

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 24th day of March, 2021.

Claude Scott,)
)
 Complainant)
)
 v.)
)
 Missouri-American Water Company,)
)
 Respondent)

File No. WC-2020-0407

ORDER SETTING EVIDENTIARY HEARING

Issue Date: March 24, 2021

Effective Date: March 24, 2021

On June 22, 2020, Claude Scott filed a complaint with the Commission against Missouri-American Water Company (MAWC). The Commission scheduled a November 19, 2020 evidentiary hearing, which was continued because of changes in the Commission's schedule. On December 21, 2020, the Commission set an evidentiary hearing in this case on January 15, 2021. On January 14, 2021, the Commission continued the hearing based on a request from Mr. Scott. On February 3, 2021, the Commission set an evidentiary hearing in this case on February 19, 2021. On February 18, 2021, the Commission continued the hearing based on a request from Mr. Scott. The Commission directed the parties to propose available dates for hearing.

On March 12, 2021, MAWC filed proposed hearing dates on behalf of Staff and MAWC. MAWC's filing indicates Mr. Scott did not participate in proposing available dates for hearing and did not respond to inquiries from the other parties by email. This order is

issued with adequate notice to allow Mr. Scott to make arrangements to attend the hearing.

The Commission will establish the time and date for evidentiary hearing based on the proposal by MAWC and Staff. Other than the evidentiary hearing, all elements of the procedural schedule in this case have been satisfied as of January 11, 2021, so no additional order as to the procedural schedule is necessary at this time.

THE COMMISSION ORDERS THAT:

1. The parties shall appear for an evidentiary hearing in this matter at **9:15 a.m. May 21, 2021**. The hearing shall be conducted by telephone conference, also accessible by Webex.

2. Parties may connect to the evidentiary hearing by telephone or by video, accessible by Webex.

3. At the time set for hearing, the telephone conference can be accessed by dialing, toll-free, 1 (855) 718-6621 and entering access code **133 986 1936**, followed by **#**. Any party who is unable to connect via the toll-free number may dial 1 (650) 479-3207 and enter the access code above, followed by **#**, to connect to the conference.

4. Alternatively, parties who wish to attend the hearing via video conference may do so by accessing Webex through the internet at www.webex.com, or through the Cisco Webex Meeting computer or smartphone application, by selecting "join a meeting" from the menu. The hearing may be accessed via Webex by entering meeting number **133 986 1936** and, when prompted, the password **0407**.

5. Those who require additional accommodations to participate in this hearing may call the Public Service Commission's hotline at 1 (800) 392-4211 (voice) or Relay Missouri at 711 before the hearing.

6. The Commission's data center shall mail a copy of this order to Mr. Scott by U.S. Mail addressed to Mr. Scott's address of record.

7. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

Morris L. Woodruff
Secretary

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

Jacobs, Regulatory Law Judge