

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

Jack and Stacey Woolever,  
Complainants, )  
v. )  
Missouri-American Water Company, )  
Respondent. )

**File No. WC-2021-0080**

**MOTION FOR EXTENSION OF TIME**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and for its *Motion for Extension of Time*, states as follows:

1. On September 21, 2020, the Commission received an email from Jack and Stacey Woolever regarding a complaint against Missouri-American Water Company (MAWC).

2. On September 24, 2020, the Commission issued a *Notice of Deficiency and Order Directing Filing* directing the Woolevers to submit additional information as required by 20 CSR 4240-2.070 in order for the commission to consider the email a formal complaint.

3. On October 20, 2020, the Commission received the formal complaint.

4. On November 20, 2020, the Commission issued its *Notice of Small Formal Complaint and Order Directing Staff to Investigate and File a Report*. The *Order* stated that the complaint will proceed under the small complaint procedure at 20 CSR 4240-070(15) and directed Staff to investigate the complaint and file a report no later than January 8, 2021.

5. After MAWC was granted an extension for filing its answer, Staff was granted until January 19, 2021 to file its report.

6. The Company was delayed in filing the responses to two data requests that were submitted on December 1, 2020. The responses to the two outstanding data requests were filed in EFIS on January 14, 2021.

7. Staff requests an additional three weeks to review the data request responses, complete its investigation, and file its report.

**WHEREFORE**, Staff prays that the Commission will grant it until February 9, 2021 to complete its investigation and file its report; and such other and further relief as the Commission deems just in these circumstances.

Respectfully Submitted,

**/s/ Casi Aslin**

Casi Aslin  
Associate Counsel  
Missouri Bar No. 67934  
Attorney for the Staff of the  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Mo 65102-  
0360  
(573) 751-8517  
[casi.aslin@psc.mo.gov](mailto:casi.aslin@psc.mo.gov)

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all counsel of record this 15<sup>th</sup> day of January, 2021.

**/s/ Casi Aslin**