

Exhibit No. 15

Missouri-American Water Company – Exhibit 15
Testimony of Derek R. Linam
Direct
File No. WR-2024-0320

Exhibit No.:	
Issues:	Capital Investment Program, Description of Plant Additions
Witness:	Derek Linam
Exhibit Type:	Direct
Sponsoring Party:	Missouri-American Water Company
Case No.:	WR-2024-0320 SR-2024-0321
Date:	July 1, 2024

MISSOURI PUBLIC SERVICE COMMISSION

CASE NO. WR-2024-0320

CASE NO. SR-2024-0321

DIRECT TESTIMONY

OF

DEREK LINAM

ON BEHALF OF

MISSOURI-AMERICAN WATER COMPANY

AFFIDAVIT

I, Derek Linam, under penalty of perjury, and pursuant to Section 509.030, RSMo, state that I am Deputy Director of Engineering for Missouri-American Water Company, that the accompanying testimony has been prepared by me or under my direction and supervision; that if inquiries were made as to the facts in said testimony, I would respond as therein set forth; and that the aforesaid testimony is true and correct to the best of my knowledge and belief.


Derek Linam

July 1, 2024
Dated

**DIRECT TESTIMONY
DEREK LINAM
MISSOURI AMERICAN WATER COMPANY
CASE NO.: WR-2024-0320
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TABLE OF CONTENTS

I. INTRODUCTION	2
II. CAPITAL INVESTMENT PROGRAM.....	4
III. DESCRIPTION OF PLANT ADDITIONS	13

DIRECT TESTIMONY

DEREK LINAM

I. INTRODUCTION

1
2
3
4
5
6
7
8
9
10
11
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Q. Please state your name and business address.

A. My name is Derek Linam. My business address is 727 Craig Rd, Creve Coeur, Missouri
63141

Q. By whom are you employed and in what capacity?

A. I am employed by Missouri-American Water Company (“MAWC” or the “Company”) as
Deputy Director of Engineering.

Q. Please summarize your educational background and business experience.

A. I received a Bachelor of Science degree in Civil Engineering in 1991 from the University
of Arkansas. I am a registered Professional Engineer in Missouri. I am also a licensed
Missouri Department of Natural Resources Level A water treatment operator and a licensed
DSIII distribution system operator. I have more than 33 years of experience in the water
and wastewater utility industry. I worked as an engineer with Missouri American Water
Company (formerly St Louis County Water Company) in the engineering and production
departments managing capital investment projects in the transmission & distribution
system as well as the production facilities from 1991 to 1999. My work included hydraulic
analysis, new installation or replacement of transmission and distribution water mains, and
water treatment plant capital projects. In 1999, I was promoted to Operations
Superintendent in the St. Louis District Production department at MAWC, where I was
responsible for the operations and maintenance of the south area water treatment plants. In
2000, I was promoted to Engineering manager for MAWC where I was responsible for the

1 capital delivery program in the St Louis County District. In 2003, I was the Operations
2 Manager for the transmission and distribution system in the St Louis operation of the
3 Company, where I was responsible for the construction and maintenance departments. In
4 2008, I moved back to the engineering department as the Engineering Manager responsible
5 for capital asset planning and/or capital project delivery for the Company in Missouri. In
6 2022, I was promoted to Deputy Director of Engineering for MAWC.

7 **Q. What are your current employment responsibilities?**

8 A. As Deputy Director of Engineering, I oversee and manage the design and construction of
9 water, wastewater, and other general facilities for MAWC. My responsibilities include
10 administering the capital program for the Company.

11 **Q. Are you generally familiar with the operations, books and records of MAWC?**

12 A. Yes.

13 **Q. Have you previously testified before the Missouri Public Service Commission?**

14 A. Yes. I have testified in Commission Case No. WC-2002-0277 and filed written testimony
15 in case WR-2022-0303.

16 **Q. Are you sponsoring any schedules in this proceeding?**

17 A. Yes. **Schedule DRL-1 – CONFIDENTIAL**, which addresses the significant capital
18 investment projects proposed in this case. This information is deemed in accordance with
19 Commission Rule 20 CSR 4240-2.135(2)(A).3 and 4, as it contains marketing analysis or
20 other market-specific information for competitive services and other market specific
21 information relating to goods or services purchased or acquired for use by a company in
22 providing services to customers.

1 **Q. What is the purpose of your Direct Testimony in this proceeding?**

2 A. My Direct Testimony addresses two topics. First, I will describe the capital investment
3 planning and governance that support the Company's investments in water and wastewater
4 utility plant and equipment. Second, I describe the significant capital projects (defined as
5 those placed in service and having a Company investment greater than \$1,000,000 for
6 water and \$500,000 for wastewater) by MAWC since the conclusion of the test year in
7 MAWC's last general rate case, through the completion of the test year for this rate
8 proceeding (January 1, 2023 through May 31, 2026). Additional project information such
9 as in service dates, and final costs are included as an attachment to this Direct Testimony
10 as **Schedule DRL-1 – CONFIDENTIAL**.

11 **II. CAPITAL INVESTMENT PLANNING PROCESS**

12 **Q. Does MAWC have a planning process for capital investment projects?**

13 A. Yes. MAWC has a comprehensive capital planning process that assesses capital
14 investment needs for all aspects of operations and assigns funding to capital programs on
15 a prioritized basis.

16 **Q. How does the Company decide what capital projects to pursue?**

17 A. The Company uses a standardized Capital Program Management ("CPM") process to
18 assess and prioritize its capital investment needs and produce a capital investment plan.
19 Numerous factors are considered when determining funding allocations for infrastructure
20 investment, such as current and future service needs, assessments of the physical condition
21 of existing plant, economic and risk factors, performance characteristics, regulatory
22 compliance, available capital, and the potential to coordinate with municipalities and other
23 utilities in joint improvement projects. The CPM's planning studies, prioritization activities

1 and other assessments provide a forward-looking review of the needs of the system and the
2 infrastructure and prioritizes among projects to allow the Company to continue to operate
3 safely, efficiently and meet current and future regulations. By having a good project
4 planning, budget and ongoing review process, the Company is able to select among
5 competing capital needs and manage a wide variety of projects within the overall cost of
6 its plant construction budget. The CPM also includes a governance process consisting of:
7 (1) formal approvals and consistent controls that optimize the effectiveness of asset
8 investment; (2) dedicated project managers responsible for managing the stage of the
9 project and overseeing project spending; and (3) monthly monitoring of the status of
10 ongoing projects.

