

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

Claude Scott,	)	
	)	
Complainant	)	
	)	<b><u>File No. WC-2020-0407</u></b>
v.	)	
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

**NOTICE OF EXTENSION FOR GOOD CAUSE**

Issue Date: September 21, 2020

On June 22, 2020, Claude Scott filed a complaint with the Commission against Missouri-American Water Company (MAWC). Because the complaint involves less than \$3,000, this matter has been designated a small formal complaint under Commission Rule 20 CSR 4240-2.070(15). MAWC filed its answer on July 23, 2020. The Staff of the Commission filed a report on August 20, 2020. Based on a proposed procedural schedule filed by Staff and MAWC after consultation with Mr. Scott, this matter is set for hearing November 19, 2020.

Commission Rule 20 CSR 4240-2.070(15)(G) provides that a recommended report and order be issued within 100 days following the filing of a complaint in a small formal complaint case. The 100-day period expires in this case on September 30, 2020. The period can be extended upon a finding of good cause by the regulatory law judge assigned to the case.

Good cause exists to extend the time period allowed to resolve this matter. Although MAWC filed a timely answer and Staff conducted its investigation in a prompt

manner, the parties' schedules did not allow a reasonable opportunity for a fair hearing before the 100-day deadline. Therefore, the time period allowed to resolve this case will be extended for good cause.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

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 21st day of September, 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 21<sup>st</sup> day of September, 2020.



  
Morris L. Woodruff  
Secretary

**MISSOURI PUBLIC SERVICE COMMISSION**

**September 21, 2020**

**File/Case No. WC-2020-0407**

**Missouri Public Service  
Commission**

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**Claude Scott**

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**Missouri Public Service  
Commission**

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**Missouri-American Water  
Company**

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

**Sincerely,**



**Morris L. Woodruff  
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.