



Exhibit A

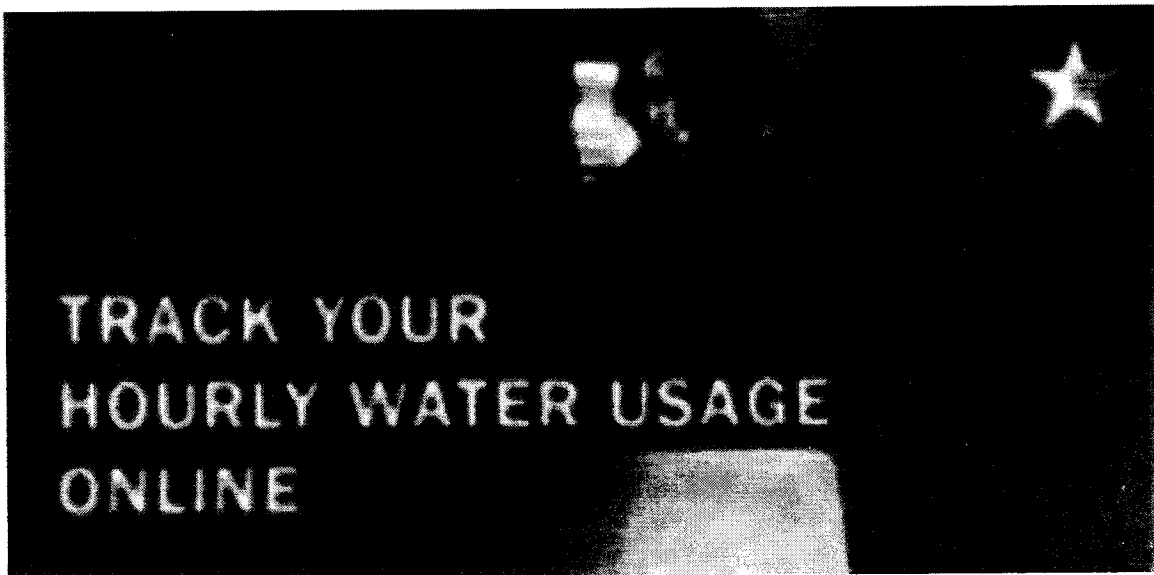
Jim Moriarty

## Get Hourly Water Usage Data

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

Thu, Oct 17, 2024 at 9:30 AM

[View this email in your browser](#)

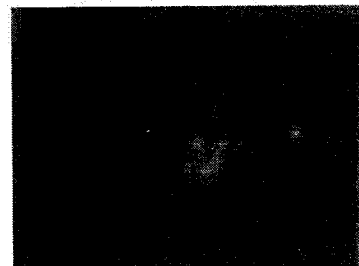


At American Water, many of our customers enjoy the benefits of Advanced Metering Infrastructure (AMI). AMI meters are high-tech water meters that allow customers to track their up-to-the-hour water usage through **MyWater**.

