

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by internet and telephone audio conference on the 2nd day of December, 2020.

In the Matter of a Working Case to Consider)
Best Practices for Recovery of Past-Due Utility)
Customer Payments after the COVID-19)
Pandemic Emergency)

File No. AW-2020-0356

**ORDER EXTENDING DIRECTION TO STAFF TO GATHER
INFORMATION ABOUT UTILITY DISCONNECTIONS**

Issue Date: December 2, 2020

Effective Date: December 2, 2020

The Commission opened this file to consider best practices for recovery of past-due utility customer payments after the COVID-19 pandemic emergency and attendant economic disruptions. In an order issued on August 19, 2020, the Commission directed its Staff to gather information from the state's utilities about current levels of disconnections for non-payment, anticipated levels of such disconnections by those utilities in the next six months, number of customers with past-due accounts, number of customers that have received a final disconnection notice, and number of customers participating in payment plans. The Commission also direct its Staff to report its findings monthly through December 2020, or until otherwise ordered.

In subsequent months, Staff has compiled the requested information by sending data requests to the various utilities. In its most recent report, filed on November 23, 2020, Staff indicated it has been having difficulty obtaining relevant data from the utilities in time for it to be compiled and included in Staff's report that is due on the 22nd of each month.

Staff asks that the utilities from which it receives data be directed to provide that data by the 15th of each month.

The Commission will direct the subject utilities to timely respond to Staff's data requests. Further, because of ongoing concerns about the pandemic and its economic impact, the Commission will extend the direction to its Staff to continue filing reports beyond December 2020.

THE COMMISSION ORDERS THAT:

1. Staff's direction to gather information about current levels of disconnections for non-payment, anticipated levels of such disconnections in the next six months, number of customers with past-due accounts, number of customers that have received a final disconnection notice, and number of customers participating in payment plans, from the following Missouri utilities: Ameren Missouri - Electric; Ameren Missouri-Gas; The Empire District Electric Company; The Empire District Gas Company; Evergy Missouri Metro, Inc.; Evergy Missouri West; Spire Missouri, Inc.; Summit Natural Gas of Missouri; Confluence Rivers Utility Operating Company, Inc., Elm Hills Utility Operating Company, Inc., Hillcrest Utility Operating Company, Inc., Indian Hills Utility Operating Company, Inc., and Raccoon Creek Utility Operating Company, Inc.; Liberty Utilities (Missouri Water), LLC; Missouri-American Water Company; and The Raytown Water Company shall continue beyond December 2020 until further order of the Commission.

2. Staff shall file update reports by the 22nd day of each month.

3. The utilities from which Staff gathers information for its update reports shall respond to Staff's data requests by the 15th day of each month.

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 style.

Morris L. Woodruff
Secretary

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

Woodruff, Chief Regulatory Law Judge