

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

| | | |
|----------------------------------|---|-------------------------------------|
| Louis DeFeo |) | |
| |) | |
| Complainant, |) | |
| |) | |
| v. |) | <u>File No. WC-2021-0075</u> |
| |) | |
| Missouri-American Water Company, |) | |
| |) | |
| Respondent. |) | |

ORDER SETTING ONLINE HEARING

Issue Date: November 9, 2021

Effective Date: November 9, 2021

On September 14, 2021, the Commission issued its Procedural Schedule order establishing procedural deadlines and setting the case for an evidentiary hearing on November 19, 2021 at 10:00 a.m. in Hearing Room 310 at the Commission’s office in Jefferson City, Missouri. On November 9, 2021, Complainant filed *his Request for Hearing by WebEx* citing personal issues that render him more susceptible to disease, including COVID-19, for his reasons to hold the evidentiary hearing via WebEx. The Commission has inquired of the parties whether anyone objects to conducting the hearing online by Webex and all parties have responded without objection.

This is a small formal complaint case, and for such cases Commission Rule 20 CSR 4240-2.070(15)(E) provides that any hearing, unless otherwise agreed by the parties, “shall be held in the county, or a city not within a county, where the subject utility service was rendered or within thirty (30) miles of where the service was rendered.” Rule 20 CSR 4240-2.205, however, states: “The commission may grant variance from or waive any rule or provision of a rule promulgated by the commission upon a finding of good cause.” Because of the COVID-19 virus pandemic, the Commission finds good

cause for suspending Rule 20 CSR 4240-2.070(15)(E) and will not conduct the hearing in person. The Commission will set the case for an online hearing using Webex. Any party or witness wishing to do so may participate in the Webex hearing by telephone only. Such participant will be called at the time of the hearing and may then join by telephone. Anyone with questions may contact the Commission at Jackie.Keely@psc.mo.gov.

The hearing will occur as previously scheduled on November 19, 2021, commencing at 10:00 a.m.

THE COMMISSION ORDERS THAT:

1. The evidentiary hearing will be conducted, as previously scheduled on November 19, 2021, at 10:00 a.m., by Webex. All parties shall provide both an appropriate email address and/or telephone number to Jackie.Keely@psc.mo.gov for themselves and their witnesses no later than November 12, 2021, so that an “invitation” to the Webex hearing may be sent or telephoned at the time of the hearing. No later than November 12, 2021, all parties who wish to receive a telephone participation invitation for themselves and/or their witnesses shall so advise the Commission.

2. 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

Ross Keeling, Regulatory Law Judge,
by delegation of authority under
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 9th day of November, 2020.


STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 9th day of November, 2021.





Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

November 9, 2021

File/Case No. WC-2021-0075

**Missouri Public Service
Commission**

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opcservice@opc.mo.gov

Louis DeFeo Law

Louis DeFeo
1700 Green Berry Rd.
Jefferson City, MO 65101
ldefeolaw@socket.net

**Missouri Public Service
Commission**

Casi Aslin
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
casi.aslin@psc.mo.gov

**Missouri-American Water
Company**

Dean L Cooper
312 East Capitol
P.O. Box 456
Jefferson City, MO 65102
dcooper@brydonlaw.com

**Missouri-American Water
Company**

Jennifer L Hernandez
312 E. Capitol Avenue
PO Box 456
Jefferson City, MO 65102
jhernandez@brydonlaw.com

**Missouri-American Water
Company**

Timothy W Luft
727 Craig Road
St. Louis, MO 63141
Timothy.Luft@amwater.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.