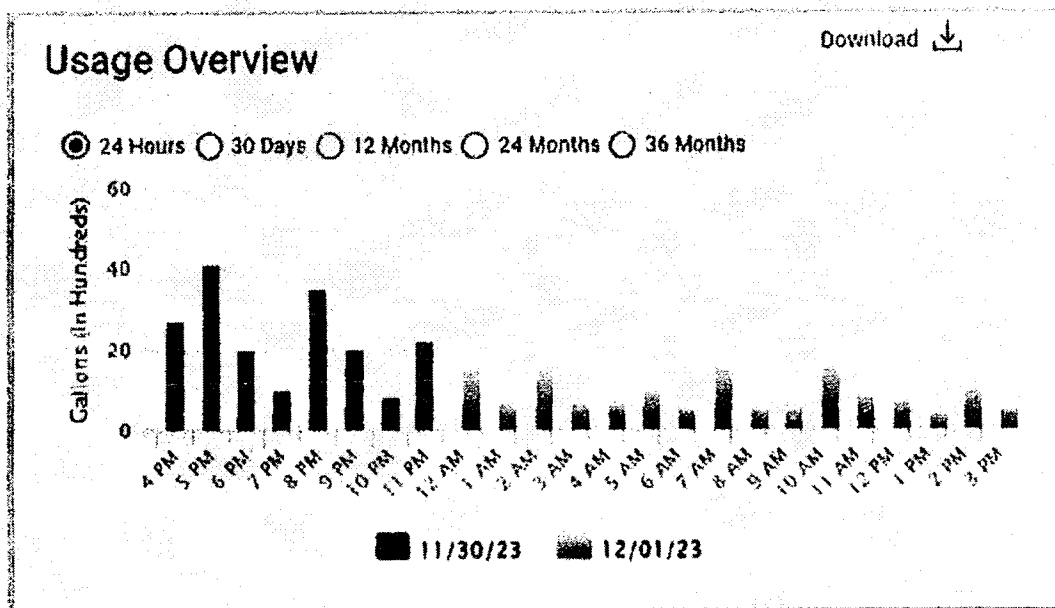
### BENEFITS OF MONITORING WATER USAGE

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

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## 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.**

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AMERICAN WATER

[amwater.com](http://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?

You can **update your preferences** or **unsubscribe from this list**.

Exhibit B



Login ▾

My Water

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

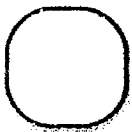
## ADVANCED METERING INFRASTRUCTURE

### 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.



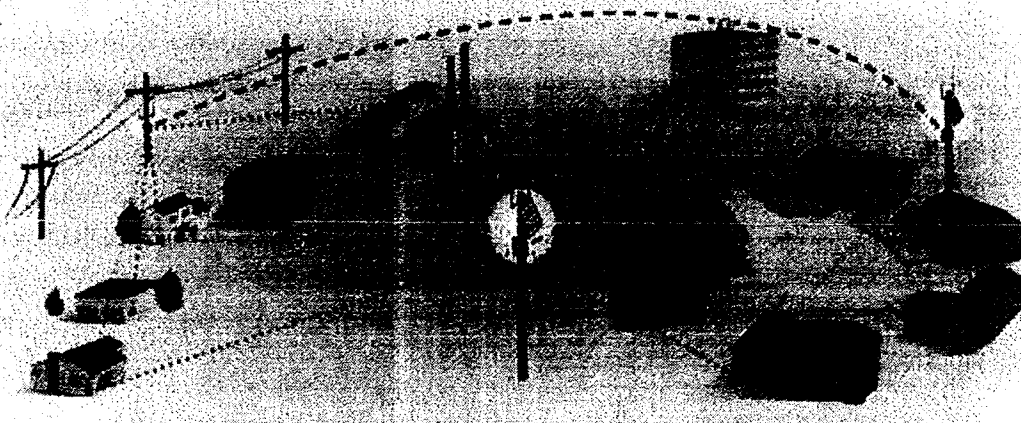
#### Improves operational efficiency:

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.

**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: 11-16-17*

**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 Home*

**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](mailto: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.





Contact Us



Careers



American Water Sites



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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
24-Jul	97.9	52.9	-45	-46.0%	22-Aug	23-Aug	138.5	138.5	0		
25-Jul	159.7	114.1	-45.6	-28.6%	23-Aug	24-Aug	101.8	101.8	0		
26-Jul	69.7	69.7	0			25-Aug	169.6	169.6	0		
27-Jul	46.3	46.3	0			26-Aug	126.2	126.2	0		
28-Jul	147.3	137.2	-10.1	-6.9%	26-Aug	27-Aug	238.5	238.5	0		
29-Jul	42.1	35.9	-7	-16.6%	27-Aug	28-Aug	249.4	237	-12.4	-5.0%	26-Sep
30-Jul	43.2	43.2	0			29-Aug	111.5	94.9	-16.6	-14.9%	27-Sep
31-Jul	74.8	63.2	-8.6	-11.5%	29-Aug	30-Aug	197.9	189.3	-8.6	-4.3%	28-Sep
1-Aug	243.9	138.6	-105.3	-43.2%	30-Aug	31-Aug	71.5	71.5	0		
2-Aug	122.1	122.1	0			1-Sep	109.1	101.2	-7.9	-7.2%	30-Sep
3-Aug	108.4	108.4	0			2-Sep	103.2	89	-14.2	-13.8%	2-Oct
4-Aug	56.2	54.6	-4.6	-8.2%	2-Sep	3-Sep	86.1	75.7	-10.4	-12.1%	3-Oct
5-Aug	63.5	74.1	48.7	76.7%	3-Sep	4-Sep	74.1	62	-12.1	-16.3%	4-Oct
6-Aug	91.2	86.6	-4.6	-5.0%	4-Sep	5-Sep	115.3	55.9	-59.4	-51.5%	5-Oct
7-Aug	108.3	93.2	-15.1	-13.9%	5-Sep	6-Sep	95.5	86.1	-9.4	-9.8%	5-Oct
8-Aug	90.8	75.4	-15.4	-17.0%	6-Sep	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		









