

Exhibit No.:	
Issues:	MyWater
Witness:	Derek Tarcza
Exhibit Type:	Direct Testimony
Sponsoring Party:	Missouri-American Water Company
Case No.:	WC-2025-0204
Date:	August 14, 2025

**MISSOURI PUBLIC SERVICE COMMISSION**

**CASE NO. WC-2025-0204**

**DIRECT TESTIMONY**

**OF**

**DEREK TARCZA**

**ON BEHALF OF**

**MISSOURI-AMERICAN WATER COMPANY**

**\*\*Denotes Confidential Information\*\***

## AFFIDAVIT

I, Derek Tarcza, under penalty of perjury, and pursuant to Section 509.030, RSMo, state that I am the Senior Manager, Custom Digital Products and Innovation, for American Water Work Service Company, Inc., 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 Tarcza

August 14, 2025  
Dated

**DIRECT TESTIMONY  
DEREK TARCZA  
MISSOURI-AMERICAN WATER COMPANY  
CASE NO.: WC-2025-0204**

**TABLE OF CONTENTS**

<b>I. INTRODUCTION .....</b>	<b>2</b>
<b>II. PURPOSE .....</b>	<b>3</b>
<b>III. MYWATER .....</b>	<b>3</b>
<b>IV. RESPONSE TO COMPLAINT .....</b>	<b>7</b>

**DIRECT TESTIMONY**

**DEREK TARCZA**

**I. INTRODUCTION**

**Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

A. My name is Derek Tarcza, and my business address is 1 Water Street, Camden, NJ 08102.

**Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

A. I am employed by American Water Works Service Company, Inc. (“Service Company” or “AWWSC”) within the Customer Service Organization (“CSO”) as Senior Manager, Customer Digital Products and Innovation. I am appearing on behalf of Missouri-American Water Company (“MAWC” or the “Company”) in this proceeding.

**Q. PLEASE SUMMARIZE YOUR EDUCATIONAL BACKGROUND AND EXPERIENCE.**

A. I hold a Bachelor of Arts in Economics and IT from Rutgers University. I have spent over 20 years working in project management, problem solving, and improving customer experience. I worked in various industries including logistics, communications, and utilities. I started working at the Service Company in 2021 as a Principal Program Manager in the Customer Service Organization, and was promoted to Sr. Manager, Customer Digital Products and Innovation, in 2023.

**Q. WHAT ARE YOUR CURRENT EMPLOYMENT RESPONSIBILITIES?**

A. As Senior Manager, Customer Digital Products and Innovation, I am responsible for management of our customer and operational systems, process improvement, and the digital customer experience including oversight of the MyWater application.

1 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE COMMISSION?**

2 A. Yes, I filed testimony in MAWC's last general rate case (Case No. WR-2024-0320).

3 **II. PURPOSE**

4 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

5 A. On January 16, 2025, Jim Moriarty filed a Complaint against MAWC. The purpose of my  
6 Direct Testimony is to respond on behalf of MAWC to certain aspects of Mr. Moriarty's  
7 Complaint.

8 **III. MYWATER**

9 **Q. YOU MENTIONED YOU WERE RESPONSIBLE FOR THE MYWATER**  
10 **APPLICATION. PLEASE PROVIDE AN EXPLANATION OF THIS**  
11 **APPLICATION.**

12 A. MyWater is an electronic portal that allows customers to interface with utility.

13 **Q. DOES THE MYWATER APPLICATION IMPACT CUSTOMER BILLING?**

14 A. No. The MyWater system is not billing software. Thus, the usage display on MyWater is  
15 different from the system the Company uses to bill its customers, and a display error for  
16 usage in MyWater has no impact on customer billing or the transfer of data from the meter  
17 to the billing system. Company witness Paul Ebbeler provides further explanation of this  
18 in his Direct Testimony.

19 **Q. WHEN WAS THE MYWATER APPLICATION IMPLEMENTED FOR**  
20 **CUSTOMER USE?**

21 A. The program was implemented in 2021, which gave MAWC customers access to many  
22 self-service functions, including account management, online bill pay, communication

1 preferences, and move-in and move-out functions. However, AMI graphs showing a visual  
2 representation of customer's usage data were launched in December 2023.

3 **Q. WAS THE APPLICATION INTENDED TO BE IMPLEMENTED WITH NO**  
4 **FUTURE IMPROVEMENTS?**

5 A. No. The MyWater application was developed with a commitment to continuously  
6 improving the customer experience. The Company actively evaluates feedback from users  
7 and stakeholders to identify areas where enhancements may be beneficial. Ongoing  
8 developments and refinements are part of our standard process to ensure the application  
9 continues to meet evolving needs.

