

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

In the Matter of Missouri-American)
Water Company's Request for)
Authority to Implement General) **File No. WR-2020-0344**
Rate Increase for Water and Sewer)
Service Provided in Missouri Service)
Areas)

In the Matter of the Application of)
Missouri-American Water Company)
for an Accounting Authority Order) **File No. WU-2020-0417**
Authorizing it to Defer and Accumulate)
Costs and Financial Impacts)
Related to COVID-19)

NOTICE OF COMMUNICATION

Issued Date: July 22, 2020

This notice of communication is being filed on behalf of Chairman Silvey and his Policy/Legal Advisor at the Missouri Public Service Commission "Commission" who received the attached email from Deborah Dewey, President of Missouri American Water Company (MAWC) on July 21, 2020. In the email, Ms. Dewey indicated that communities with which MAWC has sewer shut-off agreements are requesting the company resume shut-offs for past-due sewer accounts.

Around 10:34 a.m. on July 21, 2020, Chairman Silvey called Ms. Dewey to follow-up on her email and ask for further details about how many cities had requested MAWC resume shut-off that had been suspended in March as a result of COVID-19. Ms. Dewey indicated that a majority of cities, including St. Joseph, Joplin, and St. Charles, had requested shut-offs for sewer non-payments resume. Ms. Dewey indicated that Jefferson City had not yet requested shut-offs. Chairman Silvey then asked if MAWC expects to see a decline in revenue in the next fiscal or calendar year due to COVID-19. Ms. Dewey indicated that they do expect to see a decrease, but they only have about three months of data so it was hard to definitively determine how big the impact would be or to gauge the full impact of COVID-19 since weather can also impact usage. She mentioned that there could be impacts on industries, like meat processing plants.

Ms. Dewey then mentioned that while MAWC was planning to re-start disconnections and late fees for non-payments, which the company suspended in March due to COVID-19, the company was preparing communication to inform customers and that someone from MAWC may reach out to the Chairman's Policy/Legal Advisor to discuss the need for any formal filing. Chairman Silvey also mentioned noticing the construction happening in Jefferson City at MAWC's facility and Ms. Dewey indicated the company was installing a new clear well at the facility that was over a hundred years old. The phone conversation between Chairman Silvey and Ms. Dewey lasted for approximately six minutes.

At the time of the phone conversation, Chairman Silvey was unaware that Missouri-American had filed an application for an Accounting Authority Order for COVID-19 impacts. On the afternoon of July 21, Chairman Silvey's Policy/Legal Advisor Kim Burton was contacted by legal counsel for MAWC Dean Cooper who wanted to make her aware of a potential ex-parte communication concerning issues in the pending case, File No. WU-2020-0417.

The Commission has promulgated rules denoted as the "Standards of Conduct" at 20 CSR 4240-4.010 and Section 20 CSR 4240-4.020 specifically deals with Ex-Parte Communication Rules. This notice is filed in conformance with that rule.



Ryan A. Silvey
Chairman

Kim S. Burton /S/
Kim S. Burton
Policy/Legal Advisor

Dated on this 22 day of July, 2020