BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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

ORDER SETTING ONLINE HEARING

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

On May 18, 2020,¹ the Commission issued its Procedural Schedule Order establishing procedural deadlines and setting the case for an evidentiary hearing on July 8, 2020. The Commission has inquired of the parties whether anyone objects to conducting the hearing online by Webex or Zoom, or does not have the ability to participate in such a hearing. The Complainant has responded requesting the hearing occur in Joplin or Neosho, Missouri, where her complaint originated. She states she does not have Zoom or Webex. She also states she is a working person and cannot take off days of work.

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

¹ 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.

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 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.
 - This order shall be effective when issued.



BY THE COMMISSION

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 12th day of June, 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 12th day of June 2020.

SION OF THE OF T

Morris L. Woodruff

Secretary

MISSOURI PUBLIC SERVICE COMMISSION June 12, 2020

File/Case No. EC-2020-0183

Missouri Public Service Commission

Staff Counsel Department 200 Madison Street, Suite 800 P.O. Box 360

Jefferson City, MO 65102 staffcounselservice@psc.mo.gov Office of the Public Counsel

Marc Poston 200 Madison Street, Suite 650 P.O. Box 2230

Jefferson City, MO 65102 opcservice@opc.mo.gov

Debbie Feken

Debbie Feken 4063 Alpaca Rd. Joplin, MO 64804 debbiefeken@gmail.com

Empire District Electric Company, The

Diana C Carter 428 E. Capitol Avenue, Suite 303 200 Madison Street, Suite 800

Jefferson City, MO 65101 Diana.Carter@LibertyUtilities.com Jefferson City, MO 65102

Missouri Public Service

Commission Casi Aslin

P.O. Box 360

casi.aslin@psc.mo.go

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.