

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

Betty Bonacci,	)	
	)	
Complainant,	)	
	)	<b><u>File No. EC-2023-0433</u></b>
v.	)	
	)	
Evergy Missouri West, Inc. d/b/a Evergy	)	
Missouri West,	)	
	)	
Respondent	)	

**ORDER CORRECTING ORDER**

Issue Date: June 21, 2023

Effective Date: June 21, 2023

On June 21, 2023, the Commission issued an order giving notice of case filing, directing an answer, and directing a staff investigation (Notice and Filing Order) with regard to a complaint Betty Bonacci filed with the Missouri Public Service Commission against Evergy Missouri West, Inc. d/b/a Evergy Missouri West.

The first sentence in Paragraph 4 of that Notice and Filing Order erroneously refers to Evergy Missouri West as Ameren Missouri and states: “In the alternative, *Ameren Missouri* may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint.”

That sentence should read as follows: “In the alternative, *Evergy Missouri West* may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint.”

The Commission will correct the order accordingly.

**THE COMMISSION ORDERS THAT:**

1. The first sentence of the fourth paragraph of the Commission's *Order Giving Notice of Case Filing, Directing an Answer, and Directing a Staff Investigation* is corrected to read: "In the alternative, Evergy Missouri West may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint."
2. This order shall be effective when issued.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
Secretary

Ross Keeling, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,  
on this 21<sup>st</sup> day of June, 2023.

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

Betty Bonacci,	)	
	)	
Complainant,	)	
	)	<b><u>File No. EC-2023-0433</u></b>
v.	)	
	)	
Evergy Missouri West, Inc. d/b/a Evergy	)	
Missouri West,	)	
	)	
Respondent	)	

**ORDER GIVING NOTICE OF CASE FILING, DIRECTING AN ANSWER,  
AND DIRECTING A STAFF INVESTIGATION**

Issue Date: June 21, 2023

Effective Date: June 21, 2023

On June 20, 2023, Betty Bonacci filed a complaint with the Missouri Public Service Commission against Evergy Missouri West, Inc. d/b/a Evergy Missouri West. A copy of the complaint accompanies this notice. Commission Rule 20 CSR 4240-2.070(15) provides that any dispute involving less than \$3,000, is to proceed under the small formal complaint procedure. Since Ms. Bonacci alleges an amount in dispute less than \$3,000, this complaint shall proceed under the Commission’s Small Complaint procedure.<sup>1</sup> If any party believes this matter should not proceed under the small complaint procedure, that party may file a motion consistent with the Commission’s rule.

As required by Section 536.067(2)(f), RSMo, the Commission informs the parties that the Commission’s provisions governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found

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<sup>1</sup> Commission Rule 20 CSR 4240-2.070(15).

at Commission Rule 20 CSR 4240-2.090. Commission Rule 20 CSR 4240-2.070(15)(A) provides Evergy Missouri West 30 days to file a response to this complaint.

The Commission will also direct the Staff of the Commission (Staff) to investigate this complaint and file a report. Commission Rule 20 CSR 4240-2.070(15)(D) requires Staff to file its report and recommendation within 45 days of a small formal complaint being filed, which may be extended upon a showing of good cause.

In the alternative, Evergy Missouri West may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether Ms. Bonacci is also willing to submit to voluntary mediation. If she agrees to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed. If Ms. Bonacci declines the opportunity to seek mediation, Evergy Missouri West will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to Evergy Missouri West at:

Evergy Missouri West  
Legal Department  
1200 Main Street, 16<sup>th</sup> Floor  
P.O. Box 418679  
Kansas City, MO 64105-9679

2. Every Missouri West shall file an answer to this complaint or request for mediation no later than July 20, 2023, and serve a copy upon the Complainant, Betty Bonacci. All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

or filed using the Commission's electronic filing and information service.

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than August 4, 2023.

4. The Commission's Data Center shall send a copy of this notice, the Commission's procedural rules, 20 CSR 4240-2, a copy of the handbook titled "How to Present Your Formal Complaint Before the Missouri Public Service Commission", and a copy of the Commission's information sheet regarding mediation to the Complainant, Ms. Bonacci.

5. This order is effective when issued.



**BY THE COMMISSION**

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

Nancy Dippell  
Secretary

Ross Keeling, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo (2016).

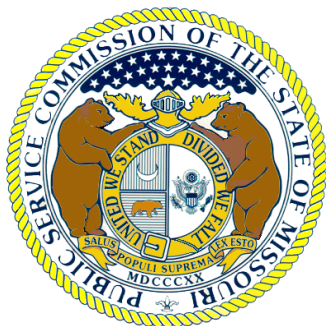
Dated at Jefferson City, Missouri,  
on this 21<sup>st</sup> day of June, 2023.

**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 21<sup>st</sup> day of June, 2023.**



*Nancy Dippell*  
\_\_\_\_\_  
**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**June 21, 2023**

**File/Case No. EC-2023-0433**

**Missouri Public Service  
Commission**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
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**Office of the Public Counsel**

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**Betty Bonacci**

Betty Bonacci  
15225 Grand Summit Ext, 203  
Grandview, MO 64030-4687  
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**Evergy Missouri West**

Legal Department  
One Kansas City Place, 1200  
Main Street  
P.O. Box 418679  
Kansas City, MO 64105  
roger.steiner@evergy.com

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

*Sincerely,*



**Nancy Dippell  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.