

Exhibit No. 5

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 a log of all service orders and/or field technician visits which includes all notes and documentation from 1/1/2023 until present for Jim Moriarty's account at 1580 Renderer Dr., St. Louis, MO 63122.

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

Information Provided: Please see MoPSC 0006 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

Inspect for Leak/High-Low Usage

No pets /// High daily usage per website / refuses to conduct toilet leak test / he says he has no leaks ***** / call ahead to 314-909-0546 *****

Have you found a leak, including a leaking toilet or faucet? : No, Understanding More about your consumption, Customer Selected : none of these apply,

Special Handling has been requested for 05/13/2024. Customer notified that Spec. Handl. does not guarantee service on requested day

- FSR Name : [carterh] [05/13/2024 12:38 pm]

Meter

-Meter# : 000000000027440998

-MIU1# : 000000000121537988

MIU1# Read Type : Badger - ATT Cellular - AMI

-MIU1# In Read : 01083

****Activity****:

- Found Service FSR Selected : I05 ON at Pit

- Left Service FSR Selected : I05 ON at Pit

- Primary Activities performed : Located/Marked C/S, Meter # Verified, Read Meter, Verified No Movement on Meter

- Additional Actions Performed : Left Company Information

****Complete****:

- Service Order was : COMP

- Crew size needed : No

- Office Review : Yes

- Office Review Notes : 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 day 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.

Inspect for Leak/High-Low Usage

Understanding More about your consumption, Customer Selected : Toilet leak, Does this total explain your high usage for the month? No Review water usage on last statement.

Special Handling has been requested for 02/26/2024.

Customer notified that Spec. Handl. does not guarantee service on requested day

- FSR Name : [lenzinvp] [02/26/2024 11:13 am]

Meter

-Meter# : 000000000027440998

-MIU1# : 000000000121537988

MIU1# Read Type : Badger - ATT Cellular - AMI

-MIU1# In Read :01010

****Activity****:

- Found Service FSR Selected : I05 ON at Pit

- Left Service FSR Selected : I05 ON at Pit

- Primary Activities performed : Meter # Verified, Read Meter

****Complete****:

- Service Order was : COMP

- Office Review : No

- Notes Captured by FSR : TALKED TO JIM THE CUSTOMER, SHOWED HIM THEGRAPH ON THE BEACON PORTAL OF HIS USAGE FOR FEBRUARY. WENT OVER SPECIFICDATES. REPLACED THE METER LID. JIM STATED THAT HE HAD A LEAK ON HISTOILET WHICH HAD CAUSED THIS ISSUE, TOILET HAS BEEN REPAIRED AND METERMoved TO OUTSIDE, TOOK PHOTO

- Photos Captured : Yes

- Investigation Expire Date :

Check Meter, Verify Serial #, Read

Customer got a notice stating that his meter needs to be moved from inside to outside Liability script offered and rejected.

Special Handling has been requested for 12/11/2023.

Customer notified that Spec. Handl. does not guarantee service on requested day

- FSR Name : [feikerjl] [12/11/2023 11:45 am]

Meter

-Meter# : 000000000027440998

-MIU1# In Read :00911

MIU1# Read Captured: On Demand

****Activity****:

- Found Service FSR Selected : I05 ON at Pit

- Left Service FSR Selected : I05 ON at Pit

- Primary Activities performed : Read Meter

****Complete****:

- Service Order was : COMP

- Office Review : No

- Notes Captured by FSR : Read 00911 , installed jumper pipe in basement and moved meter and Badger Beacon to new saddle (meter box) in yard ,customer was worried about getting leaking valve fixed in basement before he left town , stated plumber wouldn't replace valve until we moved the meter so I went ahead and did it .

- Photos Captured : Yes

Check Meter, Verify Serial #, Read

Please attempt to fix offset curb stop. Please call bp when in route. Thank you!

- FSR Name : [beckdj] [11/27/2023 10:12 am]

Meter

-#Meter# : 000000000027440998

- MIU1# - 000000000121537988

Read Captured: No Read Obtained

****Activity****:

- Found Service FSR Selected : I01 ON at Curb Stop

- Left Service FSR Selected : I01 ON at Curb Stop

- Activities performed for Meter Maintain to : 000000000027440998 :Cleaned Out Curb Box/Pit, Located/Marked C/S, Data Logger

****Complete****:

- Service Order was : COMP

- Notes Captured by FSR : The whole stop box needs to be dug up and centered over stop cock. Need to send to contractors so work can be done. Customer wants to be contacted when contractors are coming out to do work

Emergency Turn Off

11/27/2023 08:02:12 EST (MAIERD)

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

Dropped to Duffie / 1st order of the day - BKL/FRCC

- FSR Name : [duffiekw] [11/27/2023 09:12 am]

Meter

-#Meter# : 000000000027440998

- MIU1# - 000000000121537988

Raw Read :008996730

Out Read: 00899

Read Captured: On Demand

****Activity****:

- Found Service FSR Selected : I01 ON at Curb Stop

- Left Service FSR Selected : I01 ON at Curb Stop

- Activities performed for Meter Maintain to : 000000000027440998 :Unable to Execute,Read Meter

- Additional Actions Performed : Curb Box Repair

****Complete****:

- Service Order was : INCM

- Incomplete Reason Category : Distribution

- Incomplete Reason : CURB Stop Needs Repair

- Notes Captured by FSR : The stop box is not over tee head you can see the service line , but tee head is either up front or back of stop box and you can not get on it .

Change Meter

please change out the meter due to customer previous issue with the meter and constant usage.

Special Handling has been requested for 11/13/2023 . Customer notified that Spec. Handl. does

- FSR Name : [duffiekw] [11/13/2023 12:48 pm]

Meter

-#Meter# : 000000000027440998

- MIU1# - 000000000121537988

Raw Read :008835550

Out Read: 00883

Read Captured: On Demand

****Activity****:

- Found Service FSR Selected : I03 ON at Customer Valve
- Left Service FSR Selected : I03 ON at Customer Valve
- Activities performed for Meter Maintain to : 000000000027440998 : ReadMeter
- Additional Actions Performed : Leak Inspection - Customer Issue

****Complete****:

- Service Order was : INCM
- Incomplete Reason Category : Customer
- Incomplete Reason : Customer Request
- Notes Captured by FSR : After talking with customer and showing him that it was not the meter but the down stairs toilet he decided to wait until he fixes the problem and then check meter himself to see if that fixes the issue.

Inspect for Leak/High-Low Usage

Have you found a leak, including a leaking toilet or faucet? : No, Understanding More about your consumption, Customer Selected: none of these apply, Liability script offered and rejected.

Special Handling has been requested for 10/26/2023.

Customer notified that Spec. Handl. does not guarantee service on requested day

- FSR Name : [giljumjj] [10/26/2023 11:18 am]

Meter

-#Meter# : 000000000027440998

- MIU1# - 000000000121537988

Raw Read :008476390

Out Read: 00847

Read Captured: On Demand

****Activity****:

- Found Service FSR Selected : I01 ON at Curb Stop
- Left Service FSR Selected : I01 ON at Curb Stop
- Point of Control Operated FSR Selected : C02 (No)
- Activities performed for Meter Maintain to : 000000000027440998 : ReadMeter

****Complete****:

- Service Order was : COMP
- Notes Captured by FSR : 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