company
P.O. Box 2798
Camden, NJ 08101

To Whom It May Concern,

This week I received your letter of May 30, 2024 regarding a "request to investigate" a "higher than expected water bill." If I made such a request, it was likely too long ago to remember. I had hoped to receive a phone call as follow to a May 13 service request I made to two of your representatives who had visited my home that day and thought this letter might be an attempted follow up. I have contacted your local office on numerous occasions regarding water usage and your online usage reporting system. Most recently (around the first of May), I called because your online system reported that my house used 160.2 gallons of water on April 30th, about double our normal usage. The 24-Hour usage for that same day reflected 272 gallons, 110 gallons more than the reported daily amount.

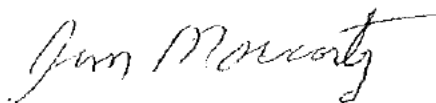
The next day (May 1st) the discrepancy was much greater in the opposite direction. The daily reported amount was 475 gallons, almost six times the normal usage. The 24-Hour usage for that day showed 277 gallons so the reported daily usage was about 200 gallons more (71% higher) than the reported 24-Hour usage for the same day. These figures suggest that there is manual manipulation of the reported quantities of water.

I called for a service representative to stop by my house to investigate and hopefully explain how the online reporting system worked. I had made multiple telephone requests to Customer Service representatives to have someone call me who was familiar with the workings of the online system but had never received the requested call. It took almost two weeks for a representative to come to my house to follow up on this request.

Two water company representatives, Hozie Carter and a man named "Paul" visited my home on May 13th. I pointed out the aforementioned discrepancies in reporting from April 30th and May 1st as well as other obvious problems with the online reporting system. A major error that I pointed out was that the first day of every 30-Day report shows zero usage for the day. Hozie incorrectly reported that I said "first week" in his "service order" but it is the first day. The two men explained that they are not familiar with the workings of the online reporting system but would put in a request to have "a supervisor or IT associate with more knowledge on how the system works" contact me. That contact never happened.

I have numerous questions and suggestions regarding the online water usage reporting system and would appreciate the promised call ([REDACTED]) from someone familiar with the system and who can initiate obvious corrections to the algorithms.

Jim Moriarty





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Exhibit J

USAGE OVERVIEW

30 Days

DEC-30 - DEC-1

Date	DEC-30	DEC-29	DEC-28	DEC-27	DEC-26
Usage in Gallons	0	106.1	96.9	154	141.5

Date	DEC-25	DEC-24	DEC-23	DEC-22	DEC-21
Usage in Gallons	111.8	71.9	67.7	152.5	70.6

Date	DEC-20	DEC-19	DEC-18	DEC-17	DEC-16
Usage in Gallons	74.3	147.1	68.9	67.5	40.8

Date	DEC-15	DEC-14	DEC-13	DEC-12	DEC-11
Usage in Gallons	111.1	73.9	70.4	122	82.8

Date	DEC-10	DEC-9	DEC-8	DEC-7	DEC-6
Usage in Gallons	44.3	64	151.6	124.7	124

Date	DEC-5	DEC-4	DEC-3	DEC-2	DEC-1
Usage in Gallons	113.9	106.9	97.6	86.9	0



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USAGE OVERVIEW

30 Days

DEC-30 - DEC-2

Date	DEC-30	DEC-29	DEC-28	DEC-27	DEC-26
------	--------	--------	--------	--------	--------

Usage in Gallons	0	106.1	96.9	154	141.5
------------------	---	-------	------	-----	-------

Date	DEC-25	DEC-24	DEC-23	DEC-22	DEC-21
------	--------	--------	--------	--------	--------

Usage in Gallons	111.8	71.9	67.7	152.5	70.6
------------------	-------	------	------	-------	------

Date	DEC-20	DEC-19	DEC-18	DEC-17	DEC-16
------	--------	--------	--------	--------	--------

Usage in Gallons	74.3	147.1	68.9	67.5	40.8
------------------	------	-------	------	------	------

Date	DEC-15	DEC-14	DEC-13	DEC-12	DEC-11
------	--------	--------	--------	--------	--------

Usage in Gallons	111.1	73.9	70.4	122	82.8
------------------	-------	------	------	-----	------

Date	DEC-10	DEC-9	DEC-8	DEC-7	DEC-6
------	--------	-------	-------	-------	-------

Usage in Gallons	44.3	56	151.6	124.7	124
------------------	------	----	-------	-------	-----

Date	DEC-5	DEC-4	DEC-3	DEC-2
------	-------	-------	-------	-------

Usage in Gallons	113.9	106.9	97.6	86.9
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Am. Water

*12/30/2019
12/31/2019
1/1/2020
1/2/2020*

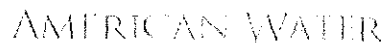


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DEC-31 - DEC-2

Date	DEC-1	DEC-2	DEC-3
Usage in Gallons	80.9	86.9	86.9

1111 6100 p.



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USAGE OVERVIEW

30 Days

JAN-1 - DEC-3

Date	JAN-1	DEC-31	DEC-30	DEC-29	DEC-28
Usage in Gallons	63.9	89.64	70.06	106.1	96.9

Date	DEC-27	DEC-26	DEC-25	DEC-24	DEC-23
Usage in Gallons	154	141.5	111.8	71.9	67.7

Date	DEC-22	DEC-21	DEC-20	DEC-19	DEC-18
Usage in Gallons	152.5	70.6	74.3	147.1	68.9

Date	DEC-17	DEC-16	DEC-15	DEC-14	DEC-13
Usage in Gallons	67.5	40.8	111.1	73.9	70.4

Date	DEC-12	DEC-11	DEC-10	DEC-9	DEC-8
Usage in Gallons	122	82.8	44.3	64	151.6

Date	DEC-7	DEC-6	DEC-5	DEC-4	DEC-3
Usage in Gallons	124.7	124	113.9	98	0



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FT Moriarty

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Missouri Public Service Commission
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