

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

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**
)

STAFF REQUEST FOR COMMISSION ORDER

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”) and for its *Staff Request for Commission Order* respectfully states as follows:

1. Through Staff’s DRs in this docket, initially filed August 24, 2020, Staff asked state utilities to update these numbers on a monthly basis. In its *Order Extending Direction to Staff to Gather Information About Utility Disconnections*, issued on December 2, 2020, the Commission ordered the state utilities to file updated responses to Staff’s DRs by the 15th of every month.

2. On March 26, 2021, Staff filed supplemental DRs that requested that the utilities provide estimates of the number of disconnections for non-payment of service for the six-month period of March 2021 through August 2021. Staff filed additional DRs on August 26, 2021 requesting that utilities provide estimates of the number of disconnections for non-payment of services for the six month period of September 2021 through February 2022.

3. On March 30, 2022, the Commission issued its *Order Extending Direction to Staff to Gather and Report Information About Utility Disconnections* (“Order”). Staff was directed to continue to gather information from the state’s utilities regarding current levels of disconnection 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.

4. In the Order, Staff was ordered to continue to file reports on a quarterly rather than monthly basis. For Staff to continue filing reports in this case beyond February 2022, the utilities will need to provide Staff the information. Staff submitted supplemental data requests (“DRs”) on April 8, 2022, and asked for the required data for March 2022 through December 2022.

5. For Staff to continue to update the report and analyze the data prior to filing quarterly, Staff respectfully requests an order from the Commission to order the state utilities to file updated responses to Staff’s DRs by the 15th of every month from March 2022 through December 2022.

WHEREFORE, Staff respectfully requests a Commission order for the state utilities to continue to file updated responses to Staff’s DRs by the 15th of every month from March 2022 to December 2022.

Respectfully Submitted,

/s/ Ron Irving

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or counsels of record on this 11th day of April, 2022.

/s/ Ron Irving