

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 30th day of March, 2022.

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 AND
REPORT INFORMATION ABOUT UTILITY DISCONNECTIONS**

Issue Date: March 30, 2022

Effective Date: March 30, 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 also directed Staff to report its findings monthly until February 2022, or until otherwise ordered.

Staff has compiled the requested information by sending data requests to the various utilities. In its most recent report regarding February 2022 information, filed on March 22, 2022, Staff indicated that unless the Commission orders otherwise, this report would be its last.

Because of ongoing concerns about the pandemic and its economic impact, the Commission will direct Staff to continue filing reports. However, the Commission will make those reports due quarterly. The first report should cover the months of March, April, May, and June 2022, and shall be filed by July 31, 2022. A subsequent report should cover the months of July, August, and September, 2022, and shall be to be filed by October 31, 2022. An additional report should cover the months of October, November, and December 2022, and shall be filed by January 31, 2023.

THE COMMISSION ORDERS THAT:

1. Staff is directed 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, and shall file quarterly reports about its findings no later than July 31, 2022, October 31, 2022, and January 31, 2023.
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

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 30th day of March, 2022.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 30, 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.