

Exhibit No. 8

DATA INFORMATION REQUEST
Missouri-American Water Company
WC-2025-0204
Jim Moriarty v. MAWC

Requested From: Mary Beth Hercules

Date Requested: 02/03/2025

Information Requested:

Please provide all account notes and contact logs for Jim Moriarty's account at 1580 Renderer Dr., St. Louis, MO 63122 from 1/1/2023 until current.

Requested By: Lisa Stockman (lisa.stockman@psc.mo.gov)

Information Provided: Please see attachment labeled MoPSC 0001 Attachment 1 Confidential. This attachment has been identified as Confidential pursuant to Commission Rule 20 CSR 4240-2.135(2)(A)1, as it contains customer-specific information.

Responsible Witness: Tracie Figueroa

=====

0481004529 Charge Explanation

Note 10/02/2024 05:45:44 FF_MTC01_L1

If customer inquires about missing invoice for September 2024 please apologize for concern issue duplicate copy if needed advise of balance set up terms if needed. Account has been placed on dunning and late charge lock until 12/31/2024 as a result of this issue. See current event for details about actions.

=====

0479391676 Other Issues - Supervisor Escalation - O

Note 09/24/2024 19:11:37 MCGRIFT

Inbound/Outbound call: Inbound

Name/Relationship: Fred Moriarty

Address: 1580 Renderer Dr St.Louis, MO 63122

Issue: Customer upset that he has not been able to get any data off of MYWATER SITE.

Resolution: Customer automatically wanted to know where I was located. Advised that I was a supervisor for Missouri AMW. Customer

said well since you won't tell me where I am located he was having issues with seeing data online. While listening to Mr. Fred the

call dropped. Attempted to call him back and it did not ring. No VM or anything picked up. No changes has been made to account.

Balance on account: \$53.67

=====

0479388516 Web Self Service - Case Completion Notes

Note

09/24/2024 18:49:19 CURRYK1

Fred J Moriarty

Email: irishleostl@gmail.com

Phone: 314.909.0546

wants to know why web support isnt working. told him system was down and you can only see daily usage on online account. bp got

upset and wanted sup

=====

Note

07/15/2024 10:32:46 FORDT2

Inbound/Outbound call: in

Name/Relationship: Fred J Moriarty

Address: 1580 Renderer Dr

St Louis, MO 63122

Phone: 314.909.0546

Email: irishleostl@gmail.com

Issue: my water website not updating usage

Resolution: I advised BP that we cannot see daily usage, would like to speak with someone else.

Balance on account: 37.89

Note

06/20/2024 00:17:47 GULLEYR

I mailed/emailed a copy of usage history. If there is an issue with the meter, a service order will have to be scheduled to have it inspected.

=====

Note

06/19/2024 10:58:46 TATEA

BPEM Case 1084582262 of type CS - Usage Report has been created.

Customer is very concerned that AMI meter is not transmitting correctly. He has pulled several reports and some days are missing or other days usage goes up one day and back down to negative another day. Can someone pull usage report and give Fred a call at 314-909-0546

=====

Note

06/19/2024 10:50:36 DALET

Fred J Moriarty called to get the daily usage on the account. Customer states he usually log in online to see that information.

Explained to the customer we can not see the daily usage and that the website is the only info that will show daily usage. Customer requested sup.

=====

Note

05/30/2024 11:43:58 SPILLECL

ZS27 - SO-Inspect for Leak service order completed

05/13/2024 14:14 SYS_CLD_W1V

Meter Number:000000000027440998

Out Read:01083

In Read:01083

05/30/2024 11:43 Christine Modrovsky

No movement found sent letter. Billing

=====

Note

05/02/2024 12:27:48 MILSTEK1

Fred J Moriarty

Email: irishleostl@gmail.com

Phone: 314.909.0546

High daily usage per website / refuses to conduct toilet leak test / he says he has no leaks / created order

=====

Note

04/15/2024 11:05:09 JOHNSOM

ZC18 - CS - Account Resolution Team Follow-up

04/15/2024 10:53 Mary Johnson

Email Received:

Mary,

You have not responded to my request but I was able to get information from the Metropolitan Sewer District (MSD) regarding information provided by Missouri-American Water. MSD provided the following first quarter 2024 water usage as reported to them by your company:

January 8 - 3 ccf

February 6 - 8 ccf

March 6 - 3 ccf

These numbers seem to track the water usage on my bills from the water company of 2,900, 6,100, and 2,100 respectively. Since the February reporting of 6,100 gallons includes the three days of the water leak that I reported in my Leak adjustment request of February 12, 2024 and exceeds the prior month and following month combined, it would appear that the, in your words, "amount of water lost because of a leak is twice greater" than my average use for the period and, therefore, should qualify for a Leak adjustment.

One only needs to look at my "30 Days" water usage graph for the period to see that the water usage for those three days was many times "twice" my average usage and should clearly qualify for a Leak adjustment.

It would help me to better understand both your company's policy and practice if you could provide me with a copy of the policy and your own calculations used to arrive at your decision to not make a Leak adjustment.

