



PSC NEWS

Missouri Public Service Commission

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COMMISSION SEEKS INFORMATION ON UTILITY SERVICE DISCONNECTIONS

JEFFERSON CITY---The Missouri Public Service Commission (PSC) has directed the Public Service Commission Staff to gather information and file a report on utility service disconnections involving utility companies under PSC jurisdiction.

“The Commission is concerned about reports warning of an anticipated wave of utility disconnections after voluntary suspensions of collection activities by Missouri’s utilities expire,” said the Commission.

The PSC Staff has been directed to gather the following information from utility companies:

- Current levels of disconnections for non-payment.
- Anticipated levels of such disconnections by those utilities in the next six months.
- Number of customers with past-due accounts.
- Number of customers that have received a final disconnection notice.
- Number of customers participating in payment plans.

The PSC Staff is to gather the above information from the largest utilities that the Commission regulates. The information will be from the company’s August 2020 billing cycle, comparing that information with information from the August 2019 billing cycle. The PSC Staff is to file its initial findings no later than September 21, 2020. Report updates are due by the 15th of each month, continuing through December 2020, or until otherwise ordered by the Commission.

The report will be filed in a working case previously opened by the Commission to consider best practices for recovery of past-due utility customer payments after the COVID-19 pandemic emergency and attendant economic disruptions.