

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of a Working Case to Consider)
Best Practices for Recovery of Past-Due Utility)
Customer Payments After the COVID-19)
Pandemic Emergency)

File No. AW-2020-0356

ORDER MODIFYING TIME TO FILE MONTHLY UPDATE REPORTS

Issue Date: October 16, 2020

Effective Date: October 16, 2020

The Commission established this working case to gather information about the effect of the COVID-19 pandemic on the collection of past-due utility customer payments. The Commission ordered its Staff to collect information from the utilities about customer disconnections and to file an initial report by September 21, 2020¹ and thereafter to file monthly updates by the 15th of each month, continuing through December, 2020, or until otherwise ordered. Staff filed its initial report on September 21, and filed an update on October 15.

As part of its monthly update report, Staff asked that it be allowed until the 22nd of each month to file its update report. Staff explained that the utilities have been slow to provide monthly information to Staff and that as a result Staff has been left with little time to analyze the information it has received. The Commission finds that Staff's request for an additional week to file its monthly report is reasonable and will grant that request.

¹ All dates are in 2020 unless otherwise indicated.

THE COMMISSION ORDERS THAT:

1. Beginning with its November report, Staff shall file its monthly update by the 22nd day of each month. .
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in blue ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 16th day of October, 2020.

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 16th day of October, 2020.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 16, 2020

File/Case No. AW-2020-0356

**Missouri Public Service
Commission**

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

Sincerely,



**Morris L. Woodruff
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.