AMERICAN WATER

## 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

changed  
from 108.3

Revised  
12/26/2017  
G. [unclear]



AMERICAN WATER

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WE KEEP LIFE FLOWING



AMERICAN WATER

## 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

26.15  
11.11  
8.11.11



AMERICAN WATER

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WE KEEP LIFE FLOWING

Exhibit D 11/11

## 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](mailto: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.

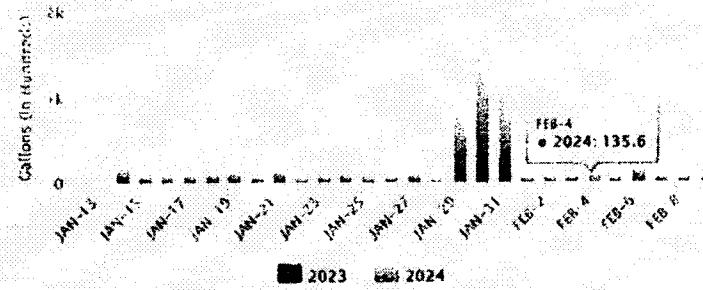
These government-sanctioned monopolies are not providing adequate customer support and the Commission is not exercising adequate oversight and this must be corrected. I may be mistaken but I don't think MSD comes under the Commission's jurisdiction so I will likely have to take up the MSD fight with 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]



24 Hours 30 Days 12 Months 24 Months 36 Months



## Customer Advisory Map

View our Customer Advisory Map to view all the information you need to know about 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.

Customer Advisory Map

Feb 12, 2024

Exhibit G



Jim Moriarty [REDACTED]

CSC - ART Mailbox <AccountResolutionTeam@amwater.com>  
To: Jim Moriarty <[REDACTED]>

Mon, Apr 15, 2024 at 10:08 AM

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](http://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!"

[Quoted text hidden]



AMERICAN WATER

Exhibit H

### USAGE OVERVIEW

24 Hours

04/30/24

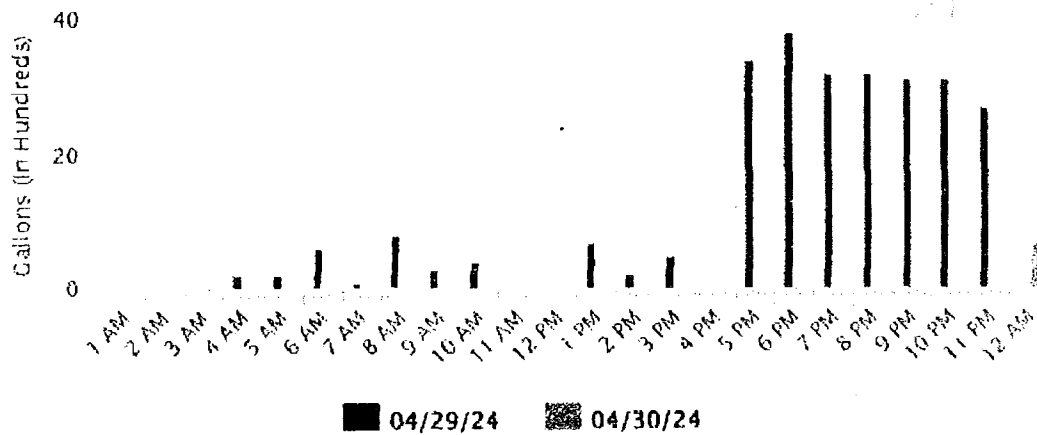
Time	12 AM	11 PM	10 PM	9 PM	8 PM	7 PM	6 PM	5 PM
Usage in Gallons	7	27	31	31	32	32	38	34