10 **Q. WHAT ARE THE FEATURES AVAILABLE TO A CUSTOMER IN MYWATER?**

11 A. In MyWater, customers can make a payment, view current and past bills, and enroll in, or  
12 stop, auto-pay and paperless billing. They can also view their water usage and submit  
13 service requests, including move-ins, move-outs, and establishing new service. MyWater  
14 allows customers to report water quality concerns, damage, or emergencies, and to create  
15 a service order. The water usage display is explained in more detail below. Additionally,  
16 customers can manage their accounts by logging in or out, resetting passwords, updating  
17 phone numbers and email addresses, and setting alert notification preferences. Customers  
18 can also add authorized users and enroll in payment assistance programs, installment plans,  
19 or budget billing through MyWater.

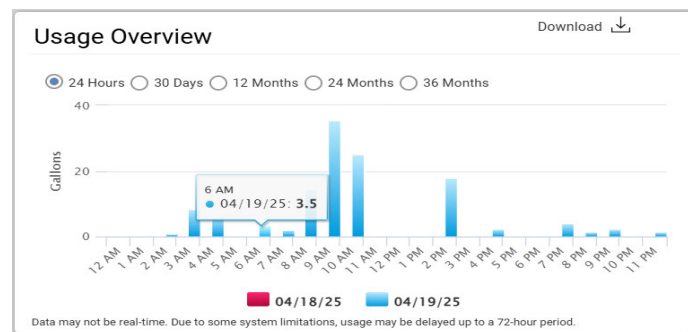
20 **Q. HOW CAN A CUSTOMER REVIEW THEIR USAGE IN MYWATER?**

21 A. For those customers with an AMI meter, MyWater provides a usage overview screen that  
22 displays a summary of water usage for 24 hours, 30 days, 12 months, 24 months, or 36

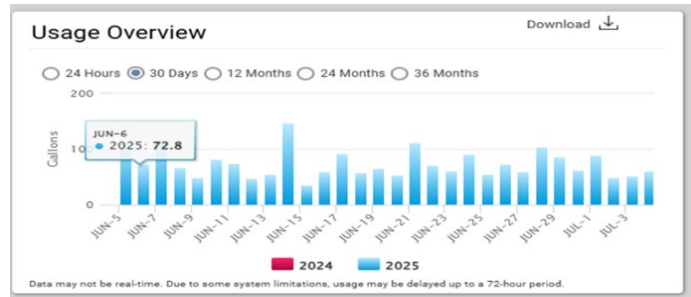
months. This functionality was added to MyWater in December 2023. The displayed usage data can be downloaded in Excel or PDF format. MyWater does not offer the ability to filter data or generate custom daily usage reports. As I discuss later in my testimony, the availability of hourly usage data may be delayed depending on the timing of the data transfer process.

**Q. PLEASE DESCRIBE WHAT WATER USAGE INFORMATION IS DISPLAYED WITHIN EACH OPTION AVAILABLE UNDER THE USAGE OVERVIEW SCREEN?**

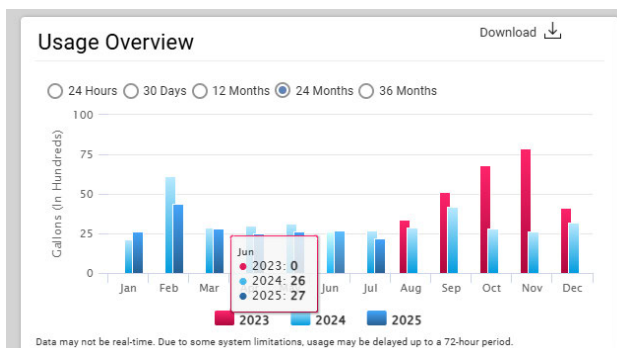
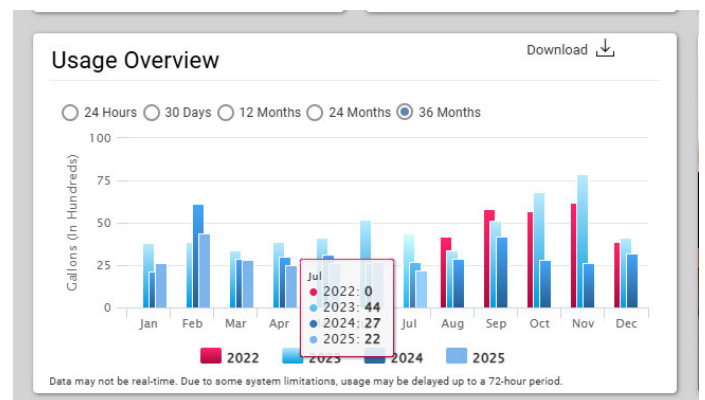
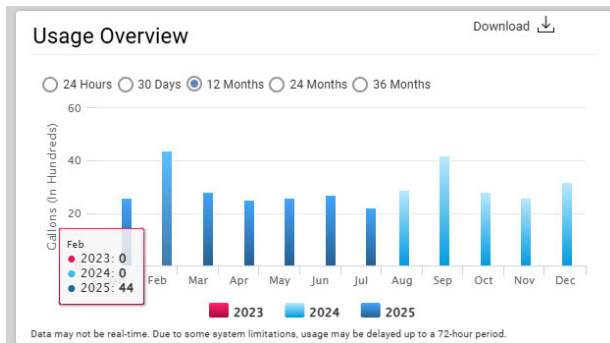
A. The Usage Overview allows customers to see a specific 24-hour period, as well as data for the last 30 days, 12 months, 24 months, and 36 months. In regard to the 24-hour period, customers can view a detailed, hourly breakdown of 24 hours of water usage, which may be up to 72 hours in arrears. For example, typically, if a customer wanted to look at their hourly usage for August 14, 2025, it would be available on August 16, 2025, for the customer to review. Customers cannot select a specific day to see hourly usage data besides the prepopulated usage date on the overview screen. An example of how the 24-hour usage information is displayed is below.



