

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

At a session of the Public Service Commission held by telephone and internet audio conference on the 24th day of March, 2021.

Claude Scott,)
v.)
Complainant)
Missouri-American Water Company,)
Respondent)
File No. **WC-2020-0407**

ORDER SETTING EVIDENTIARY HEARING

Issue Date: March 24, 2021

Effective Date: March 24, 2021

On June 22, 2020, Claude Scott filed a complaint with the Commission against Missouri-American Water Company (MAWC). The Commission scheduled a November 19, 2020 evidentiary hearing, which was continued because of changes in the Commission's schedule. On December 21, 2020, the Commission set an evidentiary hearing in this case on January 15, 2021. On January 14, 2021, the Commission continued the hearing based on a request from Mr. Scott. On February 3, 2021, the Commission set an evidentiary hearing in this case on February 19, 2021. On February 18, 2021, the Commission continued the hearing based on a request from Mr. Scott. The Commission directed the parties to propose available dates for hearing.

On March 12, 2021, MAWC filed proposed hearing dates on behalf of Staff and MAWC. MAWC's filing indicates Mr. Scott did not participate in proposing available dates for hearing and did not respond to inquiries from the other parties by email. This order is

issued with adequate notice to allow Mr. Scott to make arrangements to attend the hearing.

The Commission will establish the time and date for evidentiary hearing based on the proposal by MAWC and Staff. Other than the evidentiary hearing, all elements of the procedural schedule in this case have been satisfied as of January 11, 2021, so no additional order as to the procedural schedule is necessary at this time.

THE COMMISSION ORDERS THAT:

1. The parties shall appear for an evidentiary hearing in this matter at **9:15 a.m. May 21, 2021**. The hearing shall be conducted by telephone conference, also accessible by Webex.
2. Parties may connect to the evidentiary hearing by telephone or by video, accessible by Webex.
3. At the time set for hearing, the telephone conference can be accessed by dialing, toll-free, 1 (855) 718-6621 and entering access code **133 986 1936**, followed by **#**. Any party who is unable to connect via the toll-free number may dial 1 (650) 479-3207 and enter the access code above, followed by **#**, to connect to the conference.
4. Alternatively, parties who wish to attend the hearing via video conference may do so by accessing Webex through the internet at www.webex.com, or through the Cisco Webex Meeting computer or smartphone application, by selecting “join a meeting” from the menu. The hearing may be accessed via Webex by entering meeting number **133 986 1936** and, when prompted, the password **0407**.

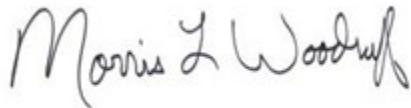
5. Those who require additional accommodations to participate in this hearing may call the Public Service Commission's hotline at 1 (800) 392-4211 (voice) or Relay Missouri at 711 before the hearing.

6. The Commission's data center shall mail a copy of this order to Mr. Scott by U.S. Mail addressed to Mr. Scott's address of record.

7. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and Holsman CC., concur.

Jacobs, Regulatory Law Judge

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 24th day of March, 2021.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 24, 2021

File/Case No. WC-2020-0407

**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

Claude Scott
Claude Scott
3725 Geraldine Ave.
Saint Ann, MO 63074-2004
claude17scott@gmail.com

**Missouri Public Service
Commission**
Travis Pringle
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
Travis.Pringle@psc.mo.gov

**Missouri-American Water
Company**
Jennifer L Hernandez
312 E. Capitol Avenue
PO Box 456
Jefferson City, MO 65102
jhernandez@brydonlaw.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.