

Debbie Feken )  
 )  
 Complainant, )  
 )  
 v. ) **File No. EC-2020-0183**  
 )  
 The Empire District Electric Company )  
 )  
 Respondent. )

Issue Date: June 12, 2020 Effective Date: June 12, 2020

This is a small formal complaint case, and for such cases Commission Rule 20 CSR 4240-2.070(15)(E) provides that any hearing, unless otherwise agreed by the parties, “shall be held in the county, or a city not within a county, where the subject utility service was rendered or within thirty (30) miles of where the service was rendered.” Rule 20 CSR 4240-2.205, however, states: “The commission may grant variance from or waive any rule or provision of a rule promulgated by the commission upon a finding of

<sup>1</sup> All date references hereinafter will be to 2020 unless otherwise indicated.

good cause.” Because of the COVID-19 virus pandemic, the Commission finds good cause for suspending Rule 20 CSR 4240-2.070(15)(E) and will not conduct the hearing in person. The Commission will set the case for an online hearing using Webex. Any party or witness wishing to do so may participate in the Webex hearing by telephone only. Such participant will be called at the time of the hearing and may then join by telephone. Anyone with questions may contact the Commission at [Jackie.Keely@psc.mo.gov](mailto:Jackie.Keely@psc.mo.gov).

The hearing will occur as previously scheduled on July 8, 2020, commencing at 9:00 a.m.

**THE COMMISSION ORDERS THAT:**

1. The evidentiary hearing will be conducted, as previously scheduled on July 8, 2020, at 9:00 a.m., by Webex. All parties shall provide both an appropriate email address and/or telephone number to [Jackie.Keely@psc.mo.gov](mailto:Jackie.Keely@psc.mo.gov) for themselves and their witnesses no later than June 19, 2020, so that an “invitation” to the Webex hearing may be sent or telephoned at the time of the hearing. No later than June 19, 2020, all parties who wish to receive a telephone participation invitation for themselves and/or their witnesses shall so advise the Commission.

2. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Paul T. Graham, Regulatory Law Judge,  
by delegation of authority under  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 12<sup>th</sup> day of June, 2020.