

ATTACHMENT A

Andrea Caviedes
125 Huntleigh drive
Wentzville, MO 63385

12/12/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I am a single mom with a special needs kid. I cannot be working outside in the pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

- Ameren shutoffs in September: 8,358
Ameren estimated shutoffs October - February: 33,190
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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Andrea Caviedes

Michelle Brown
8909 Blue Ridge Blvd
Kansas City, MO 64138

12/11/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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My daughter and I have Covid and I'm behind on bills and I need help. My daughter has cerebral palsy and epilepsy and it's been really hard for. Please help the American people please!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Michelle Brown

Cassandra Munoz
7201 N Hemple Ave
Kansas City, MO 64152

12/11/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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It's hard times for everyone with no help from the government. It's the time of year to be kind and do unto others.

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Sincerely,

Cassandra Munoz

Kim Britton
11812 Central St
Kansas City, MO 64114

12/5/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I don't have work due to covid. Help.

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Sincerely,

Kim Britton

Martha Lafata
433 Edgar Road
Saint Louis, MO 63119

12/2/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

If we all pull together to help one another there will be brighter days ahead for us all. Put people first!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Richard Bales
4950 Lindenwood Ave
Saint Louis, MO 63109

12/2/2020

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I have family and friends who have been affected by this pandemic.

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Because it is the right thing to do for fellow human beings.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Jeanne Jeanne

Cecilia Pectol
1941 Wyoming St
Saint Louis, MO 63118

12/1/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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For people to have utilities cut off at any time is difficult but during winter and the COVID outbreak is unconscionable- please don't let this happen.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Cecilia Pectol

Pam Seator
208 W 62nd Ter
Kansas City, MO 64113

11/24/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

It is extremely important during the pandemic when many people have lost their jobs and have no income and have children to support that every household have electricity! Please ensure that that is available to everyone.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Pam Seator

Latoya Mairidith
3901 Colonial Ave
Saint Louis, MO 63121

11/24/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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People have lost job due to this pandemic have you no shame...quit shutting off Americans' power!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Celesteal Clark
1069 w 38th St.
Kansas city, MO 64111

11/24/2020

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200 Madison Street, PO Box 360
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During a pandemic, companies should be able to put people over profit and not put people's love and health in even more danger. Me and my neighbors need heat and to be able to cook and feed ourselves.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Celesteal Clark

Leslie Venezia
5030 Highway H
Half Way, MO 65663

11/21/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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This is so vital for us Missourians!

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Catherine Boyd
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We are in the worst crises in 100 years. I would plead with you to find Alternatives to turning off heat or power to families in need at this point in time.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

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Sincerely,

Catherine Boyd

Kimberly Williams
11603 Holiday Dr
Kansas City, MO 64134

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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PLEASE THERE ARE PEOPLE THAT ARE TRYING THEIR HARDEST TO STRETCH THEIR MONEY AS FAR AS THEY CAN BUT IT IS NOT ENOUGH AND THAT'S WITHOUT THE COVID AND NOW IT HAS DOUBLE SO PLEASE HELP.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Kimberly Williams

Joan Caro
5009-A Jamieson
Saint Louis, MO 63109

11/20/2020

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200 Madison Street, PO Box 360
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My niece, a single mother now, lives in Charleston.

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Bobby Davis
2809 Themis St
Cape Girardeau, MO 63701

11/20/2020

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It is very important that people have heat and electric in this time of need. It is very unfair for big heating and electric companies to turn them off during this pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Bobby Davis

Lindsey Short
205 Enchanted Pkwy Apt 4
Manchester, MO 63021

11/20/2020

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This could be me. I could freeze to death in my home, and so could my pets.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Families all over the country are suffering from job losses due to sickness or businesses failing due to covid. We need to help one another. It is so wrong for Missouri utilities to shut of power to those at highest risk over the coldest days of the year. It's the holiday season. We must find joy in one another despite going through some of the most difficult circumstances of our lifetime. We should not have to worry about how to pay bills or whether we will survive the winter as a result of losing heat. Put people first.

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Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Many people are not working during this pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Beverly Long

Patrice Bazzoni
2223 Cordova Ct Apt A
Warrenton, MO 63383

11/20/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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I don't think that anyone's electricity should be turned off during this pandemic. There are so many people struggling right now as it is. It will put people in danger by doing this. Making it impossible for people to be able to stay in their homes, because it is starting to get cold. We should all be aware that people have lost their jobs, and some are at high risk also. Also families with children. Do they really want to be responsible for putting these people in harm's way? By doing this it makes them much more vulnerable to sickness. They will be forced to go outside their homes for food and warmth, which will definately put them in harm's way during this pandemic, which means more hospitalizations. Aren't the hospitals overwhelmed as it is? While this is going on, they should never turn someones electric off. We all need to pull together, not make things worse for struggling families. Have a heart!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Patrice Bazzoni

Latita Bell
1106 Saint Louis Ave
Saint Louis, MO 63106

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Because I'm also one in need due to losing my job to covid and its been hard to find a job and pay rent and bills and take care of 4 kids.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Latita Bell

Erin Heckler
20 Lawn Pl
Saint Louis, MO 63110

11/20/2020

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We need to all come together and get through this. Everyone is stepping up and utility companies need to be a part of this community.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Erin Heckler

Shantel Alexander
75 Cheryl Ln
Valley Park, MO 63088

11/20/2020

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Businesses are still closing. People are still going without work. Some businesses have been closed since March which means some people have been without work consecutively.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Rodney Pasco
1507 Galway Ct
Liberty, MO 64068

11/20/2020

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Because it's the right thing to do in dire times with people losing their jobs due to the fault of government not handling a worldwide pandemic properly.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Rodney Pasco

Sarah Webster
710 Atalanta Ave
Webster Groves, MO 63119

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I believe we are all exhausted and stretched further than any other times. It won't always be like this. Let's take care of each other like family.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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Sincerely,

Sarah Webster

John Madras
1902 N Circle Dr
Jefferson City, MO 65109

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a volunteer and board member of our local Habitat for Humanity, I see the challenges lower income people face, and the severe impacts the pandemic has had on them. They work long and hard, and still have a difficult time making ends meet. Please help them out with this measure so they can continue.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

John Madras

Pamela Sparks
154 W Purdy Ave
Billings, MO 65610

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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No one should go without heat or water!!! It is an abomination!! A country as rich as ours??? Shame on us all for allowing this to happen!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Pamela Sparks

Erin Beaver
315 Quinnmoor Dr
Ballwin, MO 63011

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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I care about my neighbors in need especially during a pandemic where access to water and electricity is even more important.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Joy Rubi
317 S Louisiana St
Cape Girardeau, MO 63703

11/20/2020

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As a person that was scheduled for disconnection recently with Ameren if not for an Angel Friend that stepped in and loaned me the money for the bill at the last minute, Covid-19 has hit my partner and I hard this year. I know there are others out there like me. Stuck in the gaps of agency bureaucracies. According to them I don't qualify for help. I make too much in my disability. Feeding and caring for my furry babies is not taken into account in my budget. However I cannot survive my anxiety issues without them. I would not have survived this long if not for them. I would love to do things like buy new clothes, go out to eat, go out a movie, heck even rent a movie. I am extremely frugal but my Ameren bill continues to climb.

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Joy Rubi

Kenya Ditto
676 Rustic Valley Dr
Ballwin, MO 63021

11/20/2020

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This has been a difficult season for many people unexpectedly. Please help and allow heat and electricity to stay on in homes affected by COVID19.

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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Kenya Ditto

Denise Dawson
33 Chestnut Hill Ln
Saint Louis, MO 63119

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

During the worst pandemic in the last 100 years, please don't punish those who can't afford to keep their utilities on. Show courage to do the right thing.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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Sincerely,

Denise Dawson

Travis Clayton
321 SW End Blvd
Cape Girardeau, MO 63703

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

This matters to me because the poor matter. Poor kids matter, who are profoundly impacted by these decisions. I was raised in poverty. As a special education teacher, I serve the poor.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Travis Clayton

Trudy Royster
11700 Glen Arbor Ter
Kansas City, MO 64114

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

People need utilities to survive this pandemic! Don't be greedy!!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Trudy Royster

Diane Waddell
6406 S 24th St
Saint Joseph, MO 64504

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

As a professional health care provider who has worked in indigent clinic, I am aware that many people in poverty have multiple medical diagnoses.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Diane Waddell

Paul Murphey
215 Euclid Ave
Rock Hill, MO 63119

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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At some point, darkness, fire, not being able to prepare food, having no heat leads to loss of life. If that point is reached, you are responsible. Do not let that happen.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Amber Harogarcia
1024 N 18th St
Saint Joseph, MO 64501

11/20/2020

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Some people have been without jobs and people that are just getting back to work are trying to get caught up on bills. Please we don't need to be disconnected

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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Amber Harogarcía

Mary Jo Stein
1354 Tamm Ave
Saint Louis, MO 63139

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Safe housing is a basic human right. In a St. Louis winter, that means heat and water and electricity. Please don't cut these off during this already difficult time of a pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

MaryJo Stein

John Kerry
6428 Marquette Ave
Saint Louis, MO 63139

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I can't believe it takes a petition to do the right thing. The Republicans have really lost their way, if they don't have enough sense to understand that.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

John Kerry

King Schoenfeld
6124 Westminster Pl
Saint Louis, MO 63112

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

In this unprecedented time of economic hardship due to COVID shutdown of service and other industry, we count on our utilities to be there for us. On behalf of your customers able to pay, do not cut services to those without income and unable to. Over their bills during these pandemic months!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

King Schoenfeld

Amber Spradley
3615 Park Ave
Kansas City, MO 64109

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Please help us who struggle – thank you.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Amber Spradley

Joan Hatfield
2924 S Brownell Ave
Joplin, MO 64804

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

We have students who are learning at home via virtual classrooms and need the use of personal or school laptops to access their educational needs. They need lights on & power to charge devices as an essential part of this learning experience during a deadly pandemic!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Glenda Nickell
12230 S Andrew Sapp Rd
Ashland, MO 65010

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I have been a registered nurse for 46 years and part of that time I did home health nursing. Many of the patients that I took care of were living in poverty. They were at ethical people who had worked their whole life. Now they were elderly and ill. During the pandemic people like that would be extremely high risk. I am hoping you will have compassion on them.

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Sincerely,

Glenda Nickell

V Schurman
7532 Terrace St
Kansas City, MO 64114

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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This could be me, but for the grace of God.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

V Schurman

Molly Pelletiere
9815 Newton Ave
Kansas City, MO 64134

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Have compassion for your fellow humans! People are suffering in so many ways right now! Don't add to it!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Molly Pellettiere

Nancy Woodall
5504 Newport Av
St Louis, MO 63116

11/20/2020

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Jefferson City, MO 65102-0360

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First, it's the right thing to do
Second, it's the right thing to do
Third, it's the right thing to do
And you know it

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Nancy Woodall

Shervae Haynes
4292 E Ashland Ave
Saint Louis, MO 63115

11/20/2020

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200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I lost my job and can't afford anything at this time.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Shervae Haynes

Karen Seavey
111 Juniper St
Excelsior Springs, MO 64024

11/20/2020

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This year, more than ever, families are under unrelenting financial pressure and need protection.

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J French
12228 Poggemoeller Rd
Saint Louis, MO 63138

11/20/2020

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Please extend the moratorium on shut offs. As a senior Missourian, I understand the importance of lifesaving utilities. Between COVID and our cold winters, turning off utilities will be a death sentence for many as well as a hardship for families trying to survive unemployment, home schooling, and staying healthy.