11 **Q. Please describe the key elements of the CPM.**

12 A. Key elements of the CPM include: (1) targeted and comprehensive planning studies
13 (“CPS”); (2) pipeline prioritization modeling for distribution system replacement planning;
14 and (3) risk and resiliency and asset assessments. The CPM prioritizes identified projects
15 utilizing drivers appropriate for the asset investment category including safety, regulatory
16 compliance, capacity, customer satisfaction and other drivers. Studies conducted
17 previously may also be updated, as necessary, to assess any changed circumstances that
18 may impact project prioritization. More detailed design engineering is conducted and
19 implementation plans are developed for those projects that are contained in the capital
20 investment plan.

21 **Q. Please describe how the CPS is utilized in the CPM.**

22 A. A CPS evaluates the distribution system, storage facilities and production capacities and is
23 an important piece of planning for construction processes. CPSs identify projects for

1 construction over a fifteen-year planning horizon. Targeted studies are also completed for
2 construction project needs that arise between CPS cycles and are evaluated, developed, and
3 estimated to the same degree as a CPS project prior to being considered and placed within
4 the portfolio of planned projects.

5 **Q. Please describe MAWC's comprehensive capital planning process.**

6 A. MAWC maintains a planning program to address the needs of each district through
7 comprehensive studies such as a CPS. The planning process begins with the development
8 of anticipated demand projections and regulatory requirements of the system, the
9 identification of improvements needed to meet those demands, and the adoption of
10 strategies to correctly prioritize and distribute capital spending for the various needs of the
11 Company. Specific capital planning needs are addressed in both the short term (1 year)
12 and longer term (five years and greater) and are included in the CPS developed for a
13 respective service area. Major updates to the CPS may occur approximately every five to
14 ten years depending on changes to system demand, regulations, facility or asset
15 performance. Between major updates, targeted studies may be completed to address
16 specific issues while aligning with the overall system investment plan. Recommendations
17 from these studies are one of the parameters used to set the baseline for the preparation of
18 the annual capital budgeting process. A key component of the planning technique is that
19 it is flexible and can be adjusted as necessary to address new needs such as unplanned
20 equipment failures, large or sudden growth of a service area, or a new regulatory
21 requirement. Project prioritization is done using objective criteria that validate the need
22 for the project and the risk of not doing the project.

23 MAWC prioritizes capital investment using a risk-based approach known as the Risk

1 Register. Through this process, identified system needs are assigned a relative rating based
2 on the likelihood of an asset failure and consequence(s) of that failure. Projects that
3 mitigate risks in the highest tiers of likelihood and consequence of failure, as defined by
4 the Risk Register, are given high priority in Capital Plans.

5 In addition, the Company has created and implemented a geographic information systems
6 (GIS) based prioritization model using GIS software for identifying and prioritizing
7 pipeline replacement investments across its systems. The model prioritizes pipeline
8 replacements through identification of service risks associated with pipe failure risks. Pipe
9 failure risks are identified through pipe failure history, pipe material type, the decade the
10 pipe was installed, and pipe diameter. Pipe failure history is a significant input in the
11 pipeline replacement prioritization model. These pipe failures are identified during the
12 Company's unscheduled pipeline replacement projects and are also identified during
13 pipeline repair work. Pipe failures are collected and tracked in the Company's GIS system.
14 Consequences of pipe failures, which include customer impacts, are also an input into the
15 prioritization model. The Company also considers municipal paving schedules.

16 Based upon the results of the CPS and other specific needs of the service areas (such as
17 meter replacements and other life cycle replacements) MAWC develops a proposed annual
18 strategic capital expenditure plan (SCEP) in which capital expenditures are prioritized
19 within the service districts and as part of a state-wide capital budget. This SCEP projects
20 spending for specific projects and recurring expenditures for a five-year period. This
21 capital plan is then reviewed for the reasonableness of the proposed projects and their
22 forecasted costs. This process is repeated annually to update the SCEP to reflect any
23 changes in need or prioritization, and to maintain a five-year forward-looking projection.

1 **Q. Does MAWC have significant capital investment requirements?**

2 A. Yes, MAWC's water and wastewater infrastructure investment needs are substantial.
3 MAWC investment needs are primarily related to non-revenue producing infrastructure
4 replacement and compliance with existing and new drinking water or wastewater standards
5 as promulgated and enforced by the Missouri Department of Natural Resources (MDNR).
6 MAWC's systems must comply with ever increasing and more strict regulatory
7 requirements for drinking water (e.g. the Safe Drinking Water Act) and wastewater (e.g.
8 the Clean Water Act), as further discussed by MAWC witness Matthew Lueders. Further,
9 as is the case with much of the water and wastewater industry, MAWC's infrastructure is
10 aging and in need of replacement. Aging infrastructure, pipes, plants, pumping equipment,
11 etc., must be continually replaced so that MAWC can continue to provide our customers
12 with safe, adequate, efficient, and reliable utility service. In addition, MAWC is working
13 to acquire small and struggling water and wastewater systems throughout Missouri. These
14 small systems often require significant investment to meet the basic drinking water and
15 wastewater regulatory requirements of the State of Missouri.

16 **Q. How do aging infrastructure replacement needs impact MAWC?**

17 A As the largest investor-owned water and wastewater utility in Missouri, MAWC bears a
18 considerable portion of the state's aging infrastructure investment burden. Much of the
19 pipe, treatment, storage, supply, and other plant that are used to provide water and
20 wastewater services are nearing the end of their life expectancy. In 2023 for example,
21 MAWC invested approximately \$346 million in improvements to keep pace with the
22 replacement needs of its aging water distribution and sewer collection infrastructure. In
23 2024, MAWC plans to place in service approximately \$310 million to replace aging

1 systems. These levels of capital investment are anticipated to continue for the foreseeable
2 future as more of MAWC's infrastructure reaches the end of its useful life. While MAWC
3 must continually invest in its aging infrastructure, it does so at rising costs. Costs are rising
4 because of increasing material and labor costs, but also because the right of way restoration
5 requirements have increased. Historical trench width plus two feet replacement
6 requirements are now being increased to full width traffic lane pavement replacement
7 requirements by municipalities and government agencies. As discussed later in this Direct
8 Testimony, MAWC has invested or has planned investment of approximately \$1.5 billion
9 from January 1, 2023 through May 31, 2026. The projects I describe clearly illustrate the
10 types of aging infrastructure issues as well as changing regulatory requirements MAWC
11 faces.

12 **Q What is the amount of MAWC's planned investment in this case for the replacement**
13 **of water and sewer distribution and collection system assets?**

14 A. MAWC plant additions in this case include approximately \$1 billion for water and sewer
15 distribution and collection system infrastructure asset replacements that are near the end of
16 their useful lives. From the perspective of long-term sustainable customer service and water
17 rates, replacing pipes that are near the end of their useful life in a systematic and responsible
18 manner will result in lower costs to customer over time as compared with deferring needed
19 replacements and addressing problems, such as leaks and main breaks, as they arise.
20 Planned pipe replacements are much less costly on a unit cost basis than the costs of
21 unplanned pipe breaks, service disruptions, property damages, and the steep increase in
22 future pipe replacements resulting from prior deferrals of replacements.

