

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by internet and telephone audio conference on the 12th 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 RESPONSES TO STAFF REPORT

Issue Date: August 12, 2020

Effective Date: August 12, 2020

On August 3, 2020, the Commission's Staff filed a report regarding its efforts to consider best practices for recovery of past-due utility customer payments after the COVID-19 pandemic emergency and attendant economic disruptions. Staff's report summarizes comments received and provides additional background information. Staff recommends the Commission direct Missouri's utilities to respond to the report and invites other stakeholders to offer their own responses. Specifically, Staff asks whether it is possible to implement the various stakeholder recommendations described in its report.

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; 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 shall respond to Staff's report no later than August 31, 2020.

2. Any other stakeholder wishing to respond to Staff's report shall do so no later than August 31, 2020.
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