Exhibit No. 10

Jim Moriarty – Exhibit 10
DR0027
File No. WC-2025-0204

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

Requested From: Mary Beth Hercules

Date Requested: 07/16/2025

Information Requested:

1. What upgrades have been implemented to the MyWater application since 01/01/2025? Please explain in detail what changes were made with each implementation and the dates of each implementation. 2. If known, does the Company anticipate any more updates to MyWater in the future meant to be responsive to the concerns brought to light by the Complainant? Please list the dates and explain what upgrades will be performed.

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

Information Provided:

Since 1/1/2025, several upgrades have been implemented in MyWater. This information was provided in the Company's supplemental response to DR 0019 on April 10, 2025. Since April 10, 2025, there have been a few additional updates, all information is outlined below.

1. **Time zone:** Prior to March 6, 2025, usage data in MyWater was displayed in Greenwich Mean Time instead of central time. The Company deployed a correction to the time zone on March 6, 2025 and now all data is displayed in central time.
2. **30 day look back:** Prior to January 30, 2025, a full 30 day look back in MyWater was not available and only 29 days displayed. The Company deployed a programming change on January 30, 2025, to ensure a full 30 day look back period could be viewed on MyWater.
3. **30 day download issue:** Under the 30 day usage overview feature, downloaded data was only showing 29 days' worth of data instead of 30 days. The download was corrected on May 23, 2025.
4. **Missing water usage data and delayed usage displaying in MyWater:** The Company released an interpolated consumption programming update on April 13, 2025, to correct this issue. Essentially, in some cases the meter read data was not being immediately transferred from the billing system to MyWater. Therefore, MyWater data may be delayed up to 72 hours or specific usage hours are missing from the display. After the system transfers the data to MyWater, all missing usage data in MyWater populates under the hour in which it was transferred to the MyWater system, not the hour in which it was consumed. The consumption update now allocates usage based on average usage to ensure a more accurate display of usage, rather than allocating all missing data to one hour.

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On April 11, 2025, the Company also updated its MyWater landing page to include language that states there may be a 72-hour delay in the data displayed. The exact wording on the MyWater page states, "Data may not be real-time. Due to some system limitations, usage may be delayed up to a 72-hour period."

5. On April 3, 2025, Mr. Moriarty informed the Company he was not able to view his MyWater data. The Company completed a program update in early Q2 to address the issue in the data display.

In summary, data is pulled into one server location from all different meter types throughout the Company's service territories. Each meter type is allocated a specific time to transfer data from one system to the system utilized to populate MyWater. One meter type exceeded the time allocated synchronize with MyWater and data was overwritten (for MyWater display purposes only) and therefore no data was displayed. In early Q2, the Company implemented controls to ensure allocated times for meter synchronization are not exceeded. For a long-term preventative, the Company is going to segregate out data pulls by meter type to avoid issues of overwritten data.

2. If known, does the Company anticipate any more updates to MyWater in the future meant to be responsive to the concerns brought to light by the Complainant? Please list the dates and explain what upgrades will be performed.

At this time, no further updates are planned for MyWater in regards to concerns expressed in this complaint. However, MyWater will regularly be evaluated and updated as the Company deems appropriate.

Responsible Witness: Derek Tarcza