

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by internet and telephone audio conference on the 19th day of August, 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 DIRECTING STAFF TO GATHER INFORMATION ABOUT
UTILITY DISCONNECTIONS**

Issue Date: August 19, 2020

Effective Date: August 19, 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. The Commission is concerned about reports warning of an anticipated wave of utility disconnections after voluntary suspensions of collection activities by Missouri's utilities expire.

To gain more information, the Commission will direct 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 will also direct its Staff to report its findings.

THE COMMISSION ORDERS THAT:

1. Staff shall 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. Staff shall gather that information for each of the various utilities' August 2020 billing cycle, and shall compare that information to that utility's August 2019 billing cycle.

2. Staff shall report its initial findings to the Commission no later than September 21, 2020. Thereafter, Staff shall report updates by the 15th day of each month, continuing through December 2020, or until otherwise ordered by the Commission.

3. 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

Woodruff, Chief Regulatory Law Judge