

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

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

ORDER ESTABLISHING TIME FOR RESPONSE

Issue Date: August 20, 2020

Effective Date: August 20, 2020

Barbara Edwards, Complainant, filed a complaint with the Commission on February 24, 2020, against Evergy Missouri West, Inc. d/b/a Evergy Missouri West (Evergy Missouri). This matter is set for hearing on September 24, 2020, in Jefferson City, Missouri.

The parties' August 3, 2020 joint proposal of dates included a request from Evergy Missouri to allow appearance of its witnesses by telephone or video conference because of the COVID-19 pandemic. On August 6, 2020, the Commission ordered that any response to Evergy Missouri's request should be submitted no later than August 17, 2020. On August 17, 2020, Ms. Edwards submitted an objection, stating she prefers a "live hearing" and requesting the name, title, and nature of testimony of any witness who would appear remotely.

On August 17, 2020, Evergy Missouri West filed a request that Alicia Duarte, a senior customer care advisor, be allowed to appear by telephone or video because of her

responsibility as a primary caregiver to her father, “who is over 70 years old and has high blood pressure.”

THE COMMISSION ORDERS THAT:

1. Complainant and Staff may respond no later than August 31, 2020, to Every Missouri’s request that Ms. Duarte appear by telephone or video. Complainant may make such filing online through the Commission’s electronic filing and information system (EFIS) or by mail to:

Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Submission by mail must be received no later than August 31, 2020, and will be posted to EFIS. Should Complainant respond, Complainant shall provide a copy of her response to Every Missouri and Staff to comply with Commission Rule 20 CSR 4240-2.080(15),(16).

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

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

Dated at Jefferson City, Missouri,
on this 20th day of August, 2020.