

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of a Working Case to)
Consider Best Practices for Recovery of) File No. AW-2020-0356
Past-Due Utility Customer Payments After)
the Covid-19 Pandemic Emergency)

ORDER DIRECTING UTILITIES TO RESPOND TO STAFF DATA REQUESTS

Issue Date: April 22, 2022

Effective Date: April 22, 2022

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 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 directed Staff to report its findings monthly until February 2022. Thereafter, on March 30, 2022, the Commission ordered Staff to file those reports quarterly, with the first report due no later than July 31, 2022.

Throughout this process, Staff has compiled the requested information for its reports by sending data requests to the various utilities. On April 11, 2022, Staff filed a motion asking the Commission to issue an order directing the utilities to file updated responses to Staff's data requests by the 15th of every month from March 2022 through December 2022.

The Commission will issue the order requested by Staff.

THE COMMISSION ORDERS THAT:

1. 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, Inc.; Spire Missouri, Inc.; Summit Natural Gas of Missouri, Inc.; 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 file updated responses to Staff's data requests by the 15th day of every month from March 2022 through December 2022.
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

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 22nd day of April, 2022.

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 22nd day of April, 2022.





Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

April 22, 2022

File/Case No. AW-2020-0356

**Missouri Public Service
Commission**
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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.