

Exhibit No. 6

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:

What is the frequency that the "no data available" message appears on customers' MyWater water usage history? What are some examples of situations which would cause customer to see this message on MyWater?

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

Information Provided:

If a customer has an AMI meter, they should have the option to view both the "24 hours" and the "30 Days" usage display on the usage overview screen in MyWater. As this is a new feature available to MyWater users, there have been intermittent technological issues causing data display issues. During those instances, myWater displayed the "no data available" message. The Company investigated and determined the cause of the display errors and plans to release programming updates in Q2 2025 to correct the issues identified.

Responsible Witness: Paul Ebbeler

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