

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Betty Bonacci,)	
Complainant,)	
)	
v.)	<u>File No. EC-2023-0433</u>
)	
Evergy Missouri West, Inc. d/b/a Evergy)	
Missouri West,)	
)	
Respondent.)	

**ORDER EXTENDING THE TIME TO ISSUE A RECOMMENDED REPORT
AND DIRECTING FILING OF A JOINT PROPOSED PROCEDURAL
CONFERENCE**

Issue Date: September 20, 2023

Effective Date: September 20, 2023

On June 20, 2023,¹ Betty Bonacci filed a formal complaint against Evergy Missouri West, Inc. d/b/a Evergy Missouri West (EMW). On June 21, the Commission issued an order giving notice, directing EMW to file an answer, and directing the Staff of the Commission (Staff) to conduct an investigation and file a report. On July 20, EMW filed its answer, affirmative defenses, and motion to dismiss. On July 31, Staff requested, and was granted, an extension of time in which to file its report. On August 25, Staff filed its report in which it recommended that the Commission order EMW to remove certain charges from Ms. Bonacci's account and that EMW revise the manner in which it communicates balance transfers. More than ten days have passed and the Commission has received no responses to Staff's report.

On September 19, this case was reassigned to a new presiding officer/regulatory law judge.

¹ Unless otherwise noted, all dates refer to the year 2023.

Commission Rule 20 CSR 4240-2.070(15)(G) states that after affording the parties reasonable opportunity for discovery and a fair hearing, the regulatory law judge in a small formal complaint case shall issue a recommended report and order within 100 days following the filing of the complaint. However, the time period may be extended upon a finding of good cause by the regulatory law judge. The 100-day period in this case will expire on September 28.

Given the extended time granted to Staff to file its investigative report and recommendation and the recent appointment of a new regulatory law judge to this case, good cause exists to extend the time period allowed to resolve this matter. Therefore, the time period under the Commission rule to issue a recommended report and order will be extended.

Having received Ms. Bonacci's complaint, EMW's answer, and Staff's investigative report and recommendation, this matter is ready to proceed to an evidentiary hearing. In order to discuss a procedural schedule, the Commission will direct the parties to collaborate and propose suggested dates and times for a procedural conference to be conducted via Cisco WebEx video and teleconference.

THE COMMISSION ORDERS THAT:

1. Pursuant to Commission Rule 20 CSR 4240-2.070(15)(G), good cause exists to extend the time for the regulatory law judge in this matter to issue a recommended report and order.
2. Staff shall coordinate with the parties on proposed dates and times for a procedural conference to be conducted via Cisco WebEx video and teleconference. The conference is to take place on or between October 10 and November 9, excluding the dates

of October 16-20 and October 26. Staff shall then file, no later than September 27, suggested dates/times for a procedural conference.

3. This order is effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Kenneth J. Seyer, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 20th day of September, 2023.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission,
at Jefferson City, Missouri, this 20th day of September, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 20, 2023

File/Case No. EC-2023-0433

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.