

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 2<sup>nd</sup> day of December, 2020.

In the Matter of the Application of Missouri- )  
American Water Company's Request for )  
Authority to Implement General Rate )  
Increase for Water and Sewer Service )  
Provided in Missouri Service Areas )

**File No. WR-2020-0344**

**ORDER SETTING LOCAL PUBLIC HEARINGS**

Issue Date: December 2, 2020

Effective Date: December 2, 2020

On September 3, 2020, the Commission issued an *Order Amending Procedural Schedule* which set an evidentiary hearing in this matter, but did not set out the details for the local public hearings. The Commission will now set the local public hearings. Due to the Covid-19 pandemic, the Commission will hold these hearings via video and telephone conference and will direct written comments be submitted to the Commission's Electronic Filing and Information System (EFIS).

**THE COMMISSION ORDERS THAT:**

1. The Commission's Public Policy and Outreach Department shall make an informal presentation and conduct a question-and-answer session for the public at the beginning of each local public hearing. The formal hearing will begin at the conclusion of the question and answer session.

2. Missouri-American Water Company, the Staff of the Commission, and the Office of the Public Counsel shall make a representative available to address substantive issues during the question-and-answer sessions. Any other party may also choose to have a representative present.

3. No later than ten days before the local public hearings, Missouri-American Water Company shall provide notice of the hearings to each of its customers. Missouri-American Water Company shall provide a draft copy of the notice to Staff and the Office of the Public Council for approval before mailing.

4. The Commission's Public Policy and Outreach Department shall make notice of this order available to the members of the media and the General Assembly representing customers in Missouri-American Water Company's service area.

5. Any person may comment at any of the hearings, but are encouraged to attend the hearing corresponding to the location nearest their service area for the most relevant information. Comments at the hearing will be limited to five minutes per person.

6. To facilitate an orderly presentation that can be preserved for the record, members of the public who wish to participate in the question-and-answer session or make comment to the Commission shall register by sending their first and last name, phone number, and email address to [mawccomments@psc.mo.gov](mailto:mawccomments@psc.mo.gov), or by calling (800) 392-4211 by 5:00 p.m. the day before the hearing.

7. A live audio web stream at the Commission's website, [www.psc.mo.gov](http://www.psc.mo.gov), will provide audio of the question and answer session and hearing. Those who do not intend to participate in the question-and-answer session or make comment to the Commission should listen via the web stream.

8. To attend the public hearing by telephone, at the time of the hearing call toll free 1-855-718-6621, listen to the prompt and enter the meeting number set out below, followed by # (pound/hashtag symbol). If prompted for a password, enter 0344. To participate by video/internet visit the website at [www.webex.com](http://www.webex.com) or download the Cisco WebEx Meetings application on your mobile device prior to the hearing and join the

meeting at the hearing time by inputting the corresponding access code and password listed below.

9. Local Public Hearings shall be held as follows:

<b>Date</b>	<b>Location</b>	<b>Start Time</b>	<b>At the time of the hearing, dial 1-855-718-6621 and enter the Access Code/Password</b>
January 20, 2021	Riverside St. Joseph Lawson	6:00 p.m.	Access Code: 177 073 8945 Password: 0344
January 21, 2021	St. Louis	6:00 p.m.	Access Code: 177 407 9425 Password: 0344
January 22, 2021	Arnold	12:00 p.m.	Access Code: 177 728 6718 Password: 0344
January 25, 2021	Maryland Heights	12:00 p.m.	Access Code: 177 294 3943 Password: 0344
January 25, 2021	Ferguson	6:00 p.m.	Access Code: 177 782 6442 Password: 0344
January 26, 2021	Warsaw Warrensburg	12:00 p.m.	Access Code: 177 328 7971 Password: 0344
January 26, 2021	Jefferson City Mexico St. Charles	6:00 p.m.	Access Code: 177 977 5939 Password: 0344
January 29, 2021	Branson Joplin	12:00 p.m.	Access Code: 177 191 3281 Password: 0344

10. Any persons needing special accommodations to participate in the hearing as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten days prior to the hearing at one of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.

11. Comments may also be submitted to the Commission in writing by mail to the Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102, or electronically using the Commission's electronic filing system at [https://psc.mo.gov/General/Submit\\_Comments](https://psc.mo.gov/General/Submit_Comments). When submitting comments please reference File No. WR-2020-0344.

12. The Commission's Data Center shall serve a copy of this order upon the county commission for each county in Missouri-American Water Company's service area.

13. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and  
Holsman CC., concur.

Dippell, Senior Regulatory Law Judge