

Claude Scott,

Complainant

V.

Missouri-American Water Company,

Respondent

File No. WC-2020-0407

ORDER DIRECTING UPDATE TO STAFF'S REPORT

Issue Date: October 27, 2020

Effective Date: October 27, 2020

On June 22, 2020, Claude Scott filed a complaint with the Commission against Missouri-American Water Company (MAWC). The Commission directed the Staff of the Commission to investigate and file a report detailing its findings and recommendations. After requesting an extension on August 6, 2020, Staff filed its report on August 20, 2020.

On August 27, 2020, the parties met at a prehearing conference and were instructed to submit a proposed procedural schedule. After Staff submitted a proposed schedule on behalf of Staff and MAWC, the Commission set an evidentiary hearing in this matter on November 19, 2020, to be conducted by phone and/or video conference.

Staff's August 20, 2020 report indicates it had not received responses to all of its pending requests to MAWC at the time of its report. Such pending requests include additional data requests (page 2); an inquiry about phone calls between Mr. Scott and MAWC personnel (page 3); and an inquiry regarding MAWC's "procedure/process for testing a customer's meter, as well as confirmation of any meter tests and results" at Mr. Scott's address (page 4).

The Commission will direct Staff to file a report to address whether Staff's inquiries to MAWC in this case have been answered and supplement its investigative report accordingly. If any requests remain pending, Staff is instructed to identify those requests.

THE COMMISSION ORDERS THAT:

1. No later than November 6, 2020, Staff shall report to the Commission whether the inquiries still pending with MAWC as of its August 20, 2020 *Staff Report* have been answered. Staff's report shall identify any unanswered requests.
2. No later than November 6, 2020, Staff shall supplement its findings and recommendations in this case based on additional information, if any.
3. The Commission's data center shall mail a copy of this order to Complainant by U.S. mail addressed to Complainant's address of record.
4. This order shall be effective when issued.



BY THE COMMISSION

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

Morris L. Woodruff
Secretary

Jana C. Jacobs, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 27th 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 27th day of October, 2020.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 27, 2020

File/Case No. WC-2020-0407

**Missouri Public Service
Commission**

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**Missouri-American Water
Company**

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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.