Customers can also view a 30-day history of water usage. Within the listed 30-day window, a customer can select a specific day and see the total gallons of water used for that day, but not an hourly display for each day. An example of how the 30-day usage information is displayed is found below.



Examples of the remaining usage overview screens are found below and include a look back period to view the total usage for twelve months, 24 months and 36 months. As customers hover over each bar graph, the usage for that particular day, or month will be displayed.





1 **IV. RESPONSE TO COMPLAINT**

2 **Q. GENERALLY, WHAT ARE MR. MORIARTY'S CONCERNS WITH READING**  
3 **HIS USAGE IN MYWATER?**

4 A. In his Complaint, Mr. Moriarty expresses concern about the revisions he sees to his daily  
5 usage when he accesses MyWater. He is concerned, based on his review of usage, that  
6 daily water consumption information changes regularly when reviewing his daily usage  
7 history in MyWater on different days. Mr. Moriarty also questions whether readings are  
8 available up-to-the-hour as was indicated in a prior email communication.

9 **Q. HAS THE COMPANY WORKED WITH MR. MORIARTY TO ADDRESS HIS**  
10 **CONCERNS REGARDING MYWATER?**

11 A. Yes. The Company started working on updates to MyWater in November 2024, prior to  
12 Mr. Moriarty's complaint. After Mr. Moriarty's Complaint was filed, Company Witness  
13 Paul Ebbeler worked directly with Mr. Moriarty through telephone and email  
14 communications as he will discuss in his Direct Testimony. Additionally, MAWC staff,  
15 including myself, met with Mr. Moriarty on March 27, 2025, in the Craig Road office to  
16 review the matter and explain to Mr. Moriarty the results of our investigation. Further, the  
17 Company provided its responses to Staff's data requests to Mr. Moriarty so he could review  
18 them.

19 **Q. HAS THE COMPANY MADE ANY CHANGES AS A RESULT OF THE**  
20 **INVESTIGATION INTO MR. MORIARTY'S COMPLAINT?**

21 A. Yes. The Company has identified enhancements that could be made to MyWater as a result  
22 of this investigation. The Company's review of MyWater is an ongoing endeavor.

1 However, the information provided in the Complaint has also been helpful to the Company  
2 in identifying, resolving, and continuing to work toward resolving some display matters  
3 associated with the MyWater system.

4 **Q. WHAT ENHANCEMENTS HAS THE COMPANY MADE TO MYWATER?**

5 A. Initially, the Company realized its communication with customers needed to be updated  
6 because it stated that information was available for “up-to-the hour usage.” As of April 11,  
7 2025, the landing pages for the usage overview specifically states, “Data may not be real  
8 time. Due to some system limitations, usage may be delayed up to a 72-hour period.” This  
9 language is visible in the examples shown above.

10 **Q. MR. MORARITY CLAIMS THE USAGE DATA CHANGES. HAS THE**  
11 **COMPANY IDENTIFIED REASONS WHY A CUSTOMER’S USAGE MAY**  
12 **APPEAR TO CHANGE IN THE MYWATER USAGE HISTORY REPORT?**

13 A. Yes, the Company initially identified three scenarios where usage may be adjusted in  
14 MyWater. One reason that usage may be adjusted within MyWater was due to the  
15 variability in which MyWater receives the usage information. The second scenario was a  
16 time zone difference of the customer.<sup>1</sup> Upon further investigation, the Company  
17 determined there was a concern related to a 30-day look back and download period.  
18 Additionally, on April 3, 2025, Mr. Moriarty informed MAWC that he was not able to view  
19 his MyWater usage data. Lastly, meter reads may not be available for periods of time, and  
20 the customer usage then is not displayed. An upgrade for this concern is coming in August  
21 2025.