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1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

J French

Dennis Kennedy
4714 Holmes St
Kansas City, MO 64110

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Help people in need. Tax the rich.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

- Ameren shutoffs in September: 8,358
Ameren estimated shutoffs October - February: 33,190
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Sincerely,

Dennis Kennedy

Angela Lavin
810 Craig Dr
Kirkwood, MO 63122

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Many of us are struggling & with grants and other assistance drying up, we need your help to stay warm this winter!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Angela Lavín

Becky Denney
6410 Arthur Ave
Saint Louis, MO 63139

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Please help families and children with their utilities and water so they are safe during this dangerous time.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Becky Denney

Sheila Powell
770 Ridge Ave
Saint Clair, MO 63077

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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With all the changes/ losses in our lives brought on by this pandemic & the fears we all face of what tomorrow might bring the last thing any of us need is to have to worry about not being able to heat our homes & cook and clean for our families

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sheila Powell

Anna Kuheim
9212 Main St
Kansas City, MO 64114

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I have friends and family barely hanging on to a place to live and now face winter with absolute certainty their homes will have no electricity no gas and no water service. Comfy huh?

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Anna Kuheim

Amanda Fletchall
986 Lilac Lane
Liberty, MO 64068

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

If we invested in solar power we wouldn't have so many people worried about loosing their electricity right now! And a hugely for profit company would t feel the need to shut peoples electricity off during a pandemic that is out of everyone's control.

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1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and**

implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Amanda Fletchall

Francine Cantor
11700 Tarrytown Dr
Saint Louis, MO 63141

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

During this scary and unusual time we need to protect as many people as possible. Turning off utilities endangered already marginalized people.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Francine Cantor

Lorraine Elmore
637 W 60th Ter
Kansas City, MO 64113

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

We are the richest country in the world. Can we not aid the most vulnerable in our society, especially during a pandemic and the accompanying economic downturn.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Lorraine Elmore

Grace Urquhart
500 College HI
Liberty, MO 64068

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Lights and heat are a fundamental human right since we've had them available. Without heat and lights we can't expect anyone to live well.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Grace Urquhart

Robert Moore
1010 Brooklyn Ave
Kansas City, MO 64127

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Please do not disconnect families struggling during this pandemic.

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Sincerely,

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Wendy Barth
5401 Brookside Blvd Apt 203
Kansas City, MO 64112

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Make Missouri Safe Again! People need running water and stable housing to thrive!

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Mary Smith
8409 S Broadway
Saint Louis, MO 63111

11/20/2020

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People aren't just not paying their bills on purpose. They can't pay it and shutting off their electricity isn't going to get you your money. These people out there have no job because of this covid-19. People want to work, they want to pay their bills, so you shutting them off isn't helping anybody. We're in a time where it doesn't matter. Money is not the important thing people's lives are so it's bad enough we take a risk every time we step out of our house that we're going to get sick and die and now we have people like you is the only thing you care about is your money, well your money is not going to do you any good if you get sick and die. We need to help these people, not hurt them. Too many people have already been hurt by this damn virus. It's just not fair and what you're doing is not fair to these people so please please don't shut them off. Do not shut the electric off - they need to live as people not animals in the wild

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
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Sincerely,

Mary Smith

Sandra Zastrow
2801 Abbey Ln
De Soto, MO 63020

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

There are so many more families struggling to keep a roof over their head and suffering from losing their jobs! With the winter months coming fast, we must help them keep warm and keep their lights on for safety. Many of these families are having to go to food banks, please don't make them suffer more!! Thank you!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Sandra Zastrow

Thomas Shields
6536 Devonshire Ave
Saint Louis, MO 63109

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Time like these require mercy and understanding.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Thomas Shields

Yvonne Cutrer-Cherian
10417 NW 87th St
Kansas City, MO 64153

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

People should be able to have heat , hot water, and electricity, especially in the dark, cold days of winter. People are already under a lot of mental stress due to no fault of their own because of the pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Yvonne Cutrer-Cherian

Teresa Rivera
35033 Oak Ridge Ave
Warsaw, MO 65355

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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We should be working together to get through this tragedy. Please show your support for struggling families.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Teresa Rivera

Margie Meyer
700 W 101st Ter
Kansas City, MO 64114

11/20/2020

Missouri Public Service Commission
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As the winter months quickly approach, it's apparent this pandemic isn't ending soon. The economy isn't recovering soon, and those who have been sorely affected with job loss are in dire straits. It would be a truly humanitarian move to protect those who are suffering economically and are now facing a winter of even more hardship.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Margie Meyer

Melissa Mckenzie
730 Benson St
Moberly, MO 65270

11/20/2020

Missouri Public Service Commission
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Both my husband and I had Covid. We were down 2 weeks with no income coming in. It as absolutely awful that during a pandemic, there is no assistance for people.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Melissa McKenzie

Lynn Sableman
977 Chapel Oaks rd
Frontenac, MO 63131

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

People are not employed due to CORONA virus. It is imperative that families have a home and power and light.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Lynn Sableman

Norm Bean
3139 Roger Williams Dr b
Bridgeton, MO 63044

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

None of us created or spread Covid19 but we've all been affected by it; please help the less fortunate.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Norm Bean

Jamica Crawford
9620 Wallace Ave
Kansas City, MO 64134

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

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I live in Missouri and have been struggling during Covid to pay my bills.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Jamica Crawford

Ken Denson
543 Westernmill Dr
Chesterfield, MO 63017

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

In these extraordinary times, as we lose loved ones and livelihoods, our humanity is at stake in how we deal with the devastation as a society. It is time to find human solutions that balance the needs of impacted citizens and businesses.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Ken Denson

Anne Barton-Veenkant
4032 Humphrey St
Saint Louis, MO 63116

11/20/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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I am a teacher in Title 1 schools. I want my babies to be warm this winter. Please ensure that utilities are looking out for them.

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Anne Barton-Veenkant

Marla DiBenedetto
25 Virginia Dr
Liberty, MO 64068

11/20/2020

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200 Madison Street, PO Box 360
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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

As a very low income person, it is always a battle to just keep a roof over my head, let alone utilities. Please help us to live with dignity during this most difficult time.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Marla DiBenedetto

Mary Myers
1200 Mulberry Hill Rd
Barnhart, MO 63012

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

The pandemic numbers are higher than they've ever been and the Republicans have already ajourned for their holiday break, showing how much they really don't care.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Mary Myers

Tom Wicker
2904 Hameln Dr
Saint Charles, MO 63301

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Please protect people who had no choice in this matter because of Covid-19.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Tom Wicker

Sharon Armstrong
4171 BURGEM AVE
SAINT LOUIS, MO 63116

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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**Because we are going through tough times they should be more understanding and help people and with no heat or electric how are we supposed wash or hands and keep this virus away. Think about it - millions of people with out jobs.
And imagine you in their shoes without a way to clean and wash yourself.**

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Lauren Rapp
2201 Stephen Ct
Saint Louis, MO 63110

11/20/2020

Missouri Public Service Commission
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I have had my gas turned off before. I would never wish that on anyone, let alone someone already struggling to get by because of COVID.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Greg Manahan
12585 Oak Grove Ln
Platte City, MO 64079

11/20/2020

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I work for a Missouri school district. Many of our students are having difficulty with remote learning already. Cutting their electricity means cutting their connection to classes. Please consider this when making these decisions.

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Jessica Hoagland
8125 Pershing Ave
Saint Louis, MO 63105

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Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

People First!
Profits can wait.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

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Sincerely,

Jessica Hoagland

Cj LeBlanc
1735 Florine Blvd
Saint Charles, MO 63303

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Rate hike, etc. should accompany wage increases!.. a corp. Gets a rate hike and W/O wage increase is more money OUT OF CONSUMER WALLETS!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Cj LeBlanc

Robin Wall
106 E Winthrop Rd
Kansas City, MO 64113

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a recent retiree who had big plans for retirement that have been postponed due to coronavirus pandemic, I have filled my time volunteering with a number of groups that have afforded me the opportunity to see how others less fortunate than me are struggling to feed their families, many who are foregoing food in order to pay utility bills.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Robin Wall

Jennifer Guerra
510 East Oak Street
Stockton, MO 65785

11/20/2020

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I am a single mom of two with another on the way. I'm on disability, but am also a student, working on becoming better inside, so I won't be disabled forever. I get a shut off notice, and even if I only owe a little, but can't afford to pay my whole bill when it's due. It's scary to think my family won't have electricity. My pipes could freeze, then where would we be?

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Carol Wright
737 Dover Pl
Saint Louis, MO 63111

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COVID is decimating the physical and financial health of our citizens and the country. Pleas help people to keep their utilities on so they can be warm and supply needed funds for food.

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Dinah Feinberg
5629 Kenwood Ave
Kansas City, MO 64110

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Heat and lights are essential for survival ~everyone deserves to have these services!! Covid is nobodys fault!! Basic human rights to keep lights & heat on in this Crisis!!

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Kansas City, MO 64111

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

When you're in an emergency, the usual rules must not apply, and people who have lost their jobs or seen their incomes dramatically reduced due to the pandemic, and no fault of their own, should not have their electricity shut off in this time of need. We also need to provide them relief so they don't just have a huge bill to pay later.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

- Ameren shutoffs in September: 8,358
Ameren estimated shutoffs October - February: 33,190
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Empire estimated shutoffs October - February: 1,800

("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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6. **Require utilities to include bill inserts created by local service agencies describing flexible payment programs and other assistance available in their area.** Current outreach efforts haven't reached many customers. All customers should know what programs are available to help them if they need help. Ensure access for those without internet access or English language proficiency, and there should be direct outreach to landlords and tenants so that tenants aren't forced into eviction despite the CDC moratorium based on utility disconnections.
7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

John Fish Kurmann

Christina Rea
531 Grand Blvd
Kansas City, MO 64106

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Please let's do the right thing and help people who are caught in this crisis thru No Fault of their own!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Christina Rea

Donna Seidel
2837 Oldewick Drive
Saint Louis, MO 63129

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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**People over profits.
Be on the right side of history.**

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Sincerely,

Donna Seidel

Leslie Neth
1600 Madison Ave
Kansas City, MO 64108

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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People are suffering! Please don't add to their worries. Keep Missouri warm and lit!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Leslie Neth

Sarah Hartley
6510 Edgevale Rd
Kansas City, MO 64113

11/19/2020

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I worked with indigent families for years as an attorney. Now, even more people fall into this category due to the Covid economy. Please issue a moratorium restricting shut offs during this unprecedented time. Thank you!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Sarah Hartley

Margaret Montray
2235 Yale Ave
Maplewood, MO 63143

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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It is winter, people are being cautioned to stay at home. People need their utilities kept on to maintain safe conditions to house themselves.

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April Merino
8271 N Revere Ave
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Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

The people need your help.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

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Sincerely,

April Merino

Amy Cathcart
115 Blue Sky Dr
Troy, MO 63379

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Because alot of families are struggling right now.

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Sincerely,

Amy Cathcart

Mary Lowe
27758 US Highway 61
Scott City, MO 63780

11/19/2020

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So many people are losing jobs and have to have electricity for their family.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Mary Lowe

Charlotte Hanselman
7427 Stratford Ave
Saint Louis, MO 63130

11/19/2020

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I was without heat yesterday because of faulty wiring in my furnace; I was miserable. I can't imagine not having heat for days. Please implement a moratoria on residential shut-offs.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Linda Matthews
2113 Expressview Drive
Jefferson City, MO 65101

11/19/2020

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These are human beings, Americans, Missourians! Do the right thing!

