

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at the Commission's office in Jefferson City, Missouri on the 11th day of August, 2021.

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

Issue Date: August 11, 2021

Effective Date: August 11, 2021

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 also directed Staff to report its findings monthly until otherwise ordered.

Staff has compiled the requested information by sending data requests to the various utilities. In its most recent report, filed on July 22, 2021, Staff requested guidance from the Commission as to how long it should continue to collect information and file monthly reports. Staff explained that its current supplemental data requests to the utilities asks for information through August 2021. To continue to receive data for September 2021 through February 2022, Staff will need to send updated data requests to the utilities.

Because of ongoing concerns about the pandemic and its economic impact, the Commission will direct Staff to continue filing reports through February 2022. In addition, the Commission will direct Staff to modify its reports to provide additional baseline information as specified in the ordered paragraph below.

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 shall continue through February 2022, or until further order of the Commission.

2. In preparing the graphs that summarize the information provided in response to questions 1 and 3, Staff shall include a baseline showing the monthly average values prior to the pandemic to show how much the current numbers deviate from the pre-pandemic norm.

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., Rupp, Coleman, Holsman, and
Kolkmeier CC., concur.

Woodruff, Chief Regulatory Law Judge

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 11th day of August, 2021.





Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 11, 2021

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.