

**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**

CORRECTED STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”) and for its *Corrected Staff Report* respectfully states as follows:

1. On August 3, 2020, Staff filed its report detailing its investigation detailing how Missouri utilities, as a result of the COVID-19 emergency, may collect past-due accounts-receivable without unduly burdening their vulnerable customers.

2. Shortly after the report’s filing in EFIS, Staff noticed that during the report’s formatting, certain questions had become improperly numbered. As a result, Staff is submitting this *Corrected Staff Report*, attached as Appendix A, to remedy the following:

- a. On page 7, questions 10 and 11 should instead be numbered 17 and 18, and
- b. On pages 15-16, questions 12 through 18 should be numbered questions 10 through 16, respectively.

WHEREFORE, Staff respectfully submits its *Corrected Staff Report* for the Commission’s knowledge and consideration.

Respectfully Submitted,

/s/ Travis J. Pringle

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or counsels of record this 4th day of August, 2020.

/s/ Travis J. Pringle