

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

|                                  |   |                                      |
|----------------------------------|---|--------------------------------------|
| Jack and Stacey Woolever,        | ) |                                      |
|                                  | ) |                                      |
| Complainant,                     | ) |                                      |
|                                  | ) | <b><u>File No.: WC-2021-0080</u></b> |
| v.                               | ) |                                      |
|                                  | ) |                                      |
| Missouri-American Water Company, | ) |                                      |
|                                  | ) |                                      |
| Respondent.                      | ) |                                      |

**ORDER GRANTING EXTENSION OF TIME TO FILE ANSWER AND  
ADDITIONAL TIME TO FILE A STAFF REPORT**

Issue Date: December 21, 2020

Effective Date: December 21, 2020

On November 20, 2020, the Commission issued its *Notice of Small Formal Complaint and Order Directing Staff to Investigate and File a Report* that, in part, directed Missouri-American Water Company to file an answer to the Complaint by December 20, 2020. The order also directed the Staff of the Commission to file an investigation report and recommendation no later than January 8, 2021. On December 20, 2020, Missouri-American Water Company filed a request for a 10-day extension of time due to illness and quarantine caused by the COVID-19 pandemic. The Commission will grant the request. In addition, the Commission will extend the time for Staff to file its report and recommendations.

**THE COMMISSION ORDERS THAT:**

1. Missouri-American Water Company shall file its answer to this complaint no later than December 30, 2020.

2. The Staff of the Commission shall investigate and file a report detailing its findings and recommendations no later than January 19, 2021.

3. 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

Nancy Dippell, Senior Regulatory  
Law Judge, by delegation of authority  
under Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 21<sup>st</sup> day of December, 2020.