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Michele Isam
4020 Delor St
Saint Louis, MO 63116

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Julie Lawless
527 Hampshire Ct
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Please don't turn your backs on the most vulnerable during a pandemic. That is an evil I can't comprehend. Don't turn their power off. Have some mercy.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Julie Lawless

Beverly Walters
1324 Academy Ave
Saint Louis, MO 63113

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Because I am a person with income issues and am absolutely for any type of financial decisions or plans that would be beneficial to us all in these uncertain times

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Beverly Walters

Edina Robinson
7909 NW Twilight PL
Parkville, MO 64152

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

This matters to me because families are already under so much stress with the pandemic. They do not need the added stress of whether or not they'll have electricity.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Edina Robinson

Lorie Kellogg
4511 Jarboe St
Kansas City, MO 64111

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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We all need help these days.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Lorie Kellogg

Teri Price
39 Gocke Pl
Overland, MO 63114

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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**Utility companies are disconnecting Missouri families' electricity in the middle of a global pandemic and making the crisis worse for struggling families.
Please put people first!**

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Joann Bockenka
709 Highway M
Park Hills, MO 63601

11/19/2020

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Joann Bockenkamp

Kolourz Voss
1912 S Joplin Ave
Joplin, MO 64804

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As a person who's housing situation, finances, and, as a direct result, mental health have been directly affected by utility disconnection or threat thereof, please do something about this. This is the worst possible time to further mismanage a pandemic and the masses of people who continue to be negatively impacted.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
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4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Kolourz Voss

Jessie Thomas
300 E 5th St
Caruthersville, MO 63830

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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This matters to me because I'm a single mother of five and I worked for homehealth and my client caught covid so I'm jobless and I haven't got unemployment and due to that I haven't had the money for my lights. Remind you I have five children that's why I feel like they shouldn't turn the lights off during this pandemic time the lights should stay on till it's over. Thank you.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Jessie Thomas

Jose Vergil
11515 N Main St
Kansas City, MO 64155

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

It is the only humane thing to do.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Jose Vergil

Judith Prosser
2104 N Ballas Rd
Saint Louis, MO 63131

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Please help struggling families during the pandemic. Have a heart!

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Matt Breckenkamp
7409 Bruno Ave
Saint Louis, MO 63117

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

We need as many safety precautions to stay healthy in these trying times.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Alicia Agbokou
13087 Fox Haven Ct
Florissant, MO 63033

11/19/2020

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As an individual who is in a privileged position to feel secure and safe during this crisis, it would be a disservice to not advocate for those who are struggling and suffering in these unprecedented times. As Missouri commissioners, your duty is first and foremost to the people, above all else. And if you aren't serving your people, there is no need for you to be in a position of power. Please consider this plea to keep Missourians safe this holiday season.

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Barbara Stanley
805 NW High Point Dr
Lees Summit, MO 64081

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

This Republicans are not taking care of the people that put them in office. I didn't vote Republican and I am ashamed of anyone that did. President doesn't care about anyone except his self. Our governor is a puppet. And we need a stimulus for people in trouble. How sad our country is run by idiots.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and**

implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

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Sincerely,

Barbara Stanley

Laura Belarbi
5712 Pennsylvania Ave
Saint Louis, MO 63111

11/19/2020

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200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I happen to live next door to 2 apartment complexes in the city of St. Louis. Many are occupied by low income single parents. It is not their fault. They should not suffer.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Laura Belarbi

Rebecca Burlingham
22 Cedar Rdg
Platte City, MO 64079

11/19/2020

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I as other older unemployed seniors, we need our lights on and heat as it gets closer to winter. PLEASE help us!

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Cynthia Mccoy
1192 Ozark Trl
Goodman, MO 64843

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I am in BoD of many clinics for out pt and we are seeing a lot sickness and job looses! We need to keep power on especially during high pandemic and holidays.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Cynthia McCoy

Robyn Apel
116 S Clark St
Moberly, MO 65270

11/19/2020

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We as Missourians are struggling! I lost my job a couple weeks ago and have a shut off notice for tomorrow!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Brad Shively
2020 Washington Ave #502
Saint Louis, MO 63103

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Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I'm broke and jobless, I cant work anywhere because I'm sick and in constant pain. Cant afford insurance and I have 2 baby twins my life is in shambles and I cant make ends meet while electric companies are making a killing. Please help keep our electricity on and please help us keep our water on so we can shower and stay hydrated please

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
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Sincerely,

Derik Horn

Mary Rutledge
125 Sasafraas Ln
Troy, MO 63379

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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There are so many people that need help during this trying time for all of us..One of these people that are helped may be a Veteran or an older American that is living off of Social Security or a single mom with kids..Desperate times call for Desperate measures..Just do the right thing.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Mary Rutledge

Nancy Chapman
8267 N Revere Ave
Kansas City, MO 64151

11/19/2020

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200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Plleaee don't turn off the utilities of people who cannot pay through no fault of their own.

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Nancy Chapman

Linda Robinson
5115 Oak Leaf Dr Apt 8
Kansas City, MO 64129

11/19/2020

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I believe there are a lot of families in Missouri that will need to have help during this pandemic. Can you make sure that their lights and heat are not turned off please and thank you

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Michelle Swoboda
300 Highway B
Bland, MO 65014

11/19/2020

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There are alot of people that are struggling right now and they need help. It can get real cold and some are elderly or have children and they need to have heat.

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3507 Angela Ln
Joplin, MO 64801

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Shirley Seabaugh
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Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Low wage workers are getting less hours as COVID grows. Being able to keep the electricity on, means low income students can participate in on line school.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

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Sincerely,

Shirley Seabaugh

doris meinerding
915 Olive Unit 911
St louis, MO 63101

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I call on 100 families, delivering them groceries bi-monthly. I have helped many of them fill out heatupst.louis applications for aid. Many families are afraid to call you to ask for help. They think calling means you will immediately turn their electric/gas off. People are hurting. They are trying to find work wherever they can. Their biggest fear of losing their utilities besides freezing is making sure their children can use the computer for their schooling.

Being poor is taking on new meaning. Let's try to at least keep people safe from the elements and children in the only school they have available.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

doris meinerding

Michelle Swoboda
300 Highway B
Bland, MO 65014

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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There are alot of people that are struggling right now and they need help. It can get real cold and some are elderly or have children and they need to have heat.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Michelle Swoboda

Elizabeth Goebel-Parker
6050 Kingsbury Ave
Saint Louis, MO 63112

11/19/2020

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As a child my family struggled financially and I understand how important lights and heat are to making it possible for people to live safely and comfortably. As someone who is lucky enough to be working and is paying several Ameren bills, (home, business, rental property,) I think we can and must afford to help keep our neighbors safe and warm this winter during this pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Elizabeth Goebel-Parker

Lesly Lewandowski
115 Spring St
Belton, MO 64012

11/19/2020

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Please do not cut power to those who are struggling...including members of my family!!

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Brittany Ballard
6227 Bixby Ave
Saint Louis, MO 63123

11/19/2020

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My community needs access to electricity during the pandemic for kids to attend school.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Brittany Ballard

Claude Bernard
7370 Kingsbury Blvd
Saint Louis, MO 63130

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Please don't let utilities cut off people's electricity during the pandemic. Lots of people are out of work or only working part time because of the economic impact of COVID. This is not the time to cut off their power and leave them in the dark and cold. Thank you.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

- Ameren shutoffs in September: 8,358
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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and**

implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

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Sincerely,

Claude Bernard

Mikell Werder
2919 Kentucky Ave
Joplin, MO 64804

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Our government are too busy playing politics to help the American people who are in emergency situations!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Mikell Werder

Melissa York
PO Box 74
Utica, MO 64686

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

This matters to me because my power got shut off. I am disabled trying to get SSI, have 2 kids under 18 years, have Medicaid and food stamps. And they still shut our power off.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Melissa York

Bill Rozen
527 Clara Ave Apt 14
Saint Louis, MO 63112

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Missouri families are going to suffer needlessly for more profits. This is simply cruel and unwarranted in the time of a horrific pandemic. I urge you to do the right thing.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Bill Rozen

Beatrice Jones
6113 E 127th St
Grandview, MO 64030

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I?m on disability and my daughter who helps with bills lost her job so we cannot pay the bills

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Ginger Rhoads
9000 E 67th Ter
Raytown, MO 64133

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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I've been in a situation before where I could not afford to have my electricity on. I know that it impacted all of my other Bill decisions. I know that not only is it impossibly demoralizing for people if they cannot pay their basic bills to just survive but that it affects the overall economy of our area when they do not have that covered. And the more people lose their ability to pay those bills the more the economy will be affected for our neighbors and ourselves. It's a slippery slope. Please help pay these basic survival needs of people in MO while we still have some economy to maintain.

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Ginger Rhoads

Jacquelynn Friend
214 Boston Farms Rd
Reeds Spring, MO 65737

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Missourians need your help. This is not what anyone brought upon themselves. We must stand together and help each other!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

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Sincerely,

Jacquelynn Friend

Dominique Davison
1210 W 61st St
Kansas City, MO 64113

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I have friends who struggle to pay bills or pay the rent and the current situation with Covid is creating a huge strain. Please show mercy during this extremely difficult time.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Dominique Davison

Madeline Buthod
4325 Bingham Ave
Saint Louis, MO 63116

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

My neighbors all over the country are having their utilities turned off just as we are going into winter. There have been record lay offs this year due to no fault of workers. There must be relief and support for families.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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Sincerely,

Madeline Buthod

Tim Michels
6744 Olive Blvd
Saint Louis, MO 63130

10/25/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

It is important that the utility industry and its customers collaborate to make sure that families being economically challenged in this pandemic are supported during this time. The utilities should be allowed to set up a fund that is supported by a mil or two on every kWh sold. Ameren should forgive its profit in relieving families of their electric bill, but charge the base costs for power generation and delivery from this new public fund. Municipalities should forgive their collection on these bills.

A similar approach should be taken for natural gas bills - especially with winter coming on.

Thanks for let us work together to take care of each other.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Tim Michels

Karen Egel
3514 Pestalozzi Street
Saint Louis, MO 63118

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I care about people who can't pay their utilities bills, especially as it gets colder. Please don't cut their utilities!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Karen Egel

Mary Beth Arms
9602 NW 77th Ter
Kansas City, MO 64152

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Mary Beth Arms

Barbara Jennings
6400 Minnesota Ave
Saint Louis, MO 63111

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

When people do not have electricity due to the Covid19 and lack of a job, Ameren should be careful about cutting off people. Ameren could afford to send employees to Puerto Rico after the hurricane last year, ...why can't they afford to help their local customers.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and**

implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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Sincerely,

Barbara Jennings

Debbie Stinehart
314 Taylor Ave
Park Hills, MO 63601

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Why is it so hard to show compassion for others? You are judged by how you treat others, not your bank account.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Debbie Stinehart

Sheri Snyder
6201 Radom Ave
Saint Louis, MO 63116

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As of Oct 17 the wage-earner in our household has no more unemployment benefits. He was laid off "temporarily" in May due to COVID closure and we lost our employer-based health insurance in a pandemic. We have no income or benefits of any kind coming into the house at this point for paying the electric bill or anything else. We would appreciate your help to make sure our power stays on.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Sheri Snyder

Linda Gilmore
PO Box 125
Berger, MO 63014

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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None of us had a choice whether we wanted the virus to devastate our country. None of us had a choice in it when businesses were closed and we lost our jobs. None of us had a say in us losing everything we had while we tried to survive during this pandemic. They shouldn't make it harder on us by disconnecting our power. Give people a chance once this pandemic is over to try and get their lives back to where it was.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Linda Gilmore

Betty Blakely
5711 S 22nd St
Saint Joseph, MO 64503

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Please keep the electricity on in these homes that are struggling due to this pandemic, and please restore the electricity that has been shut off in some homes. Having electricity is a basic need that must be had by everyone in order to live a quality life. Because of the unusual circumstances of this pandemic, please consider ways that you can keep the electricity on for Missouri residents.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Roberta Hudlow
3865 Hartford St
Saint Louis, MO 63116

10/23/2020

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Discontinuing service when times are hard is a good indication that electric power and other household utilities should be a public service rather than run by a private company. If the private companies can't handle it, perhaps it should become a public service operation. It needs a heart or get out of the business.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

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Sincerely,

Roberta Hudlow

Cathy Petersen
3012 De Groff Way
Kansas City, MO 64108

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Turning people's electricity off is barbaric mentality. It'll just push people to live in the streets. Keep in mind the French revolution and what people poor did during those hard times towards the rich and wealthy aristocracy. Beware, the same can happen in the United States..