23 In addition, breaks and blockages lead to unintended service disruptions, possible health

1 risks from potential drinking water contamination, and instances of sewer backups and
2 property damage that can have significant impact to our customers and communities.
3 Revitalizing the distribution and collection infrastructure installed by earlier generations is
4 essential to meet the ongoing requirements of the communities and customers MAWC
5 serves. Investing in the replacement of the infrastructure enhances the Company's ability
6 to continue to meet customers' service expectations and improve health and environmental
7 protection within the communities. In addition, the replaced areas of the system will likely
8 be more robust and resilient during periods of high demand and storm events.

9 **Q. Please describe the general project categories in the Company's capital investment**
10 **plan.**

11 A. The Company's capital investment plan can be divided into two distinct areas: recurring
12 projects ("RPs" or "RP") and investment projects ("IPs" or "IP"). RPs are capital projects
13 and programs that the Company undertakes on a regular annual basis. IPs are projects
14 individually funded and require greater planning and scoping needs. Whether RPs or IPs,
15 all aspects of the Company's capital program are essential to continuing to provide safe
16 and reliable service to MAWC's customers and support the long-term viability, reliability
17 and resiliency of the Company's water and wastewater systems.

18 **Q. What recurring projects are included within the Company's capital investment plan?**

19 A. MAWC's RPs include, water main installation for new development, watermain
20 replacement and relocation projects, service line and meter setting installation and
21 replacement, meter purchases, projects to replace and maintain treatment equipment,
22 installation and replacement of supervisory control and data acquisition ("SCADA")
23 equipment and systems, the purchase of tools, furniture, equipment, vehicles, and

investment in information technology equipment and systems.

Q. How does the Company determine the RP investments to include in the forecast period?

A. RP investments are trended from historical and forecasted data. Estimates are prepared for the installation of new mains and service lines, meter settings, and the purchase of new meters based on preliminary plans from the appropriate governmental planning agencies and consultations with developers, homebuilders, and engineering firms.

The purchase of tools, furniture, equipment, and vehicles is based on required needs. MAWC reviews each item independently and prepares an itemized list of expenditures. Estimates are made based on the current year pricing. The criteria for evaluating the priority of the RPs are regulatory requirements; risk and resiliency evaluations; asset condition assessments and engineering requirements; consideration of national, state, and local trends; operational and water quality needs; pipeline prioritization (as described above) and external paving/road construction plans; environmental impact evaluations; water resource management; and consideration of national trends in cybersecurity.

MAWC uses engineering criteria based on accepted engineering standards and practices that provide adequate capacity and appropriate levels of reliability to satisfy residential, commercial, industrial, and public authority needs, and provide flows for fire protection.

The criteria are developed from regulations, professional standards, and Missouri-American engineering practices, policies and procedures.

Pipelines are designed to meet two conditions of service: (1) deliver projected peak hour customer demands while maintaining system pressures at 35 psi or greater in accordance with the MDNR regulations; and (2) provide adequate fire flow identified by the governing

1 fire authority or the Insurance Service Office Fire Ratings while maintaining distribution
2 system pressure at 20 pounds per square inch (“psi”) or greater.

3 **Q. How are IPs included within the Company’s capital investment plan?**

4 A. IPs represent investments made to meet environmental or water quality regulations,
5 infrastructure capacity expansion, or rehabilitation. These projects allow the Company to
6 meet the service demands of the community, help ensure regulatory compliance, and
7 reduce asset failure. Determining whether to include an IP within the investment plan starts
8 with the development of the anticipated demand projections of the system, the
9 identification of improvements needed to meet those demands, and the adoption of
10 prioritization strategies for the various requirements of the business. Specific capital
11 planning requirements are addressed in both the short term (one year) and the longer term
12 (five years). Projects are prioritized using objective criteria that validate the need for a
13 project and assess the risk of not doing the project. A key aspect of this planning technique
14 is that it is flexible and can be adjusted as needed to address new priorities, such as
15 unplanned equipment failures, large or sudden growth of a service area, or new regulatory
16 requirements.

17 **Q. How does MAWC manage capital expenditure procurement as part of its day-to-day**
18 **activities?**

19 A. All significant construction work performed by independent contractors and significant
20 purchases are completed pursuant to a bid solicitation process. MAWC maintains a list of
21 qualified bidders and bids project work to ensure that construction costs are kept
22 reasonable. American Water Works Service Company, Inc. (“Service Company”)
23 annually takes competitive bids for material and supplies that are either manufactured or

distributed regionally and nationally through its centralized procurement group. The Service Company is a wholly owned subsidiary of American Water that provides services to Missouri-American and its affiliates. Through the size and breadth of American Water, MAWC has the advantage of being able to purchase these materials and supplies on an as-needed basis at favorable prices. The Service Company continues to review and undertake procurement initiatives for services and materials to reduce costs or mitigate price increases through either streamlined selection or utilization of large volume purchasing power. Initiatives that have directly impacted capital expenditures include the use of master services agreements with pre-qualified engineering consultants, national vehicle fleet procurement, and national contracts to purchase materials directly from manufacturers.

III. DESCRIPTION OF PLANT ADDITIONS

Q. Please describe MAWC's plant additions.

A. The projects that comprise the Company's plant additions in this case vary from what may be characterized as routine, recurring projects, such as the installation of individual distribution mains and service and hydrants, to substantially larger discrete projects, such as the replacement of transmission mains, safety and reliability upgrades at water production facilities, replacement of electrical switchgear and motor control centers, water storage tank projects, and system acquisition improvements, which I discuss in greater detail below.

Q. How are you presenting MAWC's plant additions in your Direct Testimony?

A. MAWC is seeking recovery of capital investments made from January 1, 2023 through the future test year proposed in this case, May 31, 2026. MAWC investment total is approximately \$1.5 billion, of which approximately \$409.1 million are in the future test

1 year period.

2 **Q. Can you describe these plant additions?**

3 A. Yes. I describe the significant capital projects (defined herein to include those projects
4 with a cost of more than \$1 million for water systems and \$500,000 for wastewater) below.
5 **Schedule DRL-1 – CONFIDENTIAL** provides a list of each of the projects described
6 below along with the estimated or actual capital spend and in-service date.

