

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

Claude Scott,)	
)	
Complainant)	
)	<u>File No. WC-2020-0407</u>
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent)	

NOTICE OF EXTENSION FOR GOOD CAUSE

Issue Date: September 21, 2020

On June 22, 2020, Claude Scott filed a complaint with the Commission against Missouri-American Water Company (MAWC). Because the complaint involves less than \$3,000, this matter has been designated a small formal complaint under Commission Rule 20 CSR 4240-2.070(15). MAWC filed its answer on July 23, 2020. The Staff of the Commission filed a report on August 20, 2020. Based on a proposed procedural schedule filed by Staff and MAWC after consultation with Mr. Scott, this matter is set for hearing November 19, 2020.

Commission Rule 20 CSR 4240-2.070(15)(G) provides that a recommended report and order be issued within 100 days following the filing of a complaint in a small formal complaint case. The 100-day period expires in this case on September 30, 2020. The period can be extended upon a finding of good cause by the regulatory law judge assigned to the case.

Good cause exists to extend the time period allowed to resolve this matter. Although MAWC filed a timely answer and Staff conducted its investigation in a prompt

manner, the parties' schedules did not allow a reasonable opportunity for a fair hearing before the 100-day deadline. Therefore, the time period allowed to resolve this case will be extended for good cause.



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

Jana C. Jacobs, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 21st day of September, 2020.