---

<sup>1</sup> WR-2024-0320, Rebuttal Testimony of Derek Tarcza, pp. 19-22.

1 **Q. HAS THE COMPANY RESPONDED TO EACH OF THOSE SCENARIOS?**

2 A. Yes. The Company has identified enhancements to more accurately display a customer's  
3 water usage.

4 **Q. PLEASE EXPLAIN THE COMPANY'S RESPONSE TO THE VARIABILITY IN**  
5 **WHICH MYWATER RECEIVES THE USAGE INFORMATION FROM THE**  
6 **METER.**

7 A. During the course of this Complaint, the Company realized there might be an issue with  
8 water usage data that is initially missing in MyWater and delayed usage displaying in  
9 MyWater. Some AMI meters have multiple readings per hour. However, the Company  
10 does not always receive AMI readings in the exact order they are completed. It may take a  
11 period of time, perhaps days, for the Company to receive all of the AMI readings for a  
12 particular day. Since meter data rolls in over a period of days from the Company's cloud  
13 to the MyWater portal, a meter read may become available a few days after the initial daily  
14 usage is calculated in MyWater. If this occurs, then the daily usage report is adjusted to  
15 more accurately reflect the customer's daily consumption based on the additional read(s).

16 In most cases, the meter read data is not immediately transferred to MyWater. Therefore,  
17 MyWater data may be delayed up to 72 hours or specific usage hours may be missing from  
18 the display. After the system transfers the data to MyWater, all missing usage data in  
19 MyWater populates under the hour in which it was transferred to the MyWater system, not  
20 the hour in which the water was provided.

21 **Q. HAS THE COMPANY ADDRESSED THIS ISSUE?**

22 A. Yes. In August 2025, the Company will release an interpolated consumption programming

1 update to correct when data is available and ultimately populated in MyWater. The  
2 consumption update allocates usage based on average usage to ensure a more accurate  
3 display of usage, rather than allocating all missing data to one hour.

4 **Q. ARE THERE OTHER VARIABILITIES THAT MAY IMPACT A CUSTOMER'S**  
5 **ABILITY TO VIEW THE USAGE INFORMATION FROM THE METER?**

6 A. Yes. The network responsible for transmitting data may have delays or be unavailable.  
7 For instance, if the transmitter gets submerged underwater due to a weather event, the  
8 transmitter cannot connect to the cellular or fixed network until the water subsides. In  
9 addition, cellular data connectivity could be impacted by the network provider. All meter  
10 reads are not guaranteed, and this is considered normal with cellular-type meters.

11 **Q. WHAT HAPPENS IF THE COMPANY DOES NOT HAVE A METER READ FOR**  
12 **A SPECIFIC TIME PERIOD?**

13 A. MyWater will show no usage information for such period even though the customer likely  
14 had usage during that time. For example, on July 13-14, 2025, the Company did not receive  
15 usage data for Mr. Moriarty's address, as discussed by Company Witness Paul Ebbeler.  
16 When meter reads are unavailable, the Company's headend system will allocate the usage  
17 for the period the reads were unavailable using the total usage for the missing period and  
18 then evenly allocating the usage over the period of the missing reads.

19 **Q. DOES THE COMPANY PLAN TO ADDRESS THIS SITUATION IN MYWATER?**

20 A. Yes. The Company was made aware of this challenge through internal feedback on or  
21 about July 8, 2025, and is actively working to address the issue. The Company plans to  
22 update programming in August, 2025, so that the usage display in MyWater includes

1 allocated usage that occurred over the duration of the missing meter read data.

2 **Q. HOW DOES THE COMPANY PLAN TO ALLOCATE SUCH USAGE?**

3 A. As discussed by Company witness Paul Ebbeler, when meter reads are unavailable, the  
4 Company's headend system will determine the total usage using the meter reads for the  
5 start and end of the missing date to determine a total usage for the period, then it will evenly  
6 allocate that usage over the period of the missing reads. The Company plans to utilize this  
7 allocated usage information to populate the MyWater usage display.

8 **Q. WILL A CUSTOMER KNOW THAT SUCH USAGE IS ALLOCATED AFTER**  
9 **THIS NEW PROGRAMMING IS EFFECTIVE?**

10 A. Not initially, however, the Company is evaluating updates to MyWater to denote that such  
11 usage is allocated and not based on actual usage.