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Sincerely,

Cathy Petersen

Linda McCurry
3610 Pennsylvania Ave
Kansas City, MO 64111

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I was shocked to learn that Utility companies like my own, EVERGY, have been turning off peoples power during COVID. How are kids supposed to study remotely? This is like turning off the power during a snow storm.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Linda McCurry

Dennis Mayer
109 Berkshire Downs Dr
Saint Peters, MO 63376

10/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Now is the time to do the right thing when peoples lives matter.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Gary Farrar
2510 Grand Blvd Apt 1201
Kansas City, MO 64108

10/22/2020

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Please keep the power on. The sum total of all the electricity bills these people owe is minimal compared to what is being lost by disconnecting them.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Margaret Croner
12971 Mayerling Dr
Saint Louis, MO 63146

10/22/2020

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Sometimes there are more important facts than making money. During a pandemic everyone needs thier home and utilities. Civilizations will not be judged by thier profits but will be judged by how they treated 'the least of these.'

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Gregg Aubuchon
920 W Main St
Festus, MO 63028

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People & planet before profit.

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

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2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Gregg Aubuchon

Nancy Schick
2849 Laclede Station Rd
Saint Louis, MO 63143

10/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

We're going into winter. Disconnecting people from power will lead to unnecessary risks - and deaths as a result.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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Sincerely,

Nancy Schick

Judith Zwicker
325 Westgate Ave
University City, MO 63130

10/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Imagine yourself without electricity because you have lost your job due to the pandemic. I will up my monthly contribution to Dollar More. Can you please stop the cutoffs?

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Judith Zwicker

Patricia Jones
501 Huntington Trails Dr
Festus, MO 63028

10/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Your profits are huge enough that you can afford to allow those behind in payments as a result of Covid 19 to still be connected to electricity. Have a heart.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Patricia Jones

Roy Hesser
5141 Darkmoor Lane
Imperial, MO 63052

10/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I pray that during this COVID 19 crisis That I am able to keep up with bills, as well as I have been... but in the past I had problems with utility bills due to injuries and illness... so I can relate to those who presently cannot meet their utility bills. I do pray that there is something that you can do to help them during this crisis. Any effort that you make in their behalf would be greatly appreciated.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Roy Hesser

John Gozdziwski
1943 Ox Bow Ln.
St. Louis, MO 63138

10/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Stop Disconnecting Missourians' Power During The Pandemic. They're live hang in the balance.

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John Gozdzialski

Jerry Smith
4701 Kellykris Ct
Saint Charles, MO 63304

10/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a shareholder I urge you to do the right thing.

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
5. **Utilities should fund social service staff to implement their programs with customers. Weatherization and energy efficiency financing programs that can reduce bills significantly should also receive more staff funding to implement programs.** Service agencies providing assistance have been given extra work during the pandemic, but no extra staff.
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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Jerry Smith

Lisa Ross
8161 Kingsbury Blvd
Clayton, MO 63105

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

As a physician I am deeply concerned about health. Many people depend on electricity in order to care for their medical problems, in addition to heating and cooling needs.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

- Ameren shutoffs in September: 8,358
Ameren estimated shutoffs October - February: 33,190
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1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

LISA ROSS

John Culp
9000 Stonebridge Dr
Richmond Heights, MO 63117

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

This will affect very critically several of my older neighbors who are just scrimping along!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

John Culp

Sharon Carder-Jackson
1504 Reed Ct
Excelsior Springs, MO 64024

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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What can these people do? They are out of work. They have little to eat. At least they can have lights and heat!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sharon Carder-Jackson

Roberta Meyer
,204 Jackson st
Doniphan, MO 63935

10/19/2020

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Jefferson City, MO 65102-0360

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It is y'all's job to help we are doing the best that we can sometimes I can't pay all my electric and then they want to shut it off I've always paid my electric and my water so please I am asking for help this is not our fault do your job and get the help that we need

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Roberta Meyer

Caroline Pufalt
7530 Delmar Blvd
Saint Louis, MO 63130

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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We especially need to ensure that people can be safe and comfortable in their homes during his trying time. St Louis has many households which need support at this time.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Caroline Pufalt

Edward Berg
1459 Gregg Ave
Saint Louis, MO 63139

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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People need power - you have the resources. You can make sure people get what they need during this pandemic.

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Edward Berg

Kathleen Ury
4142 Marseille Dr
Saint Louis, MO 63129

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I am very blessed to be a retired teacher, on a nice pension. That is not true for many people just trying to get by and feed their families. Do not shut off people's power when there is a global emergency!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Sincerely,

Kathleen Wry

Katie Lorand
21 W 53rd St
Kansas City, MO 64112

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I see the effects of utility shut offs every day with the pregnant women I take care of in Kansas City. They and their families deserve forbearance during the unprecedented hardships of the pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Katie Lorand

Maria Kremsreiter
1069 Terrace Dr
Richmond Heights, MO 63117

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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You are hurting the most vulnerable in society.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Maria Kremsreiter

Terri Waters
900 N. Taylor Avenue
St. Louis, MO 63122

10/18/2020

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Please have compassion for the working poor, who do the jobs the rest of us would never do -- cleaning toilets, working the night shift at Wendy's, driving buses in dangerous neighborhoods. Many of these people have lost their jobs because of the pandemic, and it is our duty as Missourians to help them in whatever way we can. If I were on the board of a public utility company I would not be able to sleep at night knowing the organization I represent is harming its most vulnerable customers -- people whose jobs were eliminated or reduced because of the Coronavirus. Thank you for taking the time to read this and may God guide you as you consider ways to allow our citizens to live in a warm, heated home where children can study and learn.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Terri Waters

Elise Mc
15 Fawn Valley Cir
Saint Peters, MO 63376

10/18/2020

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Elise Mc

Sandra Mogg
1902 Park Ridge Dr
Saint Joseph, MO 64503

10/18/2020

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200 Madison Street, PO Box 360
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I know people in my town who are really struggling at this time to be able to provide a safety net for their families. With the cold coming soon, please do not shut off their utilities.

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Sandra Mogg

Mark Hastert
12 w 58th ter
Kansas City, MO 64113

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Winter is coming. Keep the lights on!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Sincerely,

Mark Hastert

Mariana Papiernik
3393 McKelvey Road Apt. 227
Bridgeton, MO 63044

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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It is wrong and unethical, especially with the colder weather coming. How would they like that for themselves.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Mariana Papiernik

Audrey Domsy
6501 NW Platte Hills Rd
Kansas City, MO 64152

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Be kind, be humane these are our neighbors and fellow Americans.

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Sincerely,

Audrey Domskey

Karen Richter
306 Gateford Dr
Ballwin, MO 63021

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I live near upstanding human beings who are proud they can make a living, support their families and are good public citizens within their communities. It's unfortunate the pandemic has caused their employers to cut back their jobs. As a result, they can't pay their bills at this time. They need some time to go back to their jobs, hopefully, or find a new one. But it'll take some time to turn around their finances. It's despicable to me to read the statistics that Ameren, other utilities collectively disconnected 14,363 local families from electricity necessary to keep on the lights, power home medical devices, allow children to do homework, store fresh food, and complete other critical day-to-day activities. If that isn't bad enough, these utilities are estimating they will disconnect another 42,070 families over the next five months please consider action to intervene to stop this inhuman action.

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Sincerely,

Karen Richter

Cynthia Strohm
5100 Bald Eagle Ct
Imperial, MO 63052

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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This is no time to take away peoples electric when they can not afford paying for it. Think about your mom not having electric. Do the right thing .

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Cynthia Strohm

James Forst
14606 Mallard Lake Dr
Chesterfield, MO 63017

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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**It is part of our human agency to help others.
Cindy Baxter would agree**

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

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Sincerely,

James Forst

Marjorie George
6056 Oak Grove Church Rd
Lonedell, MO 63060

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I am a struggling mother and it would be devastating to have my power shut off. Thankfully, I have loved ones who can help but so many do not. Please help those who don't have help.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Marjorie George

Barbara Zenser
1200 Dunloe Rd
Ballwin, MO 63021

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

As a “public utility” you are to serve the public . That takes precedence over huge profits. This is a difficult time for people, and you are called to serve with the best interest of the people!!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people’s electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Barbara Zenser

Staci Hendrickson
1000 W 96th Ter
Kansas City, MO 64114

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

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These are unprecedented times. Please step up and do the right thing.

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Sincerely,

Staci Hendrickson

Kathy Dolson
8340 Knollwood Dr
Saint Louis, MO 63121

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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This is inhumane. It's time to put people over profits.

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Sincerely,

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Tonya Baker
11629 Larimore Rd.
Saint Louis, MO 63138

10/18/2020

Missouri Public Service Commission
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My light and gas are off and I have no help.

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Tonya Baker

Madelon Price
710 S Hanley Rd Apt 15C
Saint Louis, MO 63105

10/18/2020

Missouri Public Service Commission
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It is reprehensible that poor families approaching winter will not have heat. Ameren has no heart

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As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

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Sincerely,

Madelon Price

Michelle Graves
723 Maple St Trlr 1
Farmington, MO 63640

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

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you need to give people a break cause of the pedidemic that's going on since the beginning of the yr!! people are struggling with everything and especially trying not to catch this damn dangerous virus!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Michelle Graves

Nina Powers
669 Green Forest Dr
Fenton, MO 63026

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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It's in humane during this time of Covid. Completely inhumane, when people have no choice in whether they can work or not.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Nina Powers

Dawn Antonel
PO Box 963
Rocky Mount, MO 65072

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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In this time when MANY are suffering due to lack of employment and hardship I beg you to put people first not profits!!! If you make people suffer then all the money in the world will not make up for the consequences of those actions. Have a Heart and help those in need!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Dawn Antonel

Jeff Holzem
1120 Moreau Dr
Jefferson City, MO 65101

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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It is getting cold and no one should have their heat turned, especially with the virus.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Jeff Holzem

Renee Payton
6928 Salzburger Ave
Saint Louis, MO 63116

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I ask that you implement a utility shut-off moratorium. We cannot, in good conscience, shut off utilities to families who are struggling to pay bills and put food on the table. We should be working to support families--connecting them with bill pay assistance, setting up payment plans, utilizing a sliding-scale payment system.

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James R Turner
301 W 110th St
Kansas City, MO 64114

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Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

So far Missouri has had nearly 154,000 reported cases and over 2,500 deaths from COVID-19. The economic crisis resulting from this pandemic has seen thousands of jobs lost and not returned. Compounding these tragedies, major utility companies in Missouri are terminating their moratoria on shut-offs for non-paying customers. Evergy, Ameren, and Empire Electric have reported thousands of shutoffs to the Missouri Public Service Commission, and estimate thousands more will be disconnected between October and February. During a health and economic crisis, families are deprived of power for medical devices and children's homework. These shutoffs are forcing customers to make the choice between paying utility bills and feeding themselves and their families, forcing many into homelessness. During this time of hardship, the PSC officials, responsible for regulating Evergy, Ameren, and Empire must protect customers dependent on continued electric service.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

- Ameren shutoffs in September: 8,358
Ameren estimated shutoffs October - February: 33,190
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("Staff Report on Utility Data Request Responses,"Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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6. **Require utilities to include bill inserts created by local service agencies describing flexible payment programs and other assistance available in their area.** Current outreach efforts haven't reached many customers. All customers should know what programs are available to help them if they need help. Ensure access for those without internet access or English language proficiency, and there should be direct outreach to landlords and tenants so that tenants aren't forced into eviction despite the CDC moratorium based on utility disconnections.
7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

James R Turner

Julie Birkenmaier
1053 S Taylor Ave
Saint Louis, MO 63110

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

While I am personally able to pay my utility bills because my employment has not been threatened, I have neighbors that struggle. I want their power to be protected, as many of them have had income disruption for reasons outside of their control.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and**

implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available. By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Julie Birkenmaier

Janet Brown
1315 Brownell Ave
Saint Louis, MO 63122

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

As a parent and a teacher I am concerned that kids in families without power will be even further behind their classmates, especially with virtual learning.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Janet Brown

Mary Ballou
207 Ambridge Ct Apt 301
Chesterfield, MO 63017

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Many people have no or very little income at this time, please keep their utilities connected. I can save their lives!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Mary Ballou

Dan Frey
12262 Spring Shadow Ct
Maryland Heights, MO 63043

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

PSC - Hi. Please tell Ameren and other energy companies to stop disconnecting Missourians' power during this pandemic. I'm willing to pay higher rates in order to support this.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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John Aughinbaugh
6351 Sutherland Ave
Saint Louis, MO 63109

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

With the impact COVID has had not only on our nation's health and health workers but on our economy and the employment status of many workers, adding another level of jeopardy to our lives by cutting off necessary utilities should not happen now.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

John Aughinbaugh

Nicole Simmons
2644 Cherokee St
St. Louis, MO 63118

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I count myself as lucky. I am essential and paid well. I can afford my bills however once upon a time I could not. That stress was enough then and I couldn't imagine being in that situation now. More has to be done to protect families who are facing financial hardship through no fault of their own. More has to be done to ensure that families are safe, especially with many cold night ahead of us. Our house less population is way too large, let's not add to that burden by disconnecting our community in time of mass crisis.

