

**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)	

ORDER CONTINUING HEARING AND DIRECTING FILING

Issue Date: February 18, 2021

Effective Date: February 18, 2021

On June 22, 2020, Claude Scott filed a complaint with the Commission against Missouri-American Water Company (MAWC). An evidentiary hearing was set for November 19, 2020. On November 10, 2020, the Commission continued the hearing and suspended the procedural schedule.

On December 21, 2020, the Commission set an evidentiary hearing in this case on January 15, 2021. On January 14, 2021, Staff filed a copy of an email from Mr. Scott in which Mr. Scott requested a continuance to review documents with an attorney before a hearing. The Commission granted the continuance request and directed the parties to provide proposed dates for hearing.

On February 3, 2021, the Commission set an evidentiary hearing in this case on February 19, 2021, based on the parties' proposed dates. On February 18, 2021, Staff filed, on behalf of Mr. Scott, a copy of a February 17 email from an Office Depot email address, which indicates the sender, presumably Mr. Scott, is not available for hearing on February 19 because of his work schedule.

Also on February 18, 2021, MAWC filed a response and objected to a continuance. MAWC's response notes the email filed on Mr. Scott's behalf does not expressly request a continuance. MAWC's response also provides copies of email messages in which Mr. Scott proposed the February 19 hearing date. MAWC's response observes that Mr. Scott has previously requested a continuance just one day before hearing.

The Commission finds the email filed on Mr. Scott's behalf amounts to a continuance request, in that it indicates Mr. Scott is not available on the scheduled hearing date because of his work schedule. The Commission finds good cause exists to grant Mr. Scott's request to continue the hearing.

The Commission will direct the parties to propose at least three available dates for hearing. The parties may consult the Commission's hearings calendar, published at the Commission's website at <https://psc.mo.gov>, to identify conflicts. The parties may presume any hearing will be scheduled to begin in the morning. Proposed hearing dates should occur no earlier than March 29 and should exclude the week of April 5, 2021. The parties are encouraged to attach to any statement of proposed available dates a copy of correspondence with Mr. Scott, confirming his availability.

Continuances are granted in the Commission's discretion, consistent with Commission Rule 20 CSR 4240-2.110. Additional requests for continuance may not be granted, and Mr. Scott is urged to agree to hearing dates he can honor. This order provides adequate time for all parties to make appropriate arrangements.

THE COMMISSION ORDERS THAT:

1. The hearing scheduled for February 19, 2021, is continued until further order.

2. No later than March 12, 2021, the parties shall propose available dates for hearing, as provided above.

3. The Commission's data center shall mail a copy of this order to Complainant by U.S. Mail addressed to Complainant's address of record.

4. 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

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

Dated at Jefferson City, Missouri,
on this 18th day of February, 2021.