12 **Q. DOES THIS ALLOCATED USAGE IMPACT CUSTOMER BILLS?**

13 A. No. As Mr. Ebbeler discusses further, customer bills are not generated from MyWater.

14 **Q. PLEASE EXPLAIN THE TIME ZONE ISSUE.**

15 A. At the time Mr. Moriarty filed his Complaint, MyWater usage information was displayed  
16 in Greenwich Mean Time. The report available to customers in MyWater is calculated on  
17 a rolling window of time based on the customer's local time zone. MAWC customers are  
18 located in the Central Time Zone. Thus, when the Company's daily meter data was sent  
19 based upon Greenwich Mean Time, there was a six-hour difference from the Central Time  
20 Zone. As a result of the time zone differences between the meter data and the logic used  
21 in the rolling window to calculate usage, the oldest day of usage was calculated using only  
22 18 hours of usage. As a result, six hours of usage was missing, which is the difference

1 between the two time zones, and the customer would see lower consumption on the last  
2 day of the report than was previously recorded.

3 **Q. HAS THE COMPANY ADDRESSED THE TIME ZONE ISSUE?**

4 A. Yes. The Company deployed a correction to the time zone on March 6, 2025, and now all  
5 data is displayed in Central Time for MAWC customers.

6 **Q. PLEASE EXPLAIN HOW THE COMPANY ADDRESSED THE 30-DAY LOOK  
7 BACK AND DOWNLOAD PERIOD.**

8 A. MyWater previously displayed 29 days of usage data when viewed or downloaded. On  
9 January 30, 2025, the Company updated MyWater so that a full 30 days could be viewed  
10 on the 30-day usage overview screen, mitigating the appearance of data changing on the  
11 customer's view. On May 23, 2025, the Company deployed a programming change so that  
12 a full 30-day look back period could be downloaded from MyWater.

13 **Q. DID THE COMPANY ADDRESS MR. MORIARTY'S INABILITY TO VIEW  
14 USAGE DATA ON MYWATER IN APRIL 2025?**

15 A. Yes. The data is pulled into one server location from all different meter types throughout  
16 the Company's service territories. Each meter type is allocated a specific time to transfer  
17 data from one system to the system utilized to populate MyWater. During the period Mr.  
18 Moriarty had this issue, one meter type exceeded the time allocated to synchronize with  
19 MyWater and data was overwritten (for MyWater display purposes only) and therefore no  
20 data was displayed. The Company implemented controls to ensure allocated times for  
21 meter synchronization are not exceeded. The Company deployed an initial programming  
22 update to address this in April 2025, and a subsequent update will be deployed in August  
23 2025.

1 **Q. YOU HAVE PROVIDED DETAILED EXPLANATIONS OF THE COMPANY'S**  
2 **RESPONSE TO MR. MORIARTY'S COMPLAINT, ARE YOU ABLE TO**  
3 **SUMMARIZE THE CHANGES THAT HAVE BEEN MADE TO MYWATER?**

4 A. Yes. The Company provided the following updates to MyWater, which are more fully  
5 described in my testimony and summarized below:

- 6 1. Resolved a 30 day look back discrepancy on January 30, 2025;
- 7 2. Resolved a time zone issue on March 6, 2025;
- 8 3. Corrected an issue related to missing water usage and delayed usage display  
9 in MyWater in April 2025 and a future enhancement is anticipated in  
10 August 2025;
- 11 4. Updated the MyWater display on April 11, 2025, to provide a reference to  
12 reflect that usage data in MyWater may be delayed up to 72 hours; and
- 13 5. Corrected a 30 day download feature on May 23, 2025.

14 **Q. HAS THE COMPANY COMPLETED ITS WORK ON MYWATER?**

15 A. No. The Company has addressed many of the concerns included in Mr. Moriarty's  
16 Complaint, however, the Company will also continue to conduct regular maintenance  
17 activities on the MyWater application, similar to that of any other technology. The  
18 Company will continue to consider customer feedback and analyze enhancements and  
19 improvements to MyWater. As a result, for short periods of time, MyWater usage data  
20 may be unavailable to customers and changes will be made as the Company deems  
21 necessary.

1 **Q. BASED ON THE CHANGES THE COMPANY HAS MADE, DOES THE**  
2 **DISPLAYED USAGE INFORMATION IN MYWATER ALIGN WITH MR.**  
3 **MORIARTY’S WATER BILL?**

4 A. Yes, with some slight possible variance. A customer’s billing cycle may not align exactly  
5 with the 30-day look back feature in MyWater. If a comparison is made from the  
6 customer’s billing date to the MyWater 30-day usage overview feature, there is alignment  
7 with the billed usage and usage displayed in MyWater. For example, from June 5, 2025,  
8 through July 3, 2025 (“June Bill”), \*\* [REDACTED]  
9 [REDACTED]\*\* (screenshot below). On July 6, 2025, from the MyWater application, I  
10 downloaded Mr. Moriarty’s usage report and took a screenshot of the summary usage  
11 display (listed below) in MyWater. By adding together the usage data from the June Bill,  
12 \*\* [REDACTED]\*\*, there is alignment with Mr. Moriarty’s billed amount of \*\* [REDACTED]  
13 [REDACTED]\*\*. Company witness Paul Ebbeler further explains how billing units (gallons) of  
14 water are truncated to the nearest 100 gallons.

