

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

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

NOTICE OF PROCEDURAL CONFERENCE

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and in satisfaction of the Commission’s *Order* of September 20, 2023, states herein as follows:

1. Betty Bonacci filed her formal *Complaint* on June 20, 2023, alleging that Respondent improperly transferred about \$200 to her account from another account. Complainant states that, if the improperly transferred amount is ignored, she has overpaid her account.
2. On June 21, 2023, the Commission issued its *Notice of Complaint*, declaring this matter to be a Small Formal Complaint under Rule 20 CSR 4240-2.070(15). The Commission also ordered Staff to investigate and file a report of its investigation by August 4, 2023.
3. On July 20, 2023, Respondent filed its *Answer, Affirmative Defenses, and Motion to Dismiss*, denying that it had improperly transferred a prior unpaid account to Complainant’s account, denying that she had overpaid, and denying that it had violated any statute, tariff, Commission rule, or Commission order.

4. On August 25, 2023, Staff filed its *Investigation Report*, in which Staff concluded that one balance had been appropriately transferred to Complainant's account, but that another balance was improperly transferred, in violation of Commission rules and the Company's Tariff.

5. Now, as directed by the Commission, Staff suggests that a Procedural Conference be convened herein on October 10, 2023, at 2:00 p.m.

WHEREFORE, Staff prays that the Commission will accept this pleading in satisfaction of its Order of September 20, 2023; and grant such other and further relief as the Commission deems appropriate in the circumstances.

Respectfully submitted,

/s/ Kevin A. Thompson
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Attorney for the Staff of the
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served, either electronically or by hand delivery or by First Class United States Mail, postage prepaid, on this **27th day of September, 2023**, to the parties of record as set out on the official Service List maintained by the Data Center of the Missouri Public Service Commission for this case.

/s/ Kevin A. Thompson