

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Claude Scott,)	
)	
Complainant)	
)	<u>File No. WC-2020-0194</u>
v.)	
)	
Missouri-American Water Company,)	
)	
Respondent)	

AMENDED ORDER TO SHOW CAUSE

Issue Date: April 29, 2020

Effective Date: April 29, 2020

Claude Scott filed a complaint against Missouri-American Water Company on January 6, 2020. A prehearing conference, to be conducted by telephone, was scheduled for 10 a.m. April 9, 2020. Missouri-American and the Commission's Staff were present at the prehearing conference. Mr. Scott failed to appear and did not contact the Commission prior to the prehearing conference to request a continuance. Missouri-American requested the Commission dismiss Mr. Scott's complaint for failure to appear.

Failure to appear at a prehearing conference without previously having secured a continuance is grounds for dismissal of the party's complaint unless good cause is shown for failure to appear, pursuant to Commission Rule 20 CSR 4240-2.090(5). The Commission on April 10, 2020, issued an order directing Complainant to show cause why his complaint should not be dismissed by filing a pleading with the Commission no later than April 20, 2020.

Mr. Scott resides in St. Louis County, which has been significantly impacted by the COVID-19 pandemic. The record in this case does not confirm that Mr. Scott has regular

access to email. The Commission will therefore amend its show cause order to provide notice by mail and to extend the period provided to allow Mr. Scott to respond.

THE COMMISSION ORDERS THAT:

1. Claude Scott shall file a pleading no later than May 15, 2020, showing cause why his complaint against Missouri-American Water Company should not be dismissed for failure to appear at the April 9, 2020, prehearing conference.

2. A pleading may be submitted through the Commission's electronic filing and information system or delivered to:

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

3. The Commission's data center shall mail a copy of this order to Claude Scott by U.S. mail addressed to Complainant's address of record.

4. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in blue 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 29th day of April, 2020.

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 29th day of April 2020.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

April 29, 2020

File/Case No. WC-2020-0194

**Missouri Public Service
Commission**

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Claude Scott

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**Missouri Public Service
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**Missouri-American Water
Company**

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**Missouri-American Water
Company**

Timothy W Luft
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Timothy.Luft@amwater.com

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

Sincerely,



**Morris L. Woodruff
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.