

**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.

Willie J. Harris Jr., )  
 )  
 Complainant )  
 )  
 v. )  
 )  
 Missouri-American Water Company, )  
 )  
 Respondent )

**File No. WC-2021-0129**

**ORDER SETTING EVIDENTIARY HEARING DATE  
AND PROCEDURAL SCHEDULE**

Issue Date: March 24, 2021

Effective Date: March 24, 2021

On November 2, 2020, Willie J. Harris Jr. filed a complaint with the Commission against Missouri-American Water Company (MAWC). On December 11, 2020, MAWC filed its answer, and on February 4, 2021, the Staff of the Commission (Staff) filed its recommendation.

On March 10, 2021, the Commission held a prehearing conference. The conference was significantly delayed by technical problems with Mr. Harris's connection. Once the conference was underway, the regulatory law judge requested that Staff file, on behalf of the parties, a joint proposed procedural schedule, or provide a status report, no later than March 19, 2021. Also during the conference, the parties agreed to conduct the hearing by telephone and/or video conference. On March 12, 2021, Staff filed, on behalf of the parties, a proposed hearing date of May 4, 2021.

The Commission will set a hearing date. In addition, the Commission will establish a procedural schedule, which will eliminate issues not in dispute and allow the Commission and the parties to prepare for hearing. The Commission will direct Staff to file the parties' stipulation of undisputed facts and the issue, exhibit and witness lists. Provisions for the prehearing disclosure of exhibits will be made by separate order.

Because of the technical difficulties that delayed the prehearing conference, the Commission will direct all parties and all witnesses to appear at the designated time, one hour before the evidentiary hearing, to verify that all parties and witnesses are able to connect to the hearing by telephone or video conference.

**THE COMMISSION ORDERS THAT:**

1. The following procedural schedule is established:

- Stipulation of undisputed facts April 12, 2021
- Issue, exhibit and witness lists April 19, 2021
- Deadline to exchange documents and file exhibit disclosures in EFIS April 26, 2021
- Evidentiary hearing May 4, 2021

2. The parties and all witnesses shall appear at **8:15 a.m. May 4, 2021**, using the instructions provided below, to confirm with the regulatory law judge an adequate connection by telephone or video. Once an adequate connection has been established for each party and each party's legal counsel and all witnesses, the regulatory law judge may excuse such party until the evidentiary hearing begins at 9:15 a.m.

3. The parties shall appear for an evidentiary hearing in this matter at **9:15 a.m. May 4, 2021**. The hearing shall be conducted by telephone conference, also accessible by Webex.

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

5. The telephone conference can be accessed by dialing, toll-free, 1 (855) 718-6621 and entering access code **133 342 4150**, followed by #, at the time set for hearing. 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 #, at the time set for hearing.

6. Alternatively, parties who wish to attend the hearing via video conference may do so by accessing Webex through the internet at [www.webex.com](http://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 **133 342 4150** and, when prompted, the password **0129**.

7. 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.

8. The Commission’s data center shall mail a copy of this order to Mr. Harris by U.S. Mail addressed to Mr. Harris’s address of record.

9. 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

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

Jacobs, Regulatory Law Judge