

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 22nd day of February, 2023.

In the Matter of a Working Case to)
Consider Best Practices for Recovery of) **File No. AW-2020-0356**
Past-Due Utility Customer Payments After)
the Covid-19 Pandemic Emergency)

**ORDER ENDING STAFF'S OBLIGATION TO FILE REPORTS
AND CLOSING FILE**

Issue Date: February 22, 2023

Effective Date: February 22, 2023

The Commission opened this file to consider best practices for recovery of past-due utility customer payments after the COVID-19 pandemic emergency and attendant economic disruptions. The Commission directed its Staff to gather information from the state's utilities about current levels of disconnections for non-payment, anticipated levels of such disconnections by those utilities in the next six months, number of customers with past-due accounts, number of customers that have received a final disconnection notice, and number of customers participating in payment plans. The Commission also directed Staff to report its findings monthly until February 2022, or until otherwise ordered. Subsequently, the Commission ordered Staff to compile data and file a report quarterly, with the last ordered report to be filed by January 31, 2023.

In its January 31, 2023 report, Staff indicated that unless the Commission orders otherwise, this report would be its last. No other party has responded to Staff's most recent report.

Staff's reports have been helpful to the Commission and have added to the public's understanding of the effects of the pandemic. They have served their purpose and no further reports are needed. The Commission will relieve Staff of its obligation to file additional reports and will close this file.

THE COMMISSION ORDERS THAT:

1. Staff is relieved of its obligation to file any further reports in this case.
2. This file shall be closed.
3. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Rupp, Chm., Coleman, Holsman, and
Kolkmeier CC., concur.

Woodruff, Chief Regulatory Law Judge

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 22nd day of February, 2023.





Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

February 22, 2023

File/Case No. AW-2020-0356

**Missouri Public Service
Commission**

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

**Missouri Public Service
Commission**

Ron Irving
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
Ron.Irving@psc.mo.gov

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.