

# PSC *Connection*

SPRING 2018



**Distributed Energy Resources**

# Chairman's Corner

In April, the Missouri Public Service Commission celebrated its 105<sup>th</sup> year of serving Missourians. While the services provided by regulated utilities are certainly different today than they were more than a century ago, the responsibility of the Commission remains the same today as it did when the agency was created in 1913. We work to ensure that utilities regulated by the PSC provide safe and reliable service at just and reasonable rates. We take that responsibility very seriously each and every day, and I believe that dedication is apparent through the many facets of our work highlighted in this edition of the **PSConnection** magazine.

For instance, the Commission is currently exploring issues related to Distributed Energy Resources (DER) such as solar PV, wind, combined heat and power (CHP), energy storage, demand response (DR), electric vehicles (EVs), microgrids and energy efficiency (EE). Our feature article in this edition of the magazine, “**Emerging Issues, Distributed Energy Resources,**” explains that Missouri, like much of the United States, is considered to have low DER adoption. Transitioning to a modernized grid that will support increased DER deployment and enhanced customer participation will require very careful planning, and the Commission supports recent recommendations from the PSC Staff to push forward on that analysis and planning.



Across the country, there continues to be a major emphasis on more customer-focused utility service. Customers have more service options based on new technologies and initiatives. It is important that the Missouri Public Service Commission keeps pace with this transformation. As a result, the Commission formed a **Customer Experience Department**. Read more about that department and its mission of interacting with customers statewide in this edition of the magazine.

The Public Service Commission is always looking for ways to improve the service it provides Missourians and to further promote an efficient regulatory process that is fair and responsive to all parties. With this in mind, the Commission recently modified its rules for processing small utility rate cases. This rule modification is designed to promote a more efficient use of resources and to minimize the expense small utility businesses often incur in processing these cases. Please read “**Commission Modifies Small Rate Case Procedure**” to learn more.

As Chairman, I am one of five Commissioners on the Public Service Commission. All are appointed by the governor with the advice and consent of the Missouri Senate. In “**Meet the Commissioners,**” you will get to know more about each of us serving on the Commission.

In October 1975, the Public Service Commission first adopted rules and regulations governing the manufacture, sale and licensing of mobile homes and recreational vehicles sold in Missouri. Today, the Manufactured Housing and Modular Units Program within the PSC continues to enforce our rules and regulations. This edition of the magazine contains an article on the **Consumer Recovery Fund**, which was created in 2008 to help Missouri residents of manufactured or modular homes recover certain unsatisfied claims.

This publication also contains information on summer energy savings tips, the Missouri Hot Weather Law and the PSC's Consumer Services Unit. We also include information on how water conservation efforts can make a difference on your monthly bill.

I hope you enjoy this edition of the **PSConnection**.

- Daniel Y. Hall

## PSConnection

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The Missouri Public Service Commission regulates investor-owned electric, steam, natural gas, water and sewer utilities in Missouri. The Commission also has limited jurisdiction over telecommunications providers in the state. Our mission is to ensure Missouri consumers have access to safe, reliable and reasonably priced utility service while allowing those utility companies under our jurisdiction an opportunity to earn a reasonable return on their investment. The PSC also regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. The Commission was established in 1913. The PSC is comprised of five commissioners, who are appointed by the governor with the advice and consent of the Missouri Senate.





## WHAT'S INSIDE

<b>Emerging Issues, Distributed Energy Resources .....</b>	<b>3</b>
<b>Commission Modifies Small Rate Case Procedure .....</b>	<b>7</b>
<b>Meet the Commissioners .....</b>	<b>8</b>
<b>Introducing The PSC's New Customer Experience Department .....</b>	<b>10</b>
<b>Consumer Services Unit .....</b>	<b>12</b>
<b>Summer Home Energy Savings Tips .....</b>	<b>13</b>
<b>Saving Water Can Make a Difference on Your Bill .....</b>	<b>14</b>
<b>Manufactured Housing &amp; Modular Units Consumer Recovery Fund .....</b>	<b>15</b>
<b>Employee Spotlight .....</b>	<b>16</b>

### ON THE COVER

Types of Distributed Energy Resources include: Electric Vehicle Charging Stations, Battery Storage, Wind and Solar.

### *Our Mission*

Ensure that Missourians receive safe and reliable utility service at just and reasonable rates.