15 To further demonstrate the accuracy of the data within MyWater, I downloaded an hourly  
16 usage summary report on July 24, 2025, for Mr. Moriarty’s water usage on July 22, 2025,  
17 and compared it to the hourly usage within our billing software, SAP. I summarized the  
18 hourly usage in the chart below.

19 \*\*

20 **Mr. Moriarty’s June Bill**

21 \*\*





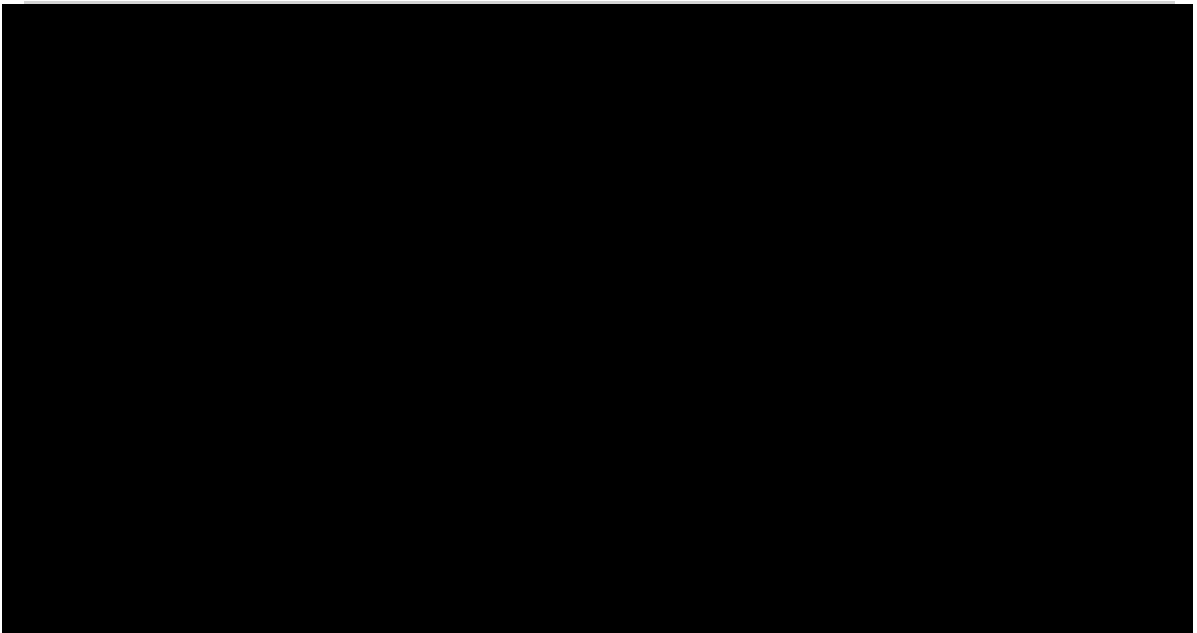
1

2

**Screenshot of Usage Overview Screen in MyWater**

3

**\*\***



4

5

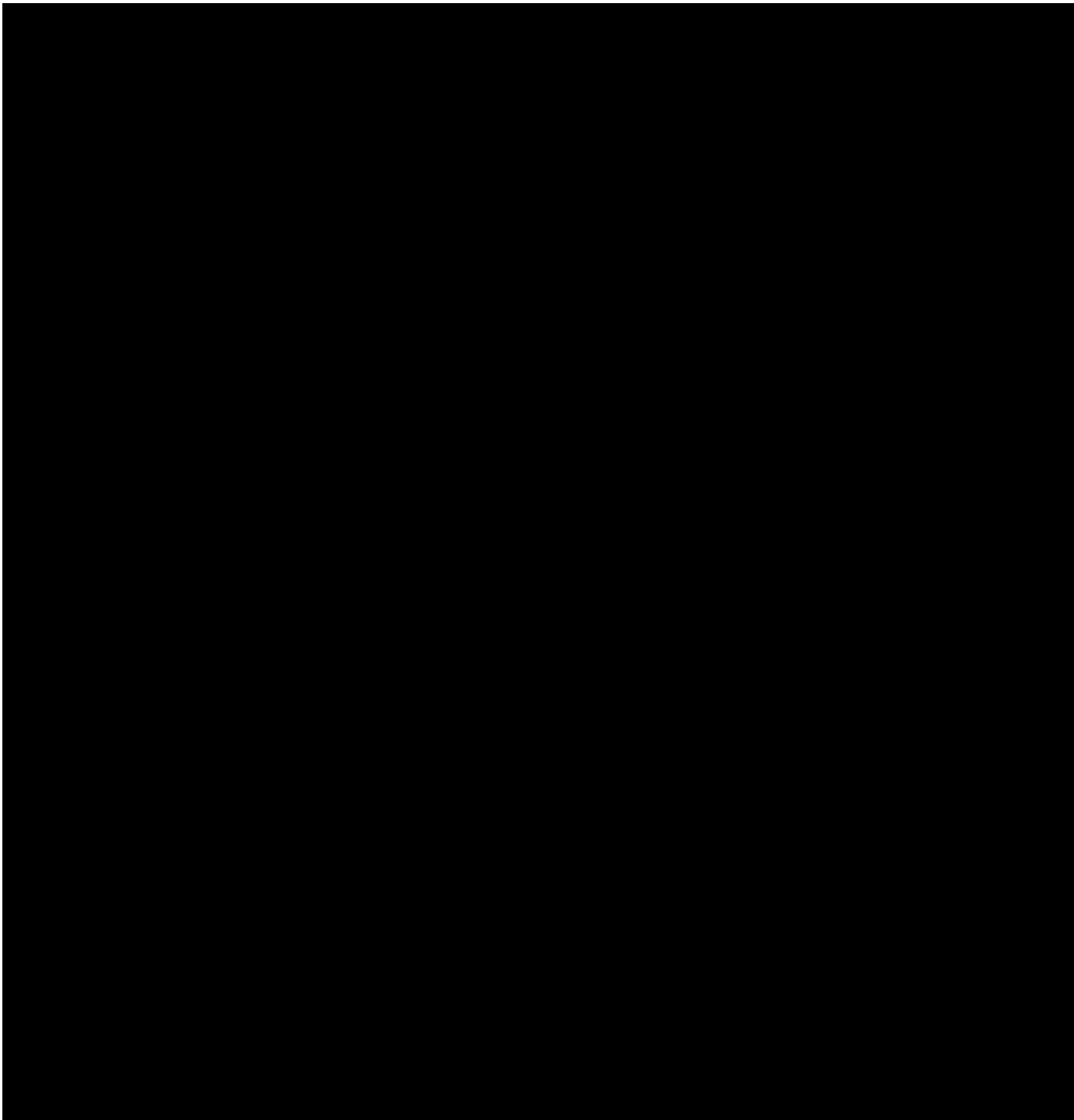
**\*\***

6

**Excel Download from MyWater on July 6, 2025**

7

**\*\***



1

2

3

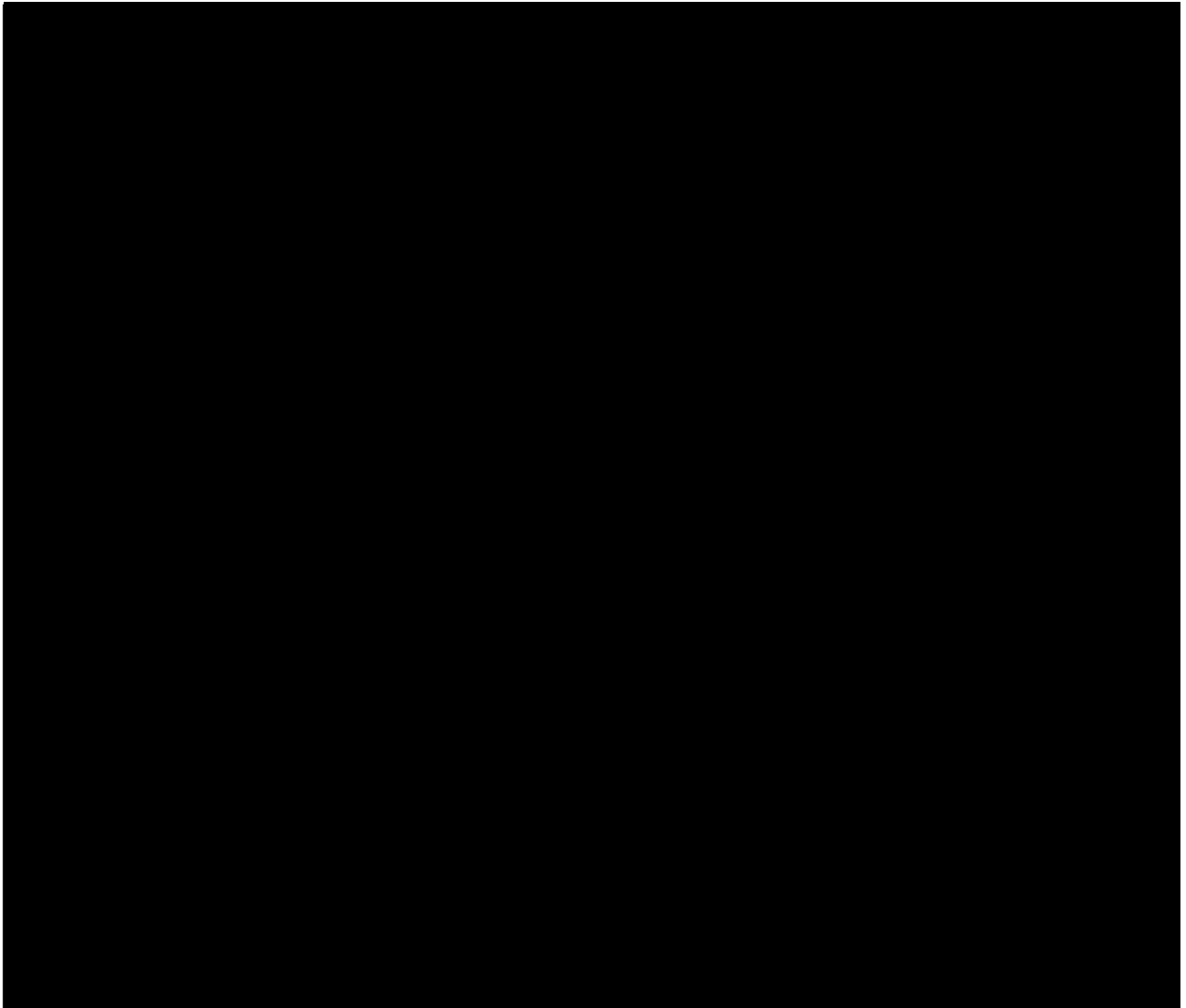
4

5

1     \*\*

2             **Summary of Hourly Water Usage Data from July 22, 2025**

3     \*\*



4     \*\*

5     **Q.     DOES THE COMPANY PROVIDE ASSISTANCE TO CUSTOMERS WITH**  
6             **QUESTIONS ABOUT MYWATER?**

7     A.     Yes. Customers may call our customer care center phone number 866-430-0820 to get  
8             technical assistance from a Customer Care Agent (“CCA”). If a CCA is not able to answer  
9             a MyWater technical question or to satisfy the customer’s inquiry, they have the ability to

