

**DATA INFORMATION REQUEST**  
**Missouri-American Water Company**  
**SM-2025-0067**  
**Sale to Confluence Rivers**

**Requested From:** Tim Luft

**Date Requested:** 04/11/2025

**Information Requested:**

Could MAWC retain third-party contractors, such as those referred to in its response to part b of OPC DR 27?

- a. If so, please identify all reasons why MAWC has not done so.
- b. If no, please identify all reasons why.

**Requested By:** Lindsay VanGerpen

**Information Provided:**

MAWC has established an operational model that does not utilize third-party contractors to operate and maintain our systems. The size and complexity of most of MAWC's systems require consistent operation and maintenance year after year. Utilizing full-time operational staff that have a diverse knowledge base of MAWC's systems allows for efficient decision making that considers historical changes to the systems and future planning efforts to improve the systems. All operational personnel have access to the entire knowledge base of American Water and that is not true of a third-party contractor.

**Responsible Witness:** Steve Kadyk