

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

Kevin Kojeski,)	
Complainant,)	
)	
v.)	<u>File No. EC-2023-0334</u>
)	
Evergy Missouri West, Inc. d/b/a Evergy)	
Missouri West,)	
)	
Respondent.)	

**ORDER DIRECTING THE COMPANY TO FILE A REPORT, EXTENDING
THE TIME TO ISSUE A RECOMMENDED REPORT AND ORDER, AND
DIRECTING FILING OF A JOINT PROPOSED PROCEDURAL
CONFERENCE**

Issue Date: July 31, 2023

Effective Date: July 31, 2023

On March 30, 2023¹, Kevin Kojeski filed a complaint with the Commission against Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“the Company”). On May 1, the Company filed its *Answer, Affirmative Defenses, and Motion to Dismiss*.

The Commission initially ordered its Staff (Staff) to file an investigative report by May 15, but, at Staff’s request (and with the consent of the other parties), extended the deadline to June 15. Staff filed its recommendation on that date.

Staff’s Recommendation included a recommendation that the Commission order the Company to investigate and report to the Commission’s Customer Experience Department the reason for a delay in its collections and service discontinuance process. Staff found that the Company provided service to Mr. Kojeski’s residence from April 2021 through May 2022 while receiving only one payment of \$79.00 in October 2021. However, the Company did

¹ Unless otherwise noted, all dates refer to the year 2023.

not start a collections process resulting in the service discontinuance process until March 2022.

The Commission finds Staff's recommendation regarding the collections and service discontinuance process delay reasonable, and will order the Company to file a report.

Commission Rule 20 CSR 4240-2.070(15)(G) states that after affording the parties reasonable opportunity for discovery and a fair hearing, the regulatory law judge in a small formal complaint case shall issue a recommended report and order within 100 days following the filing of the complaint. However, the time period may be extended upon a finding of good cause by the regulatory law judge. The 100-day period in this case expired on July 10.

Given the extended time granted to Staff to file its investigative report and recommendation, good cause exists to extend the time period allowed to resolve this matter. Therefore, the time period under the Commission rule to issue a recommended report and order will be extended.

Having received Mr. Kojeski's complaint, the Company's answer, and Staff's investigative report and recommendation, this matter is ready to proceed to an evidentiary hearing. In order to discuss a procedural schedule, the Commission will direct the parties to collaborate and propose suggested dates and times for a procedural conference to be conducted via Cisco Webex video and teleconference.

THE COMMISSION ORDERS THAT:

1. The Company shall investigate the reasons the collections process resulting in the service discontinuance process did not begin until March 2022. The Company shall

report its findings to the Commission's Customer Experience Department no later than August 31.

2. Pursuant to Commission Rule 20 CSR 4240-2.070(15)(G), good cause exists to extend the time for the regulatory law judge in this matter to issue a recommended report and order.

3. Staff shall coordinate with the parties on proposed dates and times for a procedural conference to be conducted via Cisco Webex video and teleconference. Staff shall then file, no later than August 15, suggested dates/times for a procedural conference.

4. This order is effective when issued.

BY THE COMMISSION



A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell
Secretary

Kenneth J. Seyer, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 31st day of July, 2023.

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 31st day of July, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

July 31, 2023

File/Case No. EC-2023-0334

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
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.