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



■ 04/29/24 ■ 04/30/24

5/1 107388 8 AM (8:10)  
 107403 12 PM (12:05)  
 107470 11 AM 11:06  
 107510 1 PM 1:05

20

107510 1 PM 1:05



AMERICAN WATER

## USAGE OVERVIEW

24 Hours

05/01/24

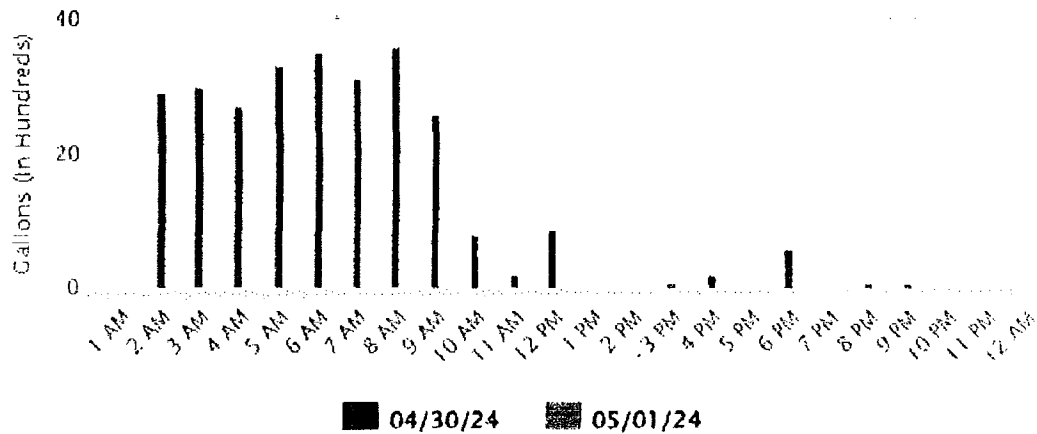
Time	12 AM	11 PM	10 PM	9 PM	8 PM	7 PM	6 PM	5 PM
Usage in Gallons	0	0	0	1	1	0	6	0

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



Peak 5/1/24  
11:30 AM



AMERICAN WATER

## USAGE OVERVIEW

30 Days

MAY-2 - APR-3

Date	MAY-2	MAY-1	APR-30	APR-29	APR-28
Usage in Gallons	87.4	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



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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.

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**MISSOURI  
AMERICAN WATER**

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](http://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 30<sup>th</sup>, about double our normal usage. The 24-Hour usage for that same day reflected 272 gallons, 110 gallons more than the reported daily amount.

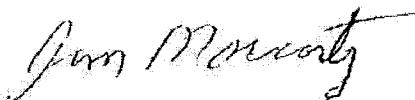
The next day (May 1<sup>st</sup>) the discrepancy was much greater in the opposite direction. The daily reported amount was 475 gallons, almost six times the normal usage. The 24-Hour usage for that day showed 277 gallons so the reported daily usage was about 200 gallons more (71% higher) than the reported 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 13<sup>th</sup>. I pointed out the aforementioned discrepancies in reporting from April 30<sup>th</sup> and May 1<sup>st</sup> 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	151.5	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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## USAGE OVERVIEW

30 Days

DEC-31 - DEC-2

Date	DEC-31	DEC-30	DEC-30	DEC-29	DEC-28
Usage in Gallons	89.64	0	0	106.1	96.9

Date	DEC-27	DEC-26	DEC-26	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	106.9	97.6

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

11/15/2016 6:00 PM



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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