We haven't even seen the second wave spread but it's upon us. And these energy companies are pretty much signing death certificates for these people, many of them children.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
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4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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Sincerely,

Nicole Simmons

Paula Winchester
5742 Kenwood Ave
Kansas City, MO 64110

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Its a rough time, and unprecedented time, Have compassion. Seek substitution ...like what can you pay? Winter is coming and this is just not the time to quibble nor not to be generous. I am sure you make plenty from all of us.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Paula Winchester

Mano Patri
7 Chesterfield Lakes Rd
Chesterfield, MO 63005

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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We are living in unprecedented times and this is when we must see what true leaders can do and to show that we are capable of compassion to those less fortunate. We need to work together to make Missouri a better place and a place that can help all

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Mano Patri

Cecelia Loomer
10270 Meadowood Dr
Saint Louis, MO 63114

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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People come first.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Cecelia Loomer

Patrick Bousquet
926 Lami St
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10/17/2020

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People are hurting enough. It's time for these utility monopolies to step up and do the right thing.

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Peter Goldman
22804 Michigan Trail
Kirksville, MO 63501

10/17/2020

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I see so many people in my community struggling to deal with the compounding stresses afflicting us now that losing electricity seems so mean spirited as to be unimaginable. Yet Ameren and other utilities are doing just this horrible thing. Please exercise your authority and stop such corporate irresponsibility.

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Peter Goldman

Florence Saeger
711 S Lcld Sta Rd Apt G110
Saint Louis, MO 63119

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

People need to be the priority over profit during this pandemic!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

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Sincerely,

Florence Saeger

Carleen Reck
814 Point Dr
Saint Louis, MO 63125

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Every family deserves light!

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Sincerely,

Carleen Reck

Samuel Pearson
443 Westgate Ave
University City, MO 63130

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

I guess I am an old codger (88 years) and have served in the military during wartime and seen about everything. But it still shocks me to see public utilities totally unconcerned about the public. Perhaps the logical answers are too simple for the management of "public" utilities to understand. The simple answer is to deny them monopoly rights. Stockholders in utilities will get new and higher quality management when they have to face real competition.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Samuel Pearson

Michele Isam
4020 Delor St
Saint Louis, MO 63116

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

It might be me one day. No utilities, cold weather and no work. Please help out and stop shut offs. Thanks.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Michele Isam

Carl Melloway
125 Bolton Dr
Jefferson City, MO 65109

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

We're heading into winter. How can we allow disconnects when people don't have jobs due to the pandemic!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Carl Melloway

Ruth Geronsin
1065 Majestic Dr
Fenton, MO 63026

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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People in this country are hurting because of the Pandemic. Don't make their lives more difficult. Leave the lights, heat on!!!

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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Ruth Geronisín

Cindy Gross
3137 Allen Ave
Saint Louis, MO 63104

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Caring for my neighbors, especially, those most vulnerable to poverty, is part of my calling as a Christian. Our utility providers should consider the needs of those in our community rather than solely focusing on their profits. Supporting these families with continued electricity during the pandemic is the right thing to do.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

Ameren, Evergy and Empire Electric have reported thousands of shutoffs to the PSC, and estimated thousands more will be disconnected between October and February:

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families' power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.
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8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

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Sincerely,

Cindy Gross

Laura Zeman
30 Mercury Dr
Florissant, MO 63031

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Do not disconnect people struggling with their bills during a world wide pandemic from basic utilities they need to survive this difficult time. I myself am on a fixed income and have been in a position of need in the past myself. We can only get through this situation by helping one another, not by trying to profit from each other.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Laura Zeman

Daniel Conford
4046 Magnolia Pl
Saint Louis, MO 63110

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Because people over profits.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Daniel Conford

Douglas Miller
617 N Woodlawn Ave
Saint Louis, MO 63122

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Because shutting off power to (under-resourced) people in this time of the COVID pandemic ... and inexcusable inaction by the fed gvt ... us just pure cruel and unusual punishment. PUT PRESSURE ON THE FEDS TO PROVIDE PANDEMIC SUPPORT AND STIMULOUS FUNDS!!!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Douglas Miller

John Sunde
2319 Francis St
Saint Joseph, MO 64501

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I struggled to pay mine, so I can sympathize with those who couldn't during this time of struggle.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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John Sunde

Sue Sykes Berry
4016 Holmes St
Kansas City, MO 64110

10/17/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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I'm a senior citizen and no one should have to live without energy. Stop these cruel shut offs.

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2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
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Sincerely,

Sue Sykes Berry

Carol Barnes
2357 Claymoor Dr
Chesterfield, MO 63017

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

My friend has had her electricity. Shut off. She has 3 young grandchildren to take care of. Her hours have been cut down because of COVID. I cannot loan her the money. GIVE HER A CHANCE.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Carol Barnes

Barbara Smith
4233 Sulphur Ave
Saint Louis, MO 63109

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Your service is not just about providing and earning a profit but in these stressful times that affect the poor in many ways it is responding to those who have to make choices between food and medicine and electricity and heat.

You have done many good things during the summer with air conditioning for those with no AC and it is needed now more than ever to stop shutting off the energy of those who are struggling beyond what we can't even imagine! Your compassion is needed now to give hope and support in these very dire times. Please do the right thing!

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Barbara Smith

Alice Bloch
7228 Shaftesbury Ave
Saint Louis, MO 63130

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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I am ok. But I have friends who are not. You spend millions on advertising how friendly you are to the community. Live up to it.

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Sincerely,

Alice Bloch

Clarissa Linhart
303 Dunbar st.
Excelsior Springs, MO 64024

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Ameren is the company in control of my electric and I have two elementary students who are in online schooling. I'm out of work as well as my boyfriend and I cant go find a job because of my kids and their schooling needs. My boyfriend is having a very hard time finding work and it's like ameren just thought oh back to normal. A few months free is all you will get from us. Its almost like they expected the pandemic to be done in a couple months and then back to business as usual and that is not the case at all. One of my children is almost immunocompromised so sending them to in person school is completely off the table. I'm currently facing getting shut off on Monday because I cant afford to pay two hundred dollars right now to keep my electricity on.

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Clarissa Linhart

William Greaves
103 Quail Ct
Ellisville, MO 63021

10/17/2020

Missouri Public Service Commission
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Please do everything that you can to protect people affected by the virus.

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Fran Glass
8737 Villa Crest Dr
Saint Louis, MO 63126

10/17/2020

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People are extremely vulnerable during the pandemic. Give up CEOs salaries to help those experiencing poverty due to the pandemic.

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a**

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Sincerely,

Fran Glass

Helen Gennari
5368 N Kenrick Parke Dr
Saint Louis, MO 63119

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

When people are already suffering & stressed out~~is not the time to add to their anxiety by disconnecting their power. Surely there must be some folks in the energy sector who have imaginations! There must be a way to "imagine" more creative ways to deal with this issue.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Sincerely,

Helen Gennari

Loretto Gettemeier
3393 McKelvey Rd Apt 230
Bridgeton, MO 63044

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

Please do not shut off the electricity to poor families. Would you do that to your own family? See how you can help them, not hurt them.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Loretto Gettemeier

M Graham
1000 W 97th St
Kansas City, MO 64114

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Please stop disconnecting services. The virus has everyone at a disadvantage

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

M Graham

Barb Cerutti
557 Larksmore Ct
Manchester, MO 63021

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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As the weather turns cold, treat these people with respect so they can stay warm and continue life to the best of their abilities during these hard times.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Kathleen Reichert
PO Box 488
Savannah, MO 64485

10/17/2020

Missouri Public Service Commission
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This is the worst time to shut off people's utilities. Many have no control over their income at this time. Please put people first.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Kathleen Reichert

Cathy Manning
13201 Rinehart Lane
Kansas City, MO 64152

12/13/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Sincerely,

Cathy Manning

Trish Carroll
25994 US Highway 136 Spur
Alexandria, MO 63430

12/11/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Sincerely,

Trish Carroll

Megan Jackson
16241 Berry View Ct
Wildwood, MO 63011

12/11/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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Sincerely,

Megan Jackson

Andrew Heaslet
5004 Ray Ave
St. Louis, MO 63116

12/11/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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Andrew Heasley

Bailey Christeson
8535 Holmes Rd APT 148
Kansas City, MO 64131

12/11/2020

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Bailey Christeson

Thane Bedard
15727 Saddle Drive
Excelsior Springs, MO 64024

12/7/2020

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Thane Bedard

Benjamin Edwards
830 W 58th Ter
Kansas City, MO 64113

11/29/2020

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Sincerely,

Benjamin Edwards

Kelly Cooney
9010 E 87th St
Raytown, MO 64138

11/27/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

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It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

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Sincerely,

Kelly Cooney

Annette Robinson
3644 Kosciusko Street Apt 109
Saint Louis, MO 63118

11/26/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Annette Robinson

Cynthia McCombs
4105 NE Jacques Cir
Lees Summit, MO 64064

11/24/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Cynthia McCombs

Cindy Arteaga
5208 Delor St
Saint Louis, MO 63109

11/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Cindy Arteaga

Mary Brown
946 Catalpa Street
Saint Louis, MO 63112

11/21/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Mary Brown

Loryn Baker
106 E Pacific Dr
Belton, MO 64012

11/21/2020

Missouri Public Service Commission
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Sincerely,

Loryn Baker

Susan Haggart
336 Boston Farms Rd
Reeds Spring, MO 65737

11/21/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

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It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Susan Haggart

Mario Dreon
945 Newport Ln
Ballwin, MO 63011

11/21/2020

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Mario Dreon

Dana Andrade
8948 Forest
St Louis, MO 63114

11/20/2020

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Sincerely,

Dana Andrade

Alex Harris
1645 SW Mission Rd
Lees Summit, MO 64081

11/20/2020

Missouri Public Service Commission
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Alex Harris

Evelyn Ward
4525 Greer Ave
Saint Louis, MO 63115

11/20/2020

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Emily Warner
733 Oakway Pl
Saint Louis, MO 63122

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Sincerely,

Emily Warner

Goldie Hicks
323 N Caldwell St
Brookfield, MO 64628

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Goldie Hicks

Sarah Welch
11320 N Charlotte St
Kansas City, MO 64155

11/20/2020

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Sarah Welch

Shayla Thompson
5760 Indiana Ave
Kansas City, MO 64130

11/20/2020

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Lacey Wedd
1559 Matlock Dr
Florissant, MO 63031

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Lacey Wedd

Nancy Torno
5945 Southcrest Way
Saint Louis, MO 63129

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Matthew Downs
1662 Rishon Hill Dr
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Sincerely,

Matthew Downs

June Paige
7730 Pennsylvania Ave
Kansas City, MO 64114

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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June Paige

