

July 8, 2020

Missouri Public Service Commission
P.O. Box 360 Jefferson City, Missouri 65102
Attn: File No. AW-2020-0356

To Whom It May Concern:

I am writing today in response to the Missouri Public Service Commission's request for public comment in File No. AW-2020-0356, "Best Practices for Recovery of Past-Due Customer Payments After the COVID-19 Pandemic Emergency."

Immediate intervention to protect utility customers and ensure continued services is necessary to prevent far bigger, long-lasting issues. I am supporting the proposed action items originally proposed/quoted by Legal Services of Eastern Missouri in their letter to you on July 8, 2020:

1. Provide flexible and extended deferred payments plan for customers.
2. Establish a percentage-based account credit for customers expressing financial hardship due to COVID-19 pandemic.
3. Cease credit reporting on delinquent accounts.
4. Actively identify appropriate customer referrals to the Low-Income Weatherization Assistance Program (LIWAP).
5. Establish clear communications about new policies.

Thank you for the opportunity allowing the public to comment on this issue.

Katie Wiseman

Missouri Public Service Commission**Public Comments**

Public Comment No.	P202100011
Utility Type	N/A
Utility Company	N/A
First Name	Katie
Middle Initial	N/A
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Case No.	N/A
Public Comments Description	Immediate intervention to protect utility customers and ensure continued services is necessary to prevent far bigger, long-lasting issues. Attached is my letter for support for action steps proposed by Legal Services of Eastern MO.
Date Filed	7/8/2020 5:53:00 PM