7 **Q. Do the plant additions include additional investments in water and wastewater**
8 **facilities that are not specifically described in this Direct Testimony?**

9 A. Yes. In addition to the capital projects listed below and in **Schedule DRL-1 –**
10 **CONFIDENTIAL**, the Company will also enhance or maintain current levels of service,
11 quality, reliability, and efficiency through numerous projects that do not fit within the
12 definition of “significant capital projects” as I have defined the term above. These projects
13 relate in part to the extension or replacement of water or wastewater distribution and
14 collections mains, minor plant and pump station improvements, installation of
15 replacement services, hydrants, and meters, and other capital expenditures such as vehicles,
16 heavy equipment, building improvements, and computers.

17 **Q. Please describe the significant capital investments in this case.**

18 A. The significant RPs are as follows:

19 The following distribution system projects are projects that involve water main
20 replacements due to aging infrastructure and/or water main relocations that are necessary
21 to allow local government road authorities to construct their projects. MAWC utilizes GIS
22 to track and analyze main break history and other relevant information such as pipe
23 materials and age to prioritize main replacements and minimize costs. Additionally,

1 municipal, state or county agencies will approach MAWC with projects that create the need
2 for MAWC to relocate our facilities, when they are in physical conflict with the agency's
3 proposed improvements. Some examples of these projects include replacing the pavement
4 in certain areas, adding new storm sewers, or changes that include a significant change in
5 elevation of the road. Often such projects require relocations of the water main. Another
6 example is the public agency will sometimes ask us to replace a water main when it has
7 broken multiple times and they don't want it damaging their new pavement once they
8 complete their project. MAWC will review the water main break history and if it is
9 warranted, MAWC will replace the main as part of our replacement program, in
10 conjunction with their project, even if it's not in physical conflict with any of the
11 improvements I mentioned above. This cooperation allows MAWC to coordinate with
12 local authorities to help them achieve the goals they have set and also assists MAWC in
13 lowering restoration costs.

- 14 ➤ MOSL_JULIAN_AVE_8"_PVC_1750_OBSL
- 15 ➤ MOSC-Hwy K_20" Phs II Slip Line_Rep
- 16 ➤ MOSL-Lackland_Rd-36"_CI-400'-RELO
- 17 ➤ MOSL_MARSHALLRULE_AVE_8"_PVC_2020'_
- 18 ➤ MOSL_AIRPORT_RD_PH1_16"_TRFLX_1180'
- 19 ➤ MOSL_AIRPORT_RD_PH2_16"_TRFLX_1340'
- 20 ➤ MOSL_AIRPORT_RD_PH4_16"_TRFLX_1530'
- 21 ➤ MOSL_VICTORY_DR_PH1_8"_PVC_1550'_OB
- 22 ➤ MOSL_CALVIN_AVE_8"_PVC_1830'_OBSL
- 23 ➤ MOSL_LINDBERGH_PH1_12"_DI_1850'_OBS
- 24 ➤ MOSL_AIRPORT_RD_PH3_16"_TRFLX_1650'
- 25 ➤ MOPV_REPL_Avalon_2280_8_DI
- 26 ➤ MOSL_LINDBERGH_PH2_12"_DI_2050'_OBS
- 27 ➤ MOSL-WEIL_AVE_RR_BORE-12_HDPE-200-O

- MOBR_REPL_Broadway_2900LF_PVC
- MOSL_LINDBERGH_PH3_12" _DI_1650'_OBS
- MOSL_FONTAINE_PL_8" _PVC_2870'_OBSL
- MOSL_DELMAR_BLVD_8" _PVC_2350'_OBSL
- MOSL_CHAIN_OF_ROCKS_DR_8" _PVC_1350'
- MOSJ_REPL_Blackwell_DeSoto_RS_Persh
- MOSL_New_Florissant_PH3-1450'_24"DI
- MOSJ_REPL_Route_U_3520LF_CL52_840LF
- MOJC_Bald Hill Dr_8" PVC Replacemen
- MOLS_REPL_Salem/Gardner_3860LF_PVC
- MOSJ_REPL_Penn
- MOJP-Murphy 24" Replacement
- MOSL_College_Ave_8"PVC_OBSL
- MOSL-Gravois_Delores_12"-540'-HDPE
- MOJP-Moffet-Area_Main_Repl_8" DI 6200'
- MOSJ-Gene Field Rd 12" PVC 1900'
- MOWB_REPL_MO13_12"&8"DI 8500'
- MOPV REPL Mirror Lake Phase 1
- MOSJ REPL Savannah Rd

Q. Are there other significant water related capital projects included in this case?

A. Yes. The following significant capital projects are also included in this case:

- MOSL-CP_New_RDP_Lime_Slaker (I17020198)

This project adds an additional lime slaker and 4” loop piping to the A & B pre-sedimentation basins for reliability to the lime feed system. The additional lime slaker was necessary to support reliability in the lime feed system during peak demand. Loss of a lime slaker during peak demand would result in the inability to provide adequate service to our customers.

- MO River Xing to STC (Daniel Boone) (I17-020041)

The St. Charles distribution system is supplied via a single transmission main under the Missouri River. Previous failure of the existing transmission main required shut down of water supply, relying on neighboring supply for several days. Failure of this transmission main during periods of heavy demand would result in loss of water to the St Charles system for an extended duration. This project installed the 36” transmission main in the St Louis County system to the Missouri River and allows for the extension of the transmission main under the Missouri River into the St Charles system. Adding a second source of supply increases system reliability for our St. Charles County customers by eliminating a single source of potential failure.

- MOSL-Affton_#3_Roof_Replacement (I17020186)

The welded steel roof at the Affton #3 tank was at the end of its life expectancy. An aluminum dome roof was installed along with replacement influent valves.

- MOSL-CP_A_Basin_Sec_Clarifier_Drive (I17020213)

This project replaced four clarifier drives and rake arms which have reached the end of their useful life. Operable clarifiers increase treatment reliability and mitigate O&M costs by supporting more efficient routine basin maintenance.

- West High Zone Transmission Improvements A-2 (R17-04A1.24-P-0001)

The West High Zone Transmission Reliability project eliminates a single point of failure to approximately 1,000 customers in the western high zone and eliminates a hydraulic restriction in the HWY 45 transmission corridor. This project consists of installing 3,300 feet of mostly 12” pipe to connect from the end of a developer project north along Crooked

1 Road to connect with the existing 12" HWY 45 transmission main. This will provide a
2 redundant 12" main while avoiding cased installation on a busy MODOT route. It is also
3 providing a loop for the new development and can be used to feed the main zone in
4 emergencies.