Debra Knoble
24 Lost Valley Ct
Saint Peters, MO 63376

11/20/2020

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Debra Knoble

Cheryl Cutright
1415 1st St
Scott City, MO 63780

11/20/2020

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Cheryl Cutright

Yolanda Diaz
3414 Indiana Ave
Saint Louis, MO 63118

11/20/2020

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Yolanda Díaz

Cora Mcneece
506 Hargis Ln
Belton, MO 64012

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Cora Mcneece

Wendy Morgan
9805 Harrison Cir
Kansas City, MO 64131

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Sincerely,

Wendy Morgan

Tammy Phan
2925 Holmes St Apt 2
Kansas City, MO 64109

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

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Tammy Phan

Geraldine Proctor
930 Quanal Ct
Saint Louis, MO 63122

11/20/2020

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Geraldine Proctor

Sebastian Barraza
10205 Forest Ave
Kansas City, MO 64131

11/20/2020

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Sincerely,

Sebastian Barraza

Rich Harder
307 Statewood Dr
Ballwin, MO 63021

11/20/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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Rich Harder

Julie Burr
4032 French Oak Ln
Saint Charles, MO 63304

11/20/2020

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Leo Bierling
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Sincerely,

Leo Bierling

Susan Garrison
3629 Holt Ave
Saint Louis, MO 63116

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Susan Garrison

Stephen Lewis
4900 Norwood Ave
Kansas City, MO 64133

11/20/2020

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200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Stephen Lewis

Jen Moreland
9950 Madison Ave
Kansas City, MO 64114

11/20/2020

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Andrea Dover
6218 E 129th St
Grandview, MO 64030

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Crandall Jones
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Pam Riley
5559 NW Adrian Ave
Houston Lake, MO 64151

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John Kozlowski
1017 S Benton Ave
Saint Charles, MO 63301

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Jefferson City, MO 65102-0360

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As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

It is imperative that shut-off moratoria be implemented. Missourians are suffering. Jobs lost during the pandemic have not returned, forcing thousands to choose between paying utility bills and feeding themselves and their families. There is nothing reasonable, equitable or just about shutting off people's electricity, potentially forcing them into homelessness, during a health and economic crisis. As thousands of Missouri families are unable to afford food, rent, mortgage payments, and utility bills during one of the worst economic crises in U.S. history, our utilities must do their part to protect people by reinstating shut-off moratoria until the pandemic has ended.

As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

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Sincerely,

John Kozlowski

Trinity Fletchall
986 Lilac Ln.
Liberty, MO 64068

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Sincerely,

Trinity Fletchall

Judith Foster
332 E Jefferson Ave
Saint Louis, MO 63122

11/20/2020

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Sincerely,

Judith Foster

Polly Rutherford
15516 Twingate Dr
Chesterfield, MO 63017

11/20/2020

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Polly Rutherford

Amanda Hake
3022 Cedar Valley Ct
Jefferson City, MO 65109

11/20/2020

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Tino Camacho
302 Sandra Ln
Belton, MO 64012

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Tino Camacho

Regina Major
7445 Calvin Ave
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11/20/2020

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Sincerely,

Regina Major

Nicole Fields
210 N 17th St Unit 1001
Saint Louis, MO 63103

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Benjamin Waggoner
8131 Cornell Ct
Saint Louis, MO 63130

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June Gilkey
4714 E 40th Ter
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Helen Gennari
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Sincerely,

Jennifer Slankard

Tristan Connor
4151 Toenges Ave
Saint Louis, MO 63116

11/20/2020

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200 Madison Street, PO Box 360
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Hannah Frey
5818 Southwest Avenue
St Louis, MO 63139

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Eddie Garnes
12807 13th St Apt 85
Grandview, MO 64030

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Greg Winchell
50 cedar bluff drive
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Sincerely,

Les Williamson

Kelly Garbato
147 SE 260th St
Plattsburg, MO 64477

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Kelly Garbato

April31314 Stonum
1215 Sutter Avenue
Saint Louis, MO 63133

11/20/2020

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April31314 Stonum

Courtney Nitsch
974 Northwyck Dr
Liberty, MO 64068

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B. Roux
1412 Hawthorne Pl Apt 2
Richmond Heights, MO 63117

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B. ROUX

Catherine Coyle
5015 lenox ave
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Jacqueline Rivers
418 ELM GROVE LN
HAZLEWOOD, MO 63042

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Sincerely,

Jacqueline Rivers

Lawrence Lewis
660 S Euclid Ave
Saint Louis, MO 63110

11/20/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Lawrence Lewis

Beth Pauley
617 E 72nd Terrace
Kansas City, MO 64131

11/20/2020

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Beth Pauley

Dawson Sims
1628 SE 11TH STREET
Lee's Summit, MO 64081

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Dawson Sims

Tracie Hunsaker
34412 Highway 83 Lot 22
Warsaw, MO 65355

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Keri Gleason
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Jennifer Hitchcock
3839 Simms Rd
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Sincerely,

Jennifer Hitchcock

Elizabeth Clements
1011 Plaza Ter
Kirkwood, MO 63122

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Elizabeth Clements

Tammy Root
410 Chesterfield Shores Ct
Wildwood, MO 63040

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Tammy Root

Edward Berg
1459 Gregg Ave
Saint Louis, MO 63139

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Bronwen Voss
2145 Hickory Ridge Rd
Union, MO 63084

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Jim Roy
265 Highway B
Spickard, MO 64679

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Mary Adcock
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Sincerely,

Mary Adcock

Sharon Miller
11604 Greenwood Rd
Kansas City, MO 64134

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sharon Miller

Claus Wawrzinek
4119 Campbell St.
Kansas City, MO 64110

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Claus Wawrzinek

Christian Wade
2611 Oakley Ave
Kansas City, MO 64127

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Christian Wade

David Denney
888 Locust St
Harrisonville, MO 64701

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Reese Forbes
4225 W Pine Blvd Unit 14
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Karla Stribling
275 Pinckney St
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Sincerely,

Karla Stribling

Jane Crouch
6380 Sutherland Ave.
Saint Louis, MO 63109

11/19/2020

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200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Jane Crouch

Natrishia Johnson
2718 E Linwood Blvd Apt 405
Kansas City, MO 64128

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Natrissha Johnson

Wilma Hafford
317 N Bates St
Sikeston, MO 63801

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Kristina Kersting
2235 Edwards St
Saint Louis, MO 63110

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Kristina Kersting

Aamna Anwer
134 Euclid Ave
Webster Groves, MO 63119

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John Hetlage
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Sincerely,

John Hetlage

Jessica Whitfield
3824 Bell St Apt 3
Kansas City, MO 64111

11/19/2020

Missouri Public Service Commission
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Jessica Whitfield

Kerry Hallowell
5440 NW Venetian Dr
Houston Lake, MO 64151

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Katie Brown
4701 Sycamore Ave
Kansas City, MO 64129

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2855 Sidney St
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Toni Hankins
165 Forest Pkwy Apt E
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Colleen Stalnaker
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Sincerely,

Colleen Stalnaker

Greg Brown
19036 Owl Creek Dr
Warrenton, MO 63383

11/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Greg Brown

Lisa Donnelly
8605 Sleepy Hollow Rd
Kansas City, MO 64114

11/19/2020

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Joe Gray
506 E 106th Ter
Kansas City, MO 64131

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Mary Spiegel
1317 Apollo Dr
Arnold, MO 63010

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Stephanie Kelly
229 E 72nd St
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Lauren Taylor
9203 Vaughn Ave
Raytown, MO 64133

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Lauren Taylor

Diane Carr
5159 Westminster Pl
Saint Louis, MO 63108

11/19/2020

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Diane Carr

Sam Hite
312 Franklin St
Cape Girardeau, MO 63701

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Sam Hite

Marilynn Schepker
729 Turnbridge Dr
Fenton, MO 63026

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Maggie Poelker
4621 Alexander St
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Leah Fiske
1820 Highcrest Dr
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11/7/2020

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As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

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Sincerely,

Leah Fiske

Paula Johnson -Browne
6817 Manchester Ave
Kansas City, MO 64133

11/1/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Paula Johnson -Browne

H Reiker
3009 High Ridge Blvd
High Ridge, MO 63049

10/31/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

H Reiker

Brian Smith
51 Hunting Creek Rd
Saint Peters, MO 63376

10/30/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Brian Smith

Alan George
3125 Alfred Ave
Saint Louis, MO 63116

10/28/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Alan George

Shirley Wolverson
427 Greeley Ave.
Webster Groves, MO 63119

10/28/2020

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Shirley Wolverson
427 Greeley Ave
Webster Groves, MO 63119

10/25/2020

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As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

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Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

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Sincerely,

Shirley Wolverson

Michelle Raok
5469 Marquette Ave
Saint Louis, MO 63139

10/25/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Michelle Raok

Grace Krueger
706 Whitewillow Ln
Manchester, MO 63021

10/24/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Grace Krueger

Theresa Jones
1017 Sanders Dr
Saint Louis, MO 63126

10/23/2020

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Theresa Jones

Angela Laune
10645 Jefferson St Apt 203
Kansas City, MO 64114

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Angela Laune

Lanna Ultican
1204 SW 18th St
Blue Springs, MO 64015

10/23/2020

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Lanna Ultican

Michael Olenjack
6515 Winona Ave
Saint Louis, MO 63109

10/23/2020

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Sincerely,

Michael Olenjack

Jana Bassman
7 Exmoor Dr
Saint Louis, MO 63124

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Jana Bassman

Lauren Rapp
2201 Stephen Ct
St Louis, MO 63110

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Lauren Rapp

Taylor Webber
10506 Carroll Wood Way
Saint Louis, MO 63128

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Taylor Webber

Cara Artman
12340 Betsy Ross Ln
Saint Louis, MO 63146

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F Debbie Campbell
7532 Lovella Ave
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Cheryl Landes
4234 NE Park Springs Dr
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Sincerely,

Cheryl Landes

Judith Prosser
2104 N Ballas Rd
Saint Louis, MO 63131

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Judith Prosser

Deborah Evans
20609 NE 157th St
Kearney, MO 64060

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Randy Fish
27792 County Road 309
Kahoka, MO 63445

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John Kissel
8935 Hilltop Manor Dr
Saint Louis, MO 63132

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Nicoya Helm
112 W 9th St Apt 603
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Alyx Bilyeu
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Sincerely,

Alyx Bilyeu

Elliot Gross
911 Grovena Drive
St. Louis, MO 63126

10/23/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Elliot Gross

Kathleen Sandknop
1863 Dougherty Estates Dr
Ballwin, MO 63021

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Kathleen Sandkenop

Della Hamlin
2711 Mississippi Ct
Joplin, MO 64804

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Nancy Schultz
728 Derby Way Dr
Wentzville, MO 63385

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Julie Sutfin
1718 Boneta Ave
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Sincerely,

Beth Parada

Catherine Axtell
717 Cherry Tree Ln
Saint Louis, MO 63132

10/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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J Zucker
1018 Tempo Dr
Saint Louis, MO 63146

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Avis Erickson
805 Ridgeway Dr
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Gudrun Olafsdottir
638 E Gregory Blvd
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James Wallhermfechtel
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Sincerely,

Larry Trochtenberg

Vincent Karamanov
2402 Saint Giles Rd
Saint Louis, MO 63122

10/22/2020

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200 Madison Street, PO Box 360
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Russell Hollenbeck
256 Greenbriar Estates Dr
Saint Louis, MO 63122

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Jack Hipps
12 Highland Pl
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Arden Green
92 Castlewynd Ct
Lake Saint Louis, MO 63367

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Genevieve Flynn
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Sincerely,

Genevieve Flynn

Everett Koehn
1203 Linden Rd
Liberty, MO 64068

10/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Everett Koehn

Jane Markley
10576 Lanell Woods Rd
Festus, MO 63028

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Joseph and Patricia Kovac
5029 Lansdowne Ave
Saint Louis, MO 63109

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Kurt Kessner
1 Dancing Rabbit Ln Unit 3
Rutledge, MO 63563

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Kurt Kessner

James Harmon
813 E Normal St
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Tracy Van Quaethem
642 E Gregory Blvd.
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Sincerely,

Tracy Van Quaethem

Robin Wintjen
27 Jean Dr
Florissant, MO 63031

10/22/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Robin Wintjen

Wayne Hagenbuch
1606 Mississippi Avenue
Saint Louis, MO 63104

10/22/2020

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Sincerely,

Wayne Hagenbuch

William Davies
100 E 28th Ter Apt 8
Kansas City, MO 64108

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William Davies

Barry Branham
841 Garonne Dr
Manchester, MO 63021

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Lou Padilla
531 Roaring Fork Dr
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Patrice Saad
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Sincerely,