Jim Moriarty

314-909-0546

04/15/2024 11:05 Mary Johnson

04/15/2024..MJ/ART...Reviewed Account Resolution Follow-Up:

Replied:

Dear Jim Moriarty,

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

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

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

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

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

Best Regards,

Mary

Account Resolution Team

1-866-957-2886, Ext 5647

=====

Note

04/04/2024 12:18:16 BLACKJE

ZS27 - SO-Inspect for Leak service order completed

02/26/2024 12:58 SYS_CLD_W1V

Meter Number:00000000027440998

Out Read:01010

In Read:01010

04/04/2024 12:18 Jesse Black

Billing: There is an open ART case on this account. Closing this case.

=====

Note

03/13/2024 14:38:38 MOOREM7

Phone 314.909.0546

Issue: bp called about water usage not being updated

=====

Note

03/08/2024 15:56:20 RAGLANU

Inbound/Outbound: in

Name/Relationship: Fred J Moriarty

Address: 1580 Renderer Dr

St Louis, MO 63122

Phone: 314.909.0546

Email: irishleostl@gmail.com

Issue: calling for billing info received online

Resolution: resent bill

Balance on Account:39.26

=====

Note

02/28/2024 18:37:17 GORDONC

Fred J Moriarty

314.909.0546

1580 Renderer Dr

St Louis, MO 63122

Customer called because he needs a copy of the bill from March 2022. Customer would also like to have the ability to check the 24 hours.

=====

Note

02/27/2024 18:52:08 BYRDT

Fred J Moriarty called to get duplicate bill sent via email from 2022

=====

Note

02/26/2024 20:06:53 POOLEU

Customer is looking for a leak adjustment on current bill. He was made aware that the leak had to be 2 times higher than average.

bpem created

=====

Note

12/11/2023 18:40:41 SHAWRS

Fred inquired if he could see is current water usage on his account; Advised he can only see his monthly usage.

=====

Note

12/11/2023 10:37:21 ORTIZR

Inbound/Outbound: In

Name/Relationship: Fred J Moriarty

Address: 1580 Renderer Dr

St Louis, MO 63122

Phone: (314) 909-0546

Email: irishleostl@gmail.com

Issue: Customer calling follow up on SO

Resolution: Status: Work Order Oper.Acknowledgemet

=====

Note

12/11/2023 09:34:30 SMITHA17

Inbound/Outbound: In

Name/Relationship: Fred J Moriarty

Account Number: 210010316127

Service Address: 1580 Renderer Dr

St Louis, MO 63122

Phone: (314) 909-0546

Email: irishleostl@gmail.com

Issue: bp wanted to know what time fsr would be coming out today

Resolution: Informed him order is still open and to give it some time to see if it updates. Informed bp he will be receiving a call when they're on the way

Balance on Account: 47.25

=====

Note

12/08/2023 08:20:19 WILLIADM

Fred Moriarty

314-909-0546

verified ckm #528040569 still

scheduled for 12/11/23

=====

Note

12/01/2023 09:57:53 SHAWRS

Jim inquired if the new meters with the remote reading will show daily on their mywater account as well; Advised that they will not.

=====

Note

11/30/2023 12:55:06 YOUNGA5

Fred J Moriarty

Email: irishleostl@gmail.com

Primary Phone: 314.909.0546

1580 Renderer Dr

St Louis, MO 63122

Account No: 210010316127

Customer called in to have check meter appointment scheduled He has to have his meter moved from inside to outside

=====

Note

11/28/2023 15:14:27 GOFORTDL

ZC18 - CS - Account Resolution Team Follow-up

11/17/2023 09:28 Julie Ammann

This customer is disputing fsr findings for his meter on SO 527912676 . Customer believes he has a bad meter and wants it changed asap. His meter was just changed in April 2022. Can you please investigate and address this concern with the customer? He may want his new meter tested. Jim Moriarty 314-909-0546. Thank you!

11/28/2023 15:14 Deborah Goforth

11-28-23 gfortdl ART called customer and he is waiting on contractor to make repairs to the curb box.....sent email to local office to contact him about an time frame when it will repaired.....sent email to Belinda Wallace and provided contact information....customer satisfied...ART

=====

Note

11/28/2023 15:00:46 GOFORTDL

ZC29 - CS - AW Meter Testing Request

11/03/2023 11:21 Dona Williams

Fred (Jim) Moriarty

314-909-0546

request meter tested. unexplained high usage. ILK #527704790 completed 10/26/23. stated found no leaks. reading today 11/03/23 is 86212.08 which is still showing over 6000 gallons used.

11/03/2023 11:22 Dona Williams

advised of \$41.50 fee.

11/08/2023 14:45 Courtney Waiters

Fred Moriarty called to follow up on meter test being scheduled. He was told when request sent someone would contact him within 24-72hrs. Please reach out. Thanks

11/08/2023 14:47 Courtney Waiters

Fred Moriarty called to follow up on meter test being scheduled. He was told when request sent someone would contact him within 24-72hrs. Please reach out. Thanks

11/28/2023 15:00 Deborah Goforth

11-28-23 gofortdl ART called customer and he is not wanting the meter to be tested at this time....ART

=====

Note

11/27/2023 08:02:14 MAIERD

Is the issue inside or outside?:outside

Is the issue causing damage?:no

Service Order Number :000528002969

Notification Number :000329169663

Business Partner : 1101349305

Customer Name: Fred

Type of Emergency : Leak at Property/Meter

Svc Notification Notes : Shut off for leak emergency. First thing.