- 5 • SP Intake Reliability Improvements (I170200167)

6 This project enhances reliability and resiliency of this facility by mitigating the risk of flood
7 events and installing emergency power generation. Flooding events at the South WTP's
8 intake structures in 2015 & 2017 have increased concerns about future potential damage to
9 the pumps and other electrical equipment as well as the intakes' overall ability to supply
10 raw water to the South WTP during flood events. The existing intake pump station
11 constructed in the 1950s and ancillary equipment is being replaced and moved to a higher
12 elevation to address these concerns.

- 13 • Eureka Water Transmission Main (I17020196)

14 This project consists of the installation of 6.3 miles of 20" and 16" diameter transmission
15 main within the Cities of Wildwood and Eureka in the western portion of the St Louis
16 County service area to provide water from the Central Water Treatment Plant to the
17 recently acquired customers in the City of Eureka. The water quality of the existing Eureka
18 system is poor with significant total dissolved solids, hardness and taste issues. It is very
19 hard on home appliances which leads to high levels of dissatisfaction in the water quality.
20 Completion of this project allows for the transition of Eureka customers to the surface
21 water source that is provided to all customers in St Louis County. Changing the source of
22 water for the City of Eureka was the primary factor in the city resident's approval to sell
23 the water system to MAWC.

1 • CP 1 & 2 Coag Basin Improvements (I17020223)

2 The primary flocculation equipment in coagulation basins 1, 2 & 3 failed and was not
3 providing mixing in the primary treatment basins. This project replaces the horizontal
4 flocculation equipment that failed over time due to age. New vertical mixers are being
5 installed to provide proper mixing and more efficient maintenance with access to
6 equipment during water treatment operation.

7 • Eureka Arbors Dome and Coating (I17020244)

8 Tank inspection from November 2022 identified interior coating failure and corrosion of
9 roof support structure of the 500,000-gallon tank. The new roof and related work
10 associated with the tank upgrade mitigates the risk of structural failure and significantly
11 extends the service life of the tank.

12 • MOSJ -Service Center Addition (I17030026)

13 When the St. Joseph service center was originally constructed in 2016 there were 3 service
14 areas. Now in 2024 there are 12 service areas. This project increases the square footage
15 of the St. Joseph service center to provide additional offices, an additional conference
16 room, storage, and lot improvements to provide adequate space to accommodate the
17 expanding service areas in northwest Missouri.

18 • Install PAC Feed Near Intake PS (I17110027)

19 The Shoal Creek raw water supply experiences algae events which affect taste and odor in
20 the treated water. At the Blendville WTP, powdered activated carbon is fed to address taste
21 and odor compounds caused by algae. Carbon is currently introduced just upstream of
22 Sodium Hypochlorite and coagulant feed points. Due to this close proximity, higher doses

of chlorine are required due to the reaction of the carbon in the treatment process. Relocating the carbon feed point increases the carbon contact time and improves carbon utilization and performance by minimizing interactions between carbon and chlorine. This project will allow for more efficient use of chemical feeds and better optimization of the water treatment process.

- Joplin Service Center Expansion (I1711XX10)

The Joplin Service Center currently does not have enough space to store materials or vehicles inside. Materials such as meters and service materials are stored in shipping containers at the rear of the property. Additionally, vehicles are stored in the back of the building uncovered with little protection from theft. Several catalytic converters have been removed from trucks in recent years. The expansion will allow for adequate protection of vehicles and equipment along with more secure storage for meters, copper, and other materials.

- MOSL-South County Operations Center (I17020197)

Currently, several Distribution Maintenance crews and Field Service Representatives report to various remote sites around south St. Louis County. Consolidating the south county workforce to a centralized reporting area for consistency, safety, and logistics is needed to increase efficiency, training and overall workforce management. Also, several employees that will report to the South County Service Center are housed on the South Water Treatment Plant site. These employees need to be relocated to facilitate treatment improvements at the South Plant. A site in South St Louis County near the intersection of I-44 & I-270 was selected for the new service center. This allows for easy access to major highways in order to provide efficient coverage to the southern region of the service area.

1 It will be the reporting site for about 60 employees. The facility will include office space
2 along with training and ready rooms for field staff. It will also include open warehouse
3 area for material storage and a meter shop area along with meter testing equipment. Space
4 for work vehicles, trucks and distribution maintenance equipment is also provided. Three
5 vacuum excavator trucks will be located at this facility with indoor storage to protect from
6 freezing environment during the winter months.

7 • Install New Elevated Sunset Tank (I17020068)

8 The existing Sunset Tank is beyond its useful life, with leakage occurring due to corrosion
9 holes in the steel wall. This tank is used to set the hydraulic gradient for the South County
10 Water Treatment Plant. As demands have increased over the last 90 years, the tank volume
11 is too small and the tank volume no longer effectively supports the efficient operation of
12 the water system. This project replaces a 250,000-gallon elevated storage tank constructed
13 in the 1930s with a new 1.5 million gallon tank to improve system reliability by providing
14 increased storage and more consistent pressures to customers in the area.

15 • JCWTP Backwash Sewer to Outfall Replacement

16 This project will replace the existing 14 inch diameter sewer outfall pipe from the treatment
17 plant to the Missouri River. The existing pipe was installed in 1926 and investigation of
18 the current pipe has revealed cracked pipe segments as well as pipe joint separation. The
19 pipe is being replaced with a new 30" diameter pipe to carry flow from the new filter
20 building during a filter backwash, filter to waste, and water treatment basin residuals
21 discharge. Currently, the existing pipe can only handle one of these operations at a time.
22 This new outfall pipe will mitigate the risk of severe failure of the existing pipe as well as
23 allow for more efficient operation of the water treatment process.

1 • JFC New Filter & Chemical Feed Building (I17120015)

2 The Jefferson City Water Treatment Plant has served the City of Jefferson City for well
3 over a century. This project follows a series of improvements to effectively renew the
4 entirety of the plant with the intent of continuing to provide high-quality finished water.
5 This project will construct a new filter building and chemical feed systems (polymer and
6 ammonia) which will increase treatment reliability for our customers.

7 • NP E_Basin Prim Mix Improvement (I17020184)

8 This project focuses on improving the mixing of treatment chemicals in the Rapid Mix
9 channel between the Pre-sedimentation Basin and the Primary Basin influent flume, which
10 enhances reliability and efficiency of the system. Design and construction of a deeper rapid
11 mix channel with a longer flume between the Pre-sedimentation Basin and the Primary
12 Basin influent flume will improve chemical treatment processes. The current depth of the
13 Rapid Mix channel is inadequate to effectively distribute chemicals through the full range
14 of treatment flows. The existing shallow channel also leads to breakage of the chemical
15 lines attached to sides and bottom of channel due to the combination of turbulence from
16 mixer blades and high flows.