Patrice Saad

Y Rocco
14633 Timberlake manor court
Chesterfield, MO 63017

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Sincerely,

Y Rocco

Denise Watkins
114 Dalton St Apt 7
Park Hills, MO 63601

10/19/2020

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Jefferson City, MO 65102-0360

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Mary Martin
2943 Avon Dr
Saint Charles, MO 63303

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Mary Martin

James Tornatore
4881 Vermilion Dr
Saint Louis, MO 63128

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Shelly McDonald
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Barbara Seematter
7125 South St Apt 201
Maplewood, MO 63143

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Sincerely,

Barbara Seematter

Debbie Mannion
300 Cheval Square Dr
Chesterfield, MO 63005

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Debbie Mannion

Julie Morgan
9914 Fremont Ave
Kansas City, MO 64134

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Jesse Demartino
3728 Bell St
Kansas City, MO 64111

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Rachel O'Neal
8142 Walnut St
Kansas City, MO 64114

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Dustin Sotnyk
5609 Oleatha Ave
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Gina Hart
11391 De Runtz Ave
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Sincerely,

Gina Hart

Nathan Judy
2 W 70th St
Kansas City, MO 64113

10/19/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Nathan Judy

Ashton Kuehnel
4512 Westminster Place,
St. Louis, MO 63108

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Ashton Kuehnel

Deanna Schneider
520 North and South Rd
Saint Louis, MO 63130

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Tammy Phan
2925 Holmes St Apt 2
Kansas City, MO 64109

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Sincerely,

Greg Schmitt

June Attarian
2510 Captiva Dr Apt 5
Saint Louis, MO 63125

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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June Attarian

Gloria Sennert
7658 Highway Hh
Catawissa, MO 63015

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Michelle Yates
3393 McKelvey Rd Apt 114
Bridgeton, MO 63044

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Mark McAndrew
7064 Pershing Ave
Saint Louis, MO 63130

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Sincerely,

Don McDonald

Rachel Pollan
7312 N Ava Ave
Kansas City, MO 64151

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Rachel Pollan

Elise Mccoubrie
15 Fawn Valley Cir
Saint Peters, MO 63376

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Elise McCoubrie

Craig Dempsey
1110 Canterbury Ln
Liberty, MO 64068

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Thomas Schwegler
7509 NW Kerns Dr
Kansas City, MO 64152

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Patricia Auer
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Sincerely,

Patricia Auer

Thomas Aber
5507 Central St
Kansas City, MO 64113

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Thomas Aber

Maggie Haller
1240A Tamm Ave
Saint Louis, MO 63139

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Maggie Haller

Wayne Clark
310 Calvert Ave
Webster Groves, MO 63119

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Margean Kastner
1767 Robin Knoll Court
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Arlene Winholtz
2631 S. Lowe Road
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Sincerely,

Rachel Speed

Cindy Bushue
860 Dielman Rd
Saint Louis, MO 63132

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Cindy Bushue

Daniel Berg
1455 Gregg Ave
Saint Louis, MO 63139

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Michele Bildner
6018 Morganford Rd
Saint Louis, MO 63116

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Michele Bildner

Mike Conley
971 Tree Trails Ln
Fenton, MO 63026

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13174 Oldfarm Dr
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Renee Myers
310 S Farmington Rd Apt A
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Sincerely,

Renee Myers

Jonathan Kiesling
819 Greeley Ave
Saint Louis, MO 63119

10/18/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Jonathan Kiesling

Gary Podrasky
2818 Duncan St
Saint Joseph, MO 64507

10/18/2020

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Jefferson City, MO 65102-0360

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Gary Podrasky

Michael Crowden
32720 SW Outer Rd
Harrisonville, MO 64701

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Sincerely,

Michael Crowden

Test Test
1400 McCausland Ave
St. Louis, MO 63117

10/18/2020

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Maureen Thomas-Murphy
4205 Bates St
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Jeffrey Gabel
8601 Belhaven Dr
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Sincerely,

Jeffrey Gabel

Robert Beller
5365 Katrina Dr
House Springs, MO 63051

10/18/2020

Missouri Public Service Commission
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Jefferson City, MO 65102-0360

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Sincerely,

Robert Beller

Bruce & Janet Wilking
13278 Hobnail Dr
Saint Louis, MO 63146

10/18/2020

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Robert Wilcox
6915 Amherst Ave
Saint Louis, MO 63130

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Carmine Coscia
6320 Alamo Ave
Clayton, MO 63105

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Carmine Coscia

Vivian Howat
9002 Clibourn Rd
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James Camp
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Sincerely,

James Camp

Trisha Jachlewski
9727 N Stark Ave
Kansas City, MO 64157

10/17/2020

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200 Madison Street, PO Box 360
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Y Rocco
14633 Timberlake Manor Ct
Chesterfield, MO 63017

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Kim Leighton
535 Fee Fee Hills Dr
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Greg Winchell
50 cedar bluff drive
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Sincerely,

Tina Cook

Paul April
6330 Southwood Ave Apt 1W
Saint Louis, MO 63105

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Paul April

Elizabeth Castle
12208 Cherry St
Kansas City, MO 64145

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518 E Jefferson Ave
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Charles Phillips
1120 Rear Main Apt B
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Sincerely,

Charles Phillips

Allen Ladage
10811 Atterbury Dr
Saint Louis, MO 63123

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Allen Ladage

Kathleen Robinson
505 Fairview Ave
Saint Louis, MO 63119

10/17/2020

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Wayne Hagenbuch
1606 Mississippi Ave
Saint Louis, MO 63104

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Scott Britton-Mehlisch
2304 SW 10th St
Lees Summit, MO 64081

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Gragg Vaill
2544 SE Kimbrough Cir
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Karen Doerr
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Sincerely,

Karen Doerr

Katrina Wiegand
3660 Hartford St
Saint Louis, MO 63116

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Katrina Wiegand

Keith Krupinski
9710 N Kenwood Ct
Kansas City, MO 64155

10/17/2020

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Keith Krupinski

Victoria Rich
455 Ridgecorde Pl
Saint Louis, MO 63141

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Victoria Rich

Steven Keebaugh
172 Beach Dr
Blue Springs, MO 64015

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Steven Carrell
7830 NW 100th St
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Marjorie Courtney
230 S Brentwood Blvd Apt 15A
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10/17/2020

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Sincerely,

Marjorie Courtney

Zona Mitchell
4651 SW Olympia Pl
Lees Summit, MO 64082

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Zona Mitchell

Buddy Silvey
300 Lakeside Dr
Liberty, MO 64068

10/17/2020

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Jefferson City, MO 65102-0360

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Jennifer Reed
30 Olde Forge Dr
Saint Charles, MO 63301

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Dee Ann Gregory
809 W 90th St
Kansas City, MO 64114

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Elizabeth Pleasant
17362 Lone Elm Rd
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Scott Kampas
4906 Fountain Ave
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Sincerely,

Scott Kampas

William Davies
100 E 28th Ter Apt 8
Kansas City, MO 64108

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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William Davies

Linda Delaquil
34 Salsibury Ct
Lake Saint Louis, MO 63367

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Linda Delaquil

Elizabeth Smith
12404 E 86th Ter
Kansas City, MO 64138

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Elizabeth Smith

Paula Standley
5720 Langley Ave
Saint Louis, MO 63123

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Bridget Macnevin-Pfeiffer
7205 Madison Ave
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Amy Grailer
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Sincerely,

Amy Grailer

Lawrence Herzog
9531 Bobmar Dr
Saint Louis, MO 63123

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Lawrence Herzog

Lauren Lasalle
2632 Vortex Dr
St. Louis, MO 63129

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Lauren Lasalle

Mary Lynn Mccarthy
4608 Hawthorne Ave
Kansas City, MO 64133

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Mary Lynn McCarthy

Marilyn Long
6812 E 123rd Ter
Grandview, MO 64030

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Marilyn Long

Bo Morrow
11630 County Road 385
Holts Summit, MO 65043

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Patricia Dolson
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Sincerely,

Patricia Dolson

Sarah Labarr
21 W 10th St Apt 15C
Kansas City, MO 64105

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
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Sarah Labarr

Robert Reeves
1841 Niemann Dr
Cape Girardeau, MO 63701

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Mark Rodgers
23903 E 90th Ter
Lees Summit, MO 64064

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Bob Stuckmeyer
2347 Cavendish Ln
Saint Louis, MO 63129

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Sincerely,

David Phelps

Ann Gulick
11933 Moorland Woods Cir
Saint Louis, MO 63146

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Ann Gulick

Judy Lange
11413 E 9th St S
Independence, MO 64054

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Martha Brown
3200 Essex Dr
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Robert Fuerst
1632 NE Westwind Dr
Lees Summit, MO 64086

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Amrita Burdick
4528 Wyoming St
Kansas City, MO 64111

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Sincerely,

Amrita Burdick

Gerald Kretmar
2025 S Brentwood Blvd Ste 20
Saint Louis, MO 63144

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Sincerely,

Gerald Kretmar

Paul Lorenz
1428 Richland Meadows Dr
Ballwin, MO 63021

10/17/2020

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Paul Lorenz

Edward Gentzler
420 S Kirkwood Rd Apt 239
Saint Louis, MO 63122

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Michael Dobson
5458 Alwood Forest Ct
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Robert Gore
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Maryland Heights, MO 63043

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As of October 8, Missouri had nearly 140,000 reported cases of COVID-19 and nearly 2,400 deaths from the virus. (MO Department of Health & Senior Services) The pandemic highlights longstanding racial, social, and financial inequities throughout Missouri. The sad and entirely preventable reality is that Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. (COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.)

Utility disconnections can amplify the existing impact of COVID-19 in Black households and communities throughout Missouri by cutting power to important home medical devices, preventing children from participating in remote schooling, driving up the cost of obtaining fresh, healthy food, and making it more difficult to adhere to stay-at-home recommendations. .

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("Staff Report on Utility Data Request Responses," Docket AW -2020-0356, October 15, 2020)

Furthermore, to ensure that Missourians are protected throughout the pandemic and are able to recover, I ask that the Commission require utilities to take the following actions:

1. **Turn the power back on for residential customers that have been disconnected since January 2020 with no fees, minimum balance, or back bill payment requirements, and implement moratoria on residential utility shut-offs for nonpayment until 180 days after a working vaccine is widely publicly available.** By cutting off thousands of struggling families'

power, and planning to cut thousands more off throughout the winter, utilities are putting our most vulnerable residents in danger.

2. **Utilities must eliminate deposit requirements and provide Affordable Deferred Payment Arrangements for up to 48 months with no minimum monthly payment amounts.** The struggling customers who have been disconnected since July can't keep up with the 12 month payment plans currently being offered.
3. **Utilities must retract negative reporting to credit agencies for non-payment of bills since January 2020 and work with customers to access existing assistance programs, federal stimulus, COVID accounting authorities to fund flexible low-income utility debt assistance for eligible customers.** Utility bills are pushing some families into inescapable debt and ruining their credit during this crisis.
4. **Utilities should share data to help their customers.** Utilities need to be transparent about their services. Anonymized data about shut-offs, payment plans, energy efficiency assistance for low-income customers, and other at-risk customer indicators (seniors, medical registry, non-payment patterns, unusually high kWh/square foot) should be public, and utilities should share full customer details with approved organizations to provide proactive outreach and assistance.
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6. **Require utilities to include bill inserts created by local service agencies describing flexible payment programs and other assistance available in their area.** Current outreach efforts haven't reached many customers. All customers should know what programs are available to help them if they need help. Ensure access for those without internet access or English language proficiency, and there should be direct outreach to landlords and tenants so that tenants aren't forced into eviction despite the CDC moratorium based on utility disconnections.
7. **Regulatory agencies should require plans developed through a public stakeholder process addressing arrearage, debt relief, hot weather protections, energy efficiency, financing, and flexible payment plans with the goal of reducing the number of customers who cannot pay their bills long term.** Utilities need a plan for the thousands of families that will be struggling to put their lives back together when COVID ends.
8. **Deny any future requests to track "lost revenue" through an Accounting Authority Order as this could lead utilities to charge customers for energy they didn't use in a future rate case.**

It is incumbent upon our monopoly electric utility providers to put their customers first. As regulators of monopoly utilities, it is your responsibility to ensure the public interest is protected as we work together to overcome COVID-19. Thank you for your leadership and service to all Missourians as you guide the State's utility response to the COVID-19 pandemic.

