

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

Barbara Edwards,	)	
	)	
Complainant	)	
	)	<b><u>File No. EC-2020-0252</u></b>
v.	)	
	)	
Evergy Missouri West, Inc.	)	
d/b/a Evergy Missouri West,	)	
	)	
Respondent	)	

**ORDER DIRECTING FILING IN RESPONSE TO SUPPLEMENTAL  
STAFF INVESTIGATION AND REPORT**

Issue Date: December 23, 2020

Effective Date: December 23, 2020

On February 24, 2020, Barbara Edwards filed a complaint with the Commission against Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy West”). As directed, the Staff of the Commission investigated Ms. Edwards’ complaint and filed a report of its findings on April 27, 2020. Staff’s report was offered on the record during the September 24, 2020, evidentiary hearing conducted in this matter.

On October 30, 2020, the Commission suspended the briefing schedule in this case and directed Staff to investigate and file a supplemental report to address the Commission’s rules governing billing and payment standards, 20 CSR 4240-13.020. On December 21, 2020, Staff filed a supplemental report.

The Commission will establish a deadline for any responses to Staff’s supplemental report. In addition, the Commission will direct the parties to propose at least three possible dates for hearing by telephone and video conference, which the Commission can choose from if it determines it is necessary to convene a hearing. The

parties are encouraged to consult the Commission's hearing calendar at <https://psc.mo.gov> to identify conflicts. Because of limited available dates in January 2021, the parties are directed to propose dates occurring no earlier than February 1, 2021.

**THE COMMISSION ORDERS THAT:**

1. Any response to the *Supplemental Report of the Staff*, filed on December 21, 2020, shall be filed no later than January 8, 2021.
2. No later than January 8, 2021, the parties shall file a statement of at least three available dates for hearing, occurring no earlier than February 1, 2021.
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

Jana C. Jacobs, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,  
on this 23rd day of December, 2020.