Contact Number : 3149090546

Is the issue inside or outside?:outside

Is the issue causing damage?:no

Premise Address : 1580 Renderer Dr , St Louis, MO 63122

Premise Id : 9350210209

=====

Note

11/21/2023 12:14:44 HARDINCN

ZS27 - SO-Inspect for Leak service order completed

10/26/2023 12:59 SYS_CLD_W1V

Meter Number:000000000027440998

Out Read:00847

In Read:00847

11/21/2023 12:14 Crystal Hardin

Billing - ART has an open case on account, closing case...

=====

Note

11/21/2023 08:26:48 FIGUERTE

BPEM Case 1070076236 of type "CS - PUC Case" was created and assigned to

CI202400571 Mr. Moriarty needs MAWC to turn off the water at the curb stop so that his plumber can replace the emergency shut off valve in his home because of a water leak. MAWC quoted him a one to 1 1/2 month wait for this, and he is concerned about another water leak occurring in the meantime. Justin and I explained that we have no jurisdiction/authority to force the water company to come out right away, but we will submit this informal complaint as a courtesy and hopefully speed up the process.

=====

Note

11/20/2023 11:32:37 JOHNSO13

Jim Moriarty called to see what options there are for shut off for plumber coming out on Monday.

=====

Note

11/20/2023 09:29:16 TYESK

Name: Fred J Moriarty

Address: 1580 Renderer Dr

St Louis, MO 63122

Phone: 314.909.0546 land line

Email: irishteostl@gmail.com

Issue: bp is calling because he had plumber out last turned to replace turn off because of leak.. water could not get turned off at street.... issue was sent to lods advised by bp and he has not received a call requested to speak with sup but got call while away from home. sups name Ms. Rogers but needs to still set up plumber work and needs water turned off.

Resolution: advised bp we can get him set for the turn off repairs and he will need to call back in to set up the turn on after repairs.. bp stated this was posed to be done last Thursday and he requested to sup with the sup who gave him a call back... got info send to sup for follow up

Balance:\$79.65

=====

Note

11/17/2023 16:36:40 ROGERSS1

reached out to customer , wife gave me customer's direct number . There was no answer left voicemail to contact for further assistance

=====

Note

11/17/2023 09:44:47 WATTSC

Inbound/Outbound call: IN

Name: Fred J Moriarty

Service Address: 1580 Renderer Dr

St Louis, MO 63122

Primary Ph: 314.909.0546

Email: irishleostl@gmail.com

Issue: is reporting his plumber could not shut the water off at the curb due to the valve is bent. Plumber has to replace a leaking shut off valve. Requested to speak with a sup

Resolution: customer responsibility to repair, no contact/answer with sup line, call back issued

Balance on the account: 79.65

=====

Note

11/16/2023 17:20:57 YOUNGF

Jim Moriarty called to dispute FSR findings. Says tea head is missing from meter and that his plumber did not find a toilet leak. Emailed frcc.

=====

Note

11/13/2023 13:35:04 HENDERD1

Name: Fred J Moriarty

Address: 1580 Renderer Dr

St Louis, MO 63122

Phone: 573.619.0126

Email: irishleostl@gmail.com

Issue: customer calling to see if meter change is still scheduled

Resolution: meter change is scheduled

=====

Note

11/10/2023 17:19:08 WIEGANPM

fred j moriarty 1580 renderer dr st louis mo 210010316127 followed up regarding the meter charge 314.909.0546 the order on 10/26 shows Customer has a high bill. Looking in badger portal customer doesn't have constant usage but meter does show usage for long stretches. Watched meter for a few minutes with wife while husband was coming home. Meter didn't move. Showed customer usage in badger portal and asked if they had any toilets that they had to jiggle the handle to get it to stop. They said no. Flushed toilets with customer. All stopped after flushing. Showed husband no movement on meter at this time. Customer is going to check toilets after flushing to make sure they always turn off, states they replaced the toilet valve and the faucet and it still hasn't helped.

=====

Note

11/08/2023 14:47:03 WAITERC1

Notes added to meter test BPEM

Fred Moriarty called to follow up on meter test being scheduled. He was told when request sent someone would contact him within 24-72hrs. Please reach out. Thanks

=====

Note

11/03/2023 11:24:23 WILLIADM

Jim Moriarty

314-909-0546

courtesy call back.

cs - aw meter testing

ILK #527704790 completed 10/26/23. Customer stated found no leaks. reading today off of meter 86212.08, 787-10/5/23 and 847 on 10/26/23. Request to have meter tested. advised of \$41.50 fee. Sent bpem. customer insisted no leaks.

=====

Note

10/16/2023 16:59:20 LIZERJ

Fred Moriarty called because he received a high bill. He has not found any leaks but he noticed his meter is reading more water used than he is actually using. Created an ILK and added the locks.

=====