17 • Replace Clearwell Sluice Gates (I17100011)

18 This project replaces the sluice gates that are used for operation of the Mexico water
19 treatment plant clearwell. The sluice gates are part of the original 1949 concrete clearwell
20 and are becoming increasingly difficult to operate after 75 years. This project will replace
21 the sluice gates, slides and frame with all new equipment along with new mechanical
22 operators. The new sluice gates mitigate the risk of failure that would jeopardize the ability

1 to supply water to the customers in our Mexico system.

2 • CP CP3 B Substation Switchgear North Bus (I17020170)

3 The existing switchgear originally installed in the early 1970's is obsolete. Its operation is
4 unreliable and replacement parts for repairs are not readily available. It also poses a risk
5 to plant staff and will be upgraded to meet current electrical safety standards. The southern
6 portion of the switchgear was replaced during a previous project. This project will
7 complete the replacement of the remaining switchgear.

8 • CP Repl B Primary Flocc Baffles (I17020177)

9 This project consists of replacement of the original water treatment flocculation equipment
10 installed in 1968. The flocculation shafts, paddles, bearing support columns and baffle
11 walls are being replaced. The new equipment provides enhanced water treatment in order
12 to continue to meet water quality standards at the plant. Additionally, it will allow for
13 reduced maintenance time during seasonal, routine maintenance in the basin.

14 • MP Chlorine Upgrade (I1702X103)

15 The sodium hypochlorite generators at the Meramec plant have been in service since 2008.
16 This is well beyond the expected useful life of these units. Replacement sodium
17 hypochlorite generators will be procured and installed to provide reliable disinfection in
18 the water treatment process.

19 • MO River Crossing Bore (I17090018 & I17090020)

20 The St. Charles distribution system is supplied via a single transmission main under the
21 Missouri River. Previous failure of the existing transmission main required shut down of
22 water supply, relying on neighboring supply for several days. Failure of this transmission

1 main during periods of heavy demand would result in loss of water to the St Charles system
2 for an extended duration. This project will construct the transmission main under the
3 Missouri River and will connect it into the St Charles distribution system near Hwy 94 and
4 Miller School Rd on the St. Charles County side of the Missouri River to connect a second
5 river crossing for the St. Charles distribution system. Adding a second source of supply
6 increases system reliability for our St. Charles County customers by eliminating a single
7 source of potential failure.

- 8 • Jaxson Estates Add Well #2/Jaxson Estates Tank (I1709XXX6 & I17090021)

9 The existing tank is a bolted steel standpipe. The bolted seams are showing rapid signs of
10 corrosion and need replacement. Operational challenges exist due to higher levels of iron
11 in the source water and tank turnover is difficult when the tank is operated to the full
12 volume. Without adequate turnover, iron residuals accumulate in the tank resulting in
13 water quality complaints. Additionally, due to growth in the area, the tank needs to operate
14 at a higher gradient to provide minimum service pressure. This project replaces the existing
15 standpipe with a 200,000 gallon elevated tank in order to increase service pressure, provide
16 adequate fire protection, and improve water quality in the system through full use of the
17 tank storage volume. With continued growth in that area, a second source of supply is
18 planned for the new tank site, and a second well at the new tank site or connection to
19 neighboring water system will provide redundancy for the community.

- 20 • I-49 City of Joplin ARPA Main Extension Partnership (I17110031)

21 The City of Joplin applied for American Rescue Plan Act (ARPA) funds and were awarded
22 \$5M in matching funds for water main extensions. Missouri-American Water Company
23 was named as a sub recipient for the ARPA funds. Three targeted areas have been selected

1 in the Joplin area which are not currently served by a public water system. While no
2 evidence of contamination is shown in the targeted service areas, the Springfield aquifer is
3 known to have metals contamination, including lead, cadmium, and tetrachloroethylene
4 (TCE) due to historic mining and manufacturing activities. Additionally, these households
5 also do not have access to fire protection which creates a safety risk for these residents.
6 Approximately 22,000 ft of 12" DIP is scheduled to be installed to bring safe and reliable
7 water service to the residents in this area.

- 8 • Eureka Transmission Main Extension (I1702XX90)

9 This project will install 12" main within the distribution system in order to better fill the
10 Arbors and Viola tanks during peak summer demand. Hydraulic modeling has shown that
11 during peak usage, customer demands above 3 mgd, the piping on the north side of I-44
12 west of the new transmission main is undersized to adequately fill these tanks. This new
13 12" main will reduce the headloss during peak demand allowing for tank fill during the
14 high usage periods.

- 15 • Joplin WTP CO2 Feed System (I1711XXX7)

16 This project includes pH adjustment at the Blendville Water Treatment plant in Joplin.
17 Blendville is a surface water treatment plant. A combination of the higher pH of the source
18 water and the added pH from water treatment methods causes the pH to be close to the
19 upper pH target range for optimum coagulation and finished water quality limits. Missouri
20 DNR has allowed MAWC to perform a pilot project. This pilot project will be performed
21 by plant personnel with Olsson Engineering providing a supporting role. This project
22 consists of installing a new Bulk CO2 tank, CO2 feeders for each treatment train at the
23 plant, along with associated controls system. With the installation of the new system, the

1 plant operator will be able to control pH as required to maintain optimum water treatment.

2 • Chlorine to Hypo Conversion - Wells Ph 3

3 This project will replace the chlorine gas and ammonia chemical feed systems at the Joplin
4 well facilities. This project includes conversion of the gaseous chlorine and ammonia at 7
5 well sites to liquid sodium hypochlorite and liquid ammonium sulfate (LAS). Chlorine gas
6 can be a safety hazard for employees and the public. As the Company evaluated its risks
7 it identified gaseous chlorine as a potential serious health hazard to its employees and the
8 larger community. Accordingly, to eliminate this safety concern, the Company is investing
9 in this conversion. Eliminating the use of gaseous chlorine at the facility eliminates the
10 dangers of an accidental release of the toxic gases or a deliberate attack that would pose a
11 danger to the public and the Company's operations staff if this event occurred. In addition,
12 Well 5, 7, 8, 9, 10, 11 and the Galena Pump Station well will have new chemical feed
13 pumps, piping, and tanks. Also included in this is general rehab of the well buildings and
14 updates to SCADA controls.

15 • Purcell Water Tower (I17650001)

16 The existing Purcell water tower is 50,000 gallons, was constructed in 1911 and is a riveted
17 steel tank that utilized a wax and oil interior coating. The tower has some missing rivets
18 in the roof and had to be patched on the lower bowl area in 2022 due to a leak through the
19 steel. During the repairs it was noted that the steel was thin in several areas around the
20 patch. The average daily demand on the system is approximately 88,000 gallons per day
21 and this tower also provides for fire flow. A new 100,000-gallon steel tank will be erected
22 adjacent to the existing tank to provide reliable storage and fire flow. The tank will also be
23 elevated an additional 20 feet to improve pressure to the higher elevations in the system.