# EMERGING ISSUES, DISTRIBUTED ENERGY RESOURCES (DER)

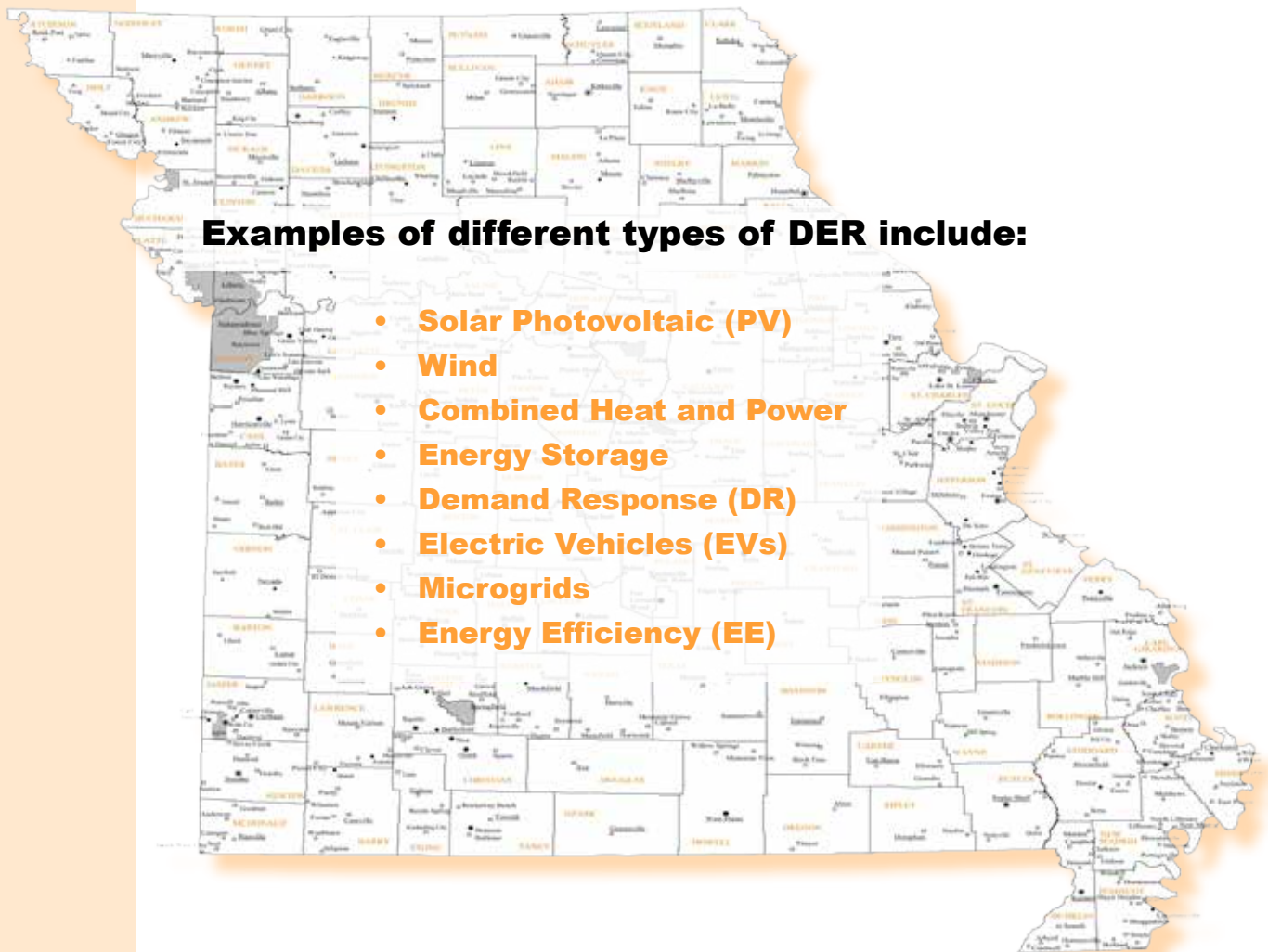
**O**n March 24, 2017, the Commission opened a working docket to explore emerging energy-related issues. Distributed Energy Resources (DERs) is one of the emerging issues stakeholders recently explored.

## WHAT IS DER?

The National Association of Regulatory Utility Commissioners (NARUC) defines DER as:

*A resource sited close to customers that can provide all or some of their immediate electric and power needs and can also be used by the system to either reduce demand (such as energy efficiency) or provide supply to satisfy the energy, capacity, or ancillary service needs of the distribution grid.*

The resources, if providing electricity or thermal energy, are small in scale, connected to the distribution system, and close to load.



# DER in Missouri



## ENERGY EFFICIENCY

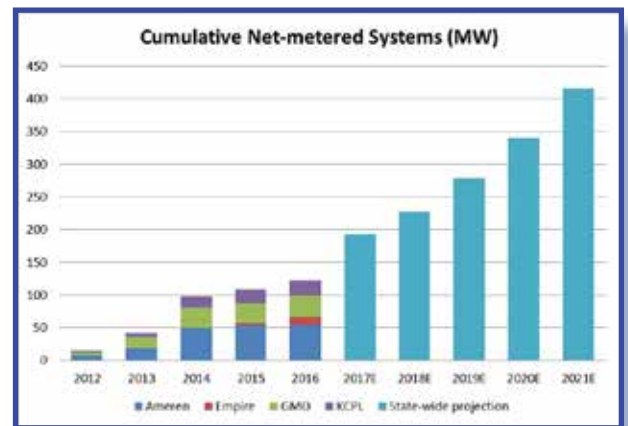
In 2009, the Missouri General Assembly enacted the Missouri Energy Efficiency Investment Act (MEEIA) to:

- 1) provide timely cost recovery for utilities;
- 2) ensure utility financial incentives are aligned with helping customers use energy more efficiently;
- 3) provide timely earnings opportunities associated with cost-effective measurable and verifiable efficiency savings.

Programs must be approved by the Commission, result in measurable demand or energy savings and be beneficial to all customers. Three of the investor-owned electric utilities in Missouri have energy efficiency programs subject to the requirements of MEEIA. The fourth investor-owned electric utility also provides energy efficiency programs outside the requirements of MEEIA.

## SOLAR PHOTOVOLTAIC

