

**PRIVILEGED AND CONFIDENTIAL COMMUNICATION
ATTORNEY WORK PRODUCT**



Enclosed within this packet you received information concerning an ongoing lawsuit against Missouri-American Water Company. To reiterate:

- Missouri-American Water Company (“the Water Company”) provides water services to its customers in Platte County.
- A customer of the Water Company has filed a lawsuit alleging that the water causes calcium scaling that causes property damage to customers’ water-using devices, namely appliances and plumbing. The alleged calcium scaling has no effect on the suitability or safety of the water for use as drinking water or other common uses and presents no public health concern.
- The Court has allowed the lawsuit to be a class action on behalf of all the Water Company’s customers in Platte County between April 28, 2011, and the present.
- The Water Company denies the allegations and the Court has not decided whether the Water Company did anything wrong.

To receive updates and additional information about the lawsuit, please fill out this brief questionnaire and return it in the enclosed envelope or via electronic mail at **waterquality@williamsdirks.com**.

Alternatively, you can go to **www.williamsdirks.com/platte-county-water-quality** and fill out the survey online.

BACKGROUND INFORMATION

Name:

Address:

City:

State & ZIP:

Subdivision (if applicable):

Telephone:

Email:

Questionnaire continues on the back page

STRUCTURE INFORMATION

What type of structure receives water services from MAWC (i.e., home, office building, etc.)?

What year was the structure built?

Do you have a warranty plan or maintenance plan for the structure?

Have you made claims on the warranty plan due to calcium scaling or sediment in the water? If so, please identify dates of claims and the outcome.

Do you have photos or videos related to the calcium scaling or sediment in the water?

APPLIANCE INFORMATION

Have you had to replace or repair appliances (including but not limited to the hot water heater, dishwasher, refrigerator, washing machine, faucets, and/or sprinkler systems) due to calcium scaling or sediment in the water? If so, please identify the appliance, date of replacement or repair, and approximate cost:

Have you installed a water filter or softener system because of the calcium scaling in the water?

Please list any repair service providers who have made repairs in response to water quality problems:

COMMUNICATIONS WITH MAWC

Have you complained to MAWC about calcium scaling or sediment in the water? If so, please identify the approximate date and the general nature of your complaint, as well as MAWC's response:

Has MAWC paid for and/or reimbursed you for any repairs or replacements you have made due to calcium scaling or sediment in the water? If so, please explain.

Thank you for responding to the questionnaire.