Sincerely,

Robert Gore

Linda Robson
2 Williamsburg Estates Dr
Saint Louis, MO 63131

10/17/2020

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

Dear Chairman Silvey and Honorable Commissioners,

As a Missouri rate payer, I write to you today to request that the Public Service Commission (PSC) protect Missourians who are struggling during this time of hardship by directing all electric utilities to implement new moratoria on residential electricity shut-offs during the COVID-19 pandemic.

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Sincerely,

Linda Robson

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10/17/2020

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Sincerely,

Cindy Honigfort

ATTACHMENT B

350 STL Bridging the Gap Elevate Energy Ethical Society of St. Louis

Kansas City Public Schools League of Women Voters of Metro St. Louis

Metropolitan Energy Center Metro St. Louis Coalition for Inclusion & Equity

Mid-Missouri Peaceworks Missouri Coalition for the Environment

Missouri Interfaith Power & Light National Housing Trust Renew Missouri

Sierra Club University United Methodist Church

July 27, 2020

Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102
Submitted via EFIS public comment portal

Re: Case No. AW-2020-0356

Dear Honorable Commissioners,

The undersigned organizations appreciate the opportunity to submit the following comments on issues related to utility best practices for recovery of past-due customer payments after the COVID-19 pandemic emergency. We support the comments submitted to the Public Service Commission (PSC) by Legal Services of Eastern Missouri on July 8, 2020, and the separate comments submitted by Sierra Club and Missouri Energy Efficiency for All Coalition on July 15, 2020.

More than 43,000 cases of COVID-19 have been reported in Missouri with more than 1,200 deaths. A new surge in infections is underway. On July 18, 2020, the St. Louis Post-Dispatch reported that Missouri set a new record of COVID-19 infections with 958 cases reported that day. This was the fourth time in July that the new cases record in Missouri had been broken.¹

The pandemic is shedding new light on racial, social and financial inequities. Black Missourians are suffering a deadly disproportionate impact from COVID-19; Black people account for 34.54% of COVID-19 deaths in the state, even though they only make up 11.8% of the population.² Similarly, Hispanic/Latinos account for 15% of the state's COVID-19 cases despite accounting for only 4% of the population.³

¹ "Missouri again breaks record for daily COVID-19 cases," Nassim Benchaabane, St. Louis Post-Dispatch, July 18, 2020.

² <https://www.arcgis.com/apps/MapSeries/index.html?appid=8e01a5d8d8bd4b4f85add006f9e14a9d>;
<https://www.census.gov/quickfacts/MO>

³ COVID-19 Tracking Project. <https://covidtracking.com/race/dashboard>.

The pandemic has multiple compounding impacts. Nearly 300,000 Missourians are currently unemployed. As more schools turn to virtual learning, utility disconnections would cause major disruptions to students' online learning opportunities and virtual classroom work.

Given these dire facts, it is imperative that the PSC do everything in its power to help those most vulnerable among us by ensuring that regulated utilities act with compassion as they interact with their customers. We support the following recommendations:

Disconnection Moratoria

Implement and extend all current utility disconnection moratoria for electricity, gas, and water services for all utilities under PSC jurisdiction until at least 60 days following the end of the Governor's declared state of emergency (currently in effect through December 30, 2020).

Provide Reasonable and Flexible Repayment Plans

We must ensure that poor and working class families do not go into debt as a result of maintaining access to utility services during the COVID-19 pandemic. Flexible repayment plans should account for individual self-identified financial hardship.

Require Verbal Expression of Financial Hardship To Participate In Assistance Programs

In order to make sure that these protections and assistance programs are easily accessible to individuals and families experiencing financial distress, utilities should be prohibited from requiring customers to provide documentation in order to access the protections and programs being implemented.

Cease Credit Reporting on Delinquent Accounts

Cease reporting late payments and nonpayment for active customers to credit bureaus and reporting agencies for up to 6 months following the end of Governor Parson's Executive Order 20-02 declaring a state of emergency or until June 30, 2021, whichever is later.

No Late or Disconnection/Reconnection Fees

Late fees, disconnection/reconnection fees and security deposits should be eliminated, as they are a significant barrier to initiating, reestablishing, and maintaining continuing utility service for financially strained customers. These fees are most often imposed upon customers who are already struggling to pay their bills.

Focus Energy Efficiency Programs on High-Risk Customers

Customers most in need of bill payment assistance are also most likely to live in less efficient housing. Utilities should prioritize weatherization and other efficiency assistance programs to those customers.

Require Creation of Voluntary Customer-Funded Programs

The Commission should require any utilities that do not yet have such a program to create voluntary programs allowing customers to decide to pay extra on their bills in order to provide aid to struggling customers. This is low-hanging fruit. Creating a

program that enables generosity requires little from utility companies but can make a world of difference to people who are struggling to get by during this pandemic.

Accounting Authority Orders

If the PSC allows utilities to use Accounting Authority Orders (AAOs) to track pandemic-related financial impacts, those AAOs should:

- **Explicitly state that the AAO is not a grant of cost recovery or a presumption of future cost recovery.**
- **Ensure specificity in the items to be tracked.**
- **Not allow utilities to track unearned revenues.**
- **Track savings as well as costs.**
- **Facilitate identification of imprudently incurred costs.**

Data Tracking and Reporting

The PSC should establish reporting requirements that will allow regulators to assess the impacts of the utilities' actions. Utilities should be required to provide the Commission with sufficient data to monitor the impact and efficacy of the established protections and assistance programs.

Create a Low-Income Workgroup

The PSC should expand its previous initiative with Ameren and establish a state-wide workgroup with a specific focus on working collaboratively with low-income customers, tenants, landlords and other stakeholders across all Missouri utilities and communities to identify and address low-income specific energy issues, reduce energy waste, and create other new initiatives that could reduce the cost of the energy burden on low-income customers and communities. This workgroup could interact with the Missouri Energy Efficiency Advisory Collaborative to cover non-energy efficiency issues critical to low-income constituencies.

The financial hardships of society's most vulnerable have compromised their ability to routinely pay their utility bills. This problem is only exacerbated by the COVID-19 crisis. As this crisis exposes cracks in our social and economic systems, it is incumbent upon us to protect the most vulnerable populations while also advancing our vision for a healthy, safe future with access to clean water and energy for all.

Thank you for considering these comments.

Sincerely,

Ken Denson and Rita Fitzjarrell
Co-Leaders
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ATTACHMENT C



Open Letter Supporting Utility Justice in Missouri and Kansas

Updated Thursday, Dec 10, 2020

An Open Letter To:

Honorable Michael Parson, Governor of the State of Missouri
Honorable Laura Kelly, Governor of the State of Kansas
Kansas City Board of Utilities (BPU) Board of Directors and General Manager Bill Johnson
Incoming Evergy CEO David Campbell and current Evergy CEO Terry Bassham
Kansas Corporation Commission
Missouri Public Service Commission
All Missouri and Kansas Elected Officials in Evergy's Service Territory

Evergy has stalled utility shut-offs until March 1, 2021. Kansas City Board of Public Utilities and other electric utilities are still involuntarily disconnecting our neighbors' power in a pandemic. Tens of thousands of our Missouri and Kansas Evergy neighbors have already had their power shut off for non-payment in the cold during a pandemic before December 1. It's our responsibility to help these families in trouble. Kansas City is already one of the most energy burdened¹ regions in the country. Not only do low income-folks pay more for energy than wealthy households in Missouri and Kansas, but Black households pay significantly more than white households.

Now is the time for utilities to prove that they are good neighbors in our community. COVID-19 is spreading at a record pace, and even with the federal money being delivered to electric utilities

¹ Lifting the High Energy Burden in America's Largest Cities: How Energy Efficiency Can Improve Low-Income and Underserved Communities, aceee.org

to pay for late bills, tens of thousands of Kansans and Missourians have already had their power disconnected. Now the utilities need to follow up and reconnect that power for free to make sure their customers are safe. The cost of doing so is a trivial amount compared to Evergy's profits for even one month.

Essential protections have been allowed to expire on an arbitrary timeline, even though coronavirus cases are still multiplying, and families are still struggling. Evergy's 12-month payment plan and credit programs have helped, but have been insufficient to keep all of our vulnerable community members safe. Electric utilities can do better for our low-income neighbors and customers. Over the next few months, the Kansas Corporation Commission, the Missouri Public Service Commission and our elected leaders can work with Evergy to implement available federal and state temporary relief programs. While assistance programs such as LIHEAP and CARES funding are helping ease the burden, only a complete halt on utility disconnects will protect all Kansans and Missourians from the immediate harms of being without power in the midst of a pandemic. In 2021, utilities must lower bills for low-income customers, close coal plants to improve health and reduce risk of death from respiratory illnesses like COVID 19, and fully fund low-income energy efficiency programs that can reduce utility bills significantly.

As of November 12, Kansas had more than 112,000 cases of COVID-19 and more than 1,200 deaths, while Missouri had nearly 240,000 cases and nearly 3,500 deaths. The pandemic has exposed racial and ethnic disparities: Black Kansans are almost 3 times more likely to die of COVID-19, while latinx and Native Americans are dying of COVID-19 at approximately double the rate of white Kansans. Black Missourians account for 19% of COVID-19 cases and 27% of deaths in the state, even though they only make up 12% of the population. Similarly, Hispanic/Latinos account for 10% of the state's COVID-19 cases despite accounting for only 4% of the population. On top of that, systemic inequities mean that families of color are far more likely to have already had the power to their homes cut by utilities.

Access to lighting, electrical appliances, telecommunications services, heat and cooling, and electricity for medical equipment are critical at any time, but especially during a pandemic when families and students are required to shelter and learn at home.

To ensure that Kansans and Missourians are protected throughout the pandemic and able to recover, the undersigned strongly urge Evergy, Governor Kelly, Governor Parson, the Kansas Corporation Commission, the Missouri Public Service Commission and all other elected officials

in Missouri and Kansas work together to accomplish the following actions:

- 1. Reinstate the moratorium on residential utility shut-offs and evictions for all customers until the end of the COVID 19 health and economic crisis.**
- 2. Turn utilities back on for all residential customers with no fees, minimum balance, or back bill payment requirements.**
- 3. Require the utility to work with customer stakeholder groups to provide flexible Affordable Deferred Payment Arrangements with no restrictive maximum length or minimum monthly payment amounts. Utilities should continue and expand programs to waive late payment fees, eliminate external credit reporting, and provide relief from utility debt.**
- 4. Require utilities to provide data to governors, regulatory bodies, and social service organizations to create an unsafe-to-disconnect list of accounts including those with medical equipment, self-filed medical conditions, seniors, and children.**
- 5. Require utilities to fund a bill insert developed by regional social service organizations to ensure vulnerable customers can access assistance in their area, whether or not they have internet access or English language proficiency.**
- 6. Require utilities to propose affordability plans in cooperation with a working group of customer advocates and the Governor's office by the end of the utility shut-off moratorium. These plans should address the need for arrearage relief, low income rates, better hot and cold weather protections, multi-year payment plans, on-bill financing, low-income weatherization, energy efficiency, and renewable energy programs that bring value to residential customers with the goal of reducing the number of households who cannot pay their bills long-term.**

Respectfully yours,

The undersigned organizations:

Alphabetical by Org Name:

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Executive Director

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Robin Ganahl, Ilyssa Block, & Mary Kay McGinty
Co-Leaders
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