1 • NP East Intake Chemical Feed Vault (I17020227)

2 The existing discharge header and chemical feed vault/piping are original to the plant
3 (1963), corroded, and warrants replacement to mitigate risk of failure. This project will
4 provide for more efficient operation and timely maintenance of the chemical feed system,
5 and provide a safe and reliable means to access the discharge header at the intake structure.
6 This project consists of replacing the 36 inch raw water discharge header, pump discharge
7 valves, chemical feed injection points, installing a man access door in the intake structure,
8 replacing and rerouting the raw water sample feed lines to flow to the main control
9 building.

10 • CP A Intake Switchgear & Transformer Replacement (I17020251)

11 The existing switchgear and transformers were installed in the early 1970's and have
12 reached the end of their service life and are obsolete. When maintenance is needed or
13 failures occur, replacement parts for repairs are not readily available. Also, safe operation
14 of the aging equipment will be addressed. Switchgear and transformer replacement will
15 increase operational reliability and bring it up to current electrical standards.

16 • CCP Storage, shop, office, bldg addition (I17020089)

17 The existing shop building was built in the 1920's and is no longer capable of meeting all
18 the needs of Central Plant maintenance and repair operations. Due to the age of the
19 building, it is suspected many surfaces would test positive for lead and asbestos. A new
20 shop building is needed to meet current needs and reduce the exposure risk to workers.
21 This project will mitigate health and safety aspects of the existing facility. In addition, it
22 will provide a new machine shop and will allow for a consolidated reporting location of

the maintenance personnel at the plant. Currently there are multiple reporting sites within the plant grounds for shop mechanics. This project will provide for more efficient supervision of staff by consolidating shop maintenance personnel at one facility within the plant.

- STJ 12-inch MO River Crossing to Levee Phase (I17032019)

The single 16-inch main crossing the Missouri River to serve City of Elwood, Wathena, and Rosecrans AFB is a single point of potential failure and there are no interconnects with other systems on the west side of the river to supply these customers if the river crossing pipe fails. This project will provide a second parallel main across the river to provide a redundant supply to these customers, improving reliability and resiliency of service.

- 36" Main - Long Rd to Spirit of St Louis Blvd (I17020234)

This project will complete the 36" transmission main being installed as a second source of supply to the St. Charles service area. This main will connect into the 42" main in the St Louis County system on the east end near the intersection of Long Rd and Chesterfield Airport Rd. It will tie into the existing 36" main on the east end near Spirit of St Louis Blvd and Chesterfield Airport Rd. The 36" main will provide reliability to the St Charles system and mitigate the single point of failure risk that exists with the current river crossing serving the St. Charles system.

Q. Are there other significant wastewater related capital projects included in this case?

A. Yes. The following significant capital projects are also included in this case:

- MOW2-Incline_Village_WW_#1_Replacem (I17150002)

This project is necessary to replace the aging WWTF with a new treatment plant to provide

adequate capacity for the area served. Permitted flow at this facility is 80,000 gpd. Originally, two parallel treatment plants, 20,000 gpd and 60,000 gpd, were in operation at this facility. These treatment plants at this facility have reached the end of its design life. The 20,000 gpd train was deteriorated significantly and was taken offline, and the actual flows are greater than the design flow of the existing 60,000 gpd treatment plant Incline Village WWTF. The new facility will consist of a mechanical activated sludge plant, sized appropriately for the total 80,000 gpd service area, thereby helping ensure compliance with the permitted effluent limits.

- MOM1-_Influent_Scrn_Incl_Washer_Com (I17300002)

This project was the reconfiguration of the headworks of the Meramec WWTF to replace the manual bar screen with an automated mechanical screen. The screen includes a washer and compactor for disposal of the screened solids. Installing the screen benefits the treatment process by screening out inorganic solids before the biological treatment process. The exiting bar screen allows for the passage of disposable wipes and other inorganic material causing significant operational challenges, including unsafe conditions for the operator while removing debris and trash from the WWTP.

- MOS4 REPL CCTV/Lining (R17-69B1.23-P-0002)

This project cleaned and collected closed-circuit television (CCTV) footage of the entire gravity collection system of Stewartsville, MO. This allowed us to identify target areas for future lining and necessary point repairs. 3388 LF of 8" gravity sewer main was lined during this project, that was identified as the highest priority.

- Emerald Pointe WW Lift Station (I1756XXX1)

1 This project includes the installation of a wastewater lift station in Phases IX and X in
2 Emerald Phases IX and X are ready for development, with builders under contract to
3 construct new homes. The sewer lines were installed previously and acquired as part of
4 the Emerald Point acquisition.

- 5 • Eureka WW Hilltop LS (I17600005)

6 The Hilltop Lift Station was identified for replacement during the acquisition of Eureka
7 wastewater system. The pumps and other equipment posed a confined space hazard for
8 operation staff at the existing lift station due to pumps and equipment being in a dry well.
9 The proposed project included installation of a new conventional wet well lift station with
10 a vertical valve vault, pumps, control panels, manhole, and reinforced concrete wet weather
11 storage pipe. The new lift station eliminates the current confined space hazard and will
12 reduce the frequency of service and repairs for lift station equipment.

- 13 • Eureka WW Collection System Imp 2024 (R17-60B1.23-P-0006)

14 CCTV inspections conducted in 2023 identified over 10,000 ft of sewer pipelines with
15 defects requiring replacement. This project involves cured-in-place-pipe (CIPP)
16 installation to reduce inflow and infiltration (I/I) entering the Eureka collection system.
17 Reducing the collection system I/I during rainfall events reduces the risk of sanitary sewer
18 overflows at the plant. It also eliminates the need for capacity increases associated with
19 I/I.

- 20 • Incline Village Wastewater Plants #2 Expansion (I17150001)

21 This project is necessary to meet capacity demands for the area served and to replace the
22 aging facility to meet permit effluent limits. This facility has reached the end of its design

1 life, and the actual flows are greater than the design flow of the existing WWTF. The
2 original design capacity permit for this facility was 80,000 gpd. Similar to Incline Village
3 WWTP #1, there were two treatment trains at this facility (60,000 gpd and 20,000 gpd).
4 The 20,000 gpd was taken offline due to deteriorated condition. Incline Village #2 service
5 area has also grown beyond the original 80,000 gpd operating permit level. The new
6 facility is permitted by MDNR for 120,000 gpd and will consist of a mechanical activated
7 sludge plant sized appropriately for the service area, thereby allowing for compliance with
8 the permitted effluent limits.

