

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

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

ORDER SETTING PROCEDURAL CONFERENCE

Issue Date: September 28, 2023

Effective Date: September 28, 2023

On June 20, 2023,¹ Betty Bonacci filed a formal complaint against Evergy Missouri West, Inc. d/b/a Evergy Missouri West (EMW). On June 21, the Commission issued an order giving notice, directing EMW to file an answer, and directing the Staff of the Commission (Staff) to conduct an investigation and file a report. On July 20, EMW filed its answer, affirmative defenses, and motion to dismiss. On August 25, 2023, Staff filed its report in which it recommends that the Commission order EMW to remove certain charges from Ms. Bonacci’s account, and recommends that EMW revise the manner in which it communicates balance transfers. More than ten days have passed and the Commission has received no responses to Staff’s report.

The Commission will schedule a conference to discuss the schedule and procedures needed to resolve Ms. Bonacci’s complaint, EMW’s motion to dismiss, and Staff’s recommendations. All parties must appear either by WebEx or by telephone.

¹ Unless otherwise noted, all dates refer to the year 2023.

THE COMMISSION ORDERS THAT:

1. A procedural conference shall be held on October 10, 2023, beginning at 2:00 p.m., to be conducted via WebEx telephone and video conference. The WebEx link, access telephone numbers, and access code will be distributed by email to Complainant Betty Bonacci and to all counsel of record for the other parties. **Failure to appear at the conference without being excused may result in dismissal of the complaint in accordance with Commission Rule 20 CSR 4240-2.090(5).**

2. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Kenneth J. Seyer, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

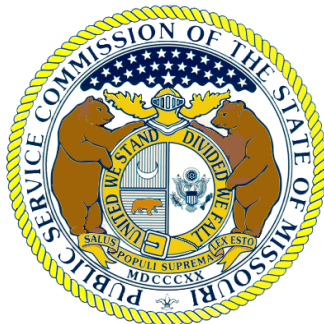
Dated at Jefferson City, Missouri,
on this 28th day of September, 2023.

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 28th day of September, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 28, 2023

File/Case No. EC-2023-0433

MO PSC Staff

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

Sincerely,



**Nancy Dippell
Secretary**

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