1 follow the Company's escalation procedure, including directing the customer to a  
2 supervisor. Witness Ebbeler provides more detail on the escalation process in his Direct  
3 Testimony.

4 **Q. DID MR. MORIARTY'S COMPLAINT ALLOW THE COMPANY TO IMPROVE**  
5 **MYWATER?**

6 A. Yes. Customer feedback is important. We have worked closely with Mr. Moriarty and  
7 considered his observations. In this case, our conversations and interactions with Mr.  
8 Moriarty have resulted in enhancements that will benefit not only him as a customer, but  
9 other customers as well.

10 **Q. ARE YOU AWARE OF A COMMISSION RULE THAT APPLIES DIRECTLY TO**  
11 **THE MYWATER APPLICATION?**

12 A No.

13 **Q. ARE YOU PARTICIPATING IN ANY OTHER COMMISSION REVIEW OF THE**  
14 **MYWATER APPLICATION?**

15 A. Yes. In Commission Case No. WR-2024-0320, MAWC agreed to meet with the Staff of  
16 the Commission ("Staff"), the Office of the Public Counsel ("OPC") and other stakeholders  
17 to discuss the functionality and accuracy of MyWater account features within 100 days of  
18 the rates going into effect. MAWC also agreed to file a report with the Commission that  
19 describes the Company's approach to addressing these functions, including customer  
20 communication on its website related to customer usage in MyWater within 30 days of the  
21 meeting, to randomly select a sample of residential water meter reading on meters that are  
22 located in outside meter pits against what is displayed on those same customers' MyWater  
23 account's water usage reports, and be prepared to discuss the sampling during the quarterly

1 customer service experience meetings with Staff and OPC until the Company's next  
2 general rate case proceeding. (*Revenue Requirement Stipulation and Agreement*, para 10,  
3 WR-2024-0320 (Filed March 17, 2025)). This Stipulation and Agreement was later  
4 approved and ordered by the Commission. (*See Report and Order*, WR-2024-0320 (Issued  
5 May 7, 2025)).

6 **Q. HAS THE COMPANY MET WITH STAFF AND OPC TO DISCUSS MYWATER?**

7 A. Yes. Pursuant to the Commission Order, MAWC met with Staff and OPC on August 11,  
8 2025. The Company will also submit a report by September 10, 2025. Further, we will be  
9 able to discuss MyWater in our previously scheduled quarterly meetings with Staff and  
10 OPC on a going-forward basis.

11 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

12 A. Yes.