9 • Churchview (I1727XXX2)

10 This project consists of the construction of a pump station and force main to transport the
11 received wastewater to the Wardsville NW WWTF. The new Churchview WWTF permit
12 has chloride limits that will be difficult to meet, therefore the pump station and force main
13 is necessary to ensure compliance is maintained. This will also reduce operation and
14 maintenance costs with the elimination of a WWTF.

15 • Calley Trails-Stoney Creek WWTF AOC (I17270014)

16 The existing Calley Trails and Stoney Creek WWTFs cannot meet the permitted ammonia
17 limits. In addition, the MDNR has developed an AOC for the Stoney Creek WWTF to meet
18 ammonia limits. This project is designed to comply with the terms of the AOC. The new
19 mechanical facility will be located at the Calley Trails WWTF and will be sized
20 appropriately to handle the wastewater from both facilities. The Stoney Creek WWTF will
21 be closed and replaced with a pump station and force main to transport the waste to the
22 new Calley Trails WWTF.

1 • Ozark Meadows Plant Upgrade (I1727XX10)

2 This project will replace the Ozark Meadows WWTF, which is a metal package plant and
3 has reached the end of its life. The existing plant is experiencing significant corrosion and
4 is at risk of failure, which would result in leakage of wastewater into the surrounding soil.
5 The new facility will be a mechanical plant constructed of concrete basins and will meet
6 the permitted effluent limits.

7 • Cedar Hill Lagoon Influent Screen (I1707XXX3)

8 Currently, there is no influent screen at the head of the Cedar Hill Lagoon Treatment
9 Facility. This creates operational challenges with flushable wipes and other inorganic
10 material in the system. This project will install a new influent screen at the head of the
11 Lagoon in order to remove inorganic material which will improve operation of the facility.

12 • Eureka WW KOA LS (I17600004)

13 The Kampgrounds of America (KOA) Lift Station was identified for replacement during
14 the acquisition of Eureka wastewater system. The pumps and other equipment posed a
15 confined space hazard for operation staff at the existing lift station due to pumps and
16 equipment being in a dry well. The proposed project includes the installation of a new
17 conventional wet well lift station with a vertical valve vault, pumps, control panels, and
18 manhole. The new lift station eliminates the current confined space hazard and will reduce
19 the frequency of service and repairs for lift station equipment, improving safety, reliability
20 and efficiency.

21 • Eureka WW Kircher (I17600008)

22 The Kircher Lift Station was identified for replacement during the acquisition of Eureka

wastewater system. The pumps and other equipment posed a confined space hazard for operation staff at the existing lift station due to pumps and equipment being in a dry well. The proposed project includes the installation of a new conventional wet well lift station with a vertical valve vault, pumps, control panels, manhole, and reinforced concrete pipe (RCP) storage. The new lift station eliminates the current confined space hazard and will reduce the frequency of service and repairs for lift station equipment improving safety, reliability and efficiency.

- Wardsville NW WWTF Ammonia Upgrade-AOC (I17480005)

This project upgrades the existing Wardsville NW WWTF, and creates a regional treatment facility. There will be a total of 5 WWTF closed with the collection systems pumped to the Wardsville WWTF. Markway Meadows and Churchview will be completed with this project. Kleffner Ridge, VanLoo, and Coyote Ridge WWTFs will be done at a later date. An Aero-Mod SEQUOX Biological Nutrient Removal System with a design flow of 251,410 gpd will be constructed. The process uses activated sludge and has 2 stages of aeration with logic controlled sequences of aeration and no-aeration, throughout the biological process. The process allows for BOD removal, nitrification and denitrification. An existing lagoon cell will be used to provide flow equalization. The existing UV disinfection system will be upgraded to serve the new peak design flows. This project is designed to comply with the terms of the AOC.

Q. Are there significant Enterprise Solutions related capital projects included in this case?

A. Yes. The following significant capital projects are also included in this case:

- Meter Data Management System (MDMS) (T17-014A-P-0001)

1 The MDMS is a portal that ingests advanced metering infrastructure (AMI) meter reads
2 directly from the head end systems designed to address data security, privacy and cyber
3 security standards. This is an upgrade to legacy meter data management software and
4 integration with SAP to improve meter data accuracy and leak detection. MDMS helps
5 manage the AMI meter reading process by receiving AMI data, and monitoring for missing
6 data or incomplete data. This improves meter data accuracy and customer billing by
7 providing more timely data that helps address exceptions to the meter reading process that
8 occur from time to time. Implementation of this software can provide insight into
9 potentially malfunctioning meters in the field, enable more effective field operations and
10 meter exceptions. Customer billing accuracy is improved by providing better reporting to
11 support meter exception management.

12 • MDMS: Release 2 (T17-014A-P-0003)

13 This project further developed and enhanced the MDMS through integration with Neptune
14 headend systems along with new enhancements and features. These new enhancements
15 include development of interval meter data pipeline, enhanced cyber security and role
16 provisioning, and development of automated customer service features, including move
17 in/out capability and high bill inquiry. This project improved customer experience through
18 increased insight into daily water usage, greater billing accuracy, and enabling more
19 proactive identification of high and estimated billing conditions.

20 • myWater V2 Enhancements 2023 (T17-014D-P-1000)

21 As discussed by MAWC witness Jody Carlson, MyWater is a customer facing website,
22 which provides for self-service options and more seamless discussions between Company
23 representative and customers. This project made enhancements to MyWater, including

1 developing new features and enhancements focused on improving the customer experience
2 through presentment of AMI interval meter information, enablement of automated pay
3 features, and development of workflows ensuring consistent new customer transactions.
4 Additional features in-serviced included usage analytics and enhanced cyber security
5 features.

6 • Data Center Replacement (T17-0100)

7 This project involves the replacement of American Water's existing data center currently
8 serving American Water and its regulated affiliates (including MAWC) that is necessary
9 to operate and store software applications and associated data digitally. The Company has
10 historically leased space for its data centers, with its primary facility provided by
11 IBM/Kyndryl in Sterling Forest, New York. IBM/Kyndryl informed the Company that its
12 data center location and infrastructure has reached end-of-life. As a result, the data center
13 lease would not renew for the primary data center, requiring the Company to exit the
14 facility by October 31, 2025 and pursue another alternative for its data center applications.

15 **Q. Does this conclude your Direct Testimony?**

16 **A.** Yes.

Schedule DRL-1 has been marked CONFIDENTIAL in its entirety in accordance with Commission Rules 20 CSR 4240-2.135(2)(A).4 and 20 CSR 4240-2.135(2)(A).6.