

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

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

ORDER TO SHOW CAUSE

Issue Date: March 3, 2021 Effective Date: March 3, 2021

On February 10, 2021, the Commission issued its Order Setting Prehearing Conference (Order) on March 2, 2021, at 10:00 a.m. The order provided that because of the continuing COVID19 pandemic, appearances would be by Webex or telephone only. It provided that any party could appear either by Webex or by telephone and that parties wishing to participate by Webex should provide an email address to Jackie.Keely@psc.mo.gov no later than February 26, 2021. It provided that any appearance by telephone should be made by dialing 1-650-479-3207, meeting number 177 813 1684.

On March 2, 2021, the Commission convened the prehearing conference, went on the record and took the appearances of the parties. Complainants failed to appear.

20 CSR 4240-2.090(5) states:

Failure to appear at a prehearing conference without previously having secured a continuance shall constitute grounds for dismissal of the party or the party's complaint, application or other action unless good cause for the failure to appear is shown.

Complainants failed to appear at a prehearing conference previously scheduled and conducted by order of the Commission, and the record does not reveal that Complainants requested or secured a continuance prior the scheduled hearing. The Commission will order Complainants to show good cause for their failure to appear and why their complaint should not be dismissed.

THE COMMISSION ORDERS THAT:

1. No later than March 15, 2021, Jack and Stacey Woolever shall show good cause for their failure to appear at the prehearing conference scheduled and held on March 2, 2021; and show good cause why their complaint should not be dismissed.
2. 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

Paul T. Graham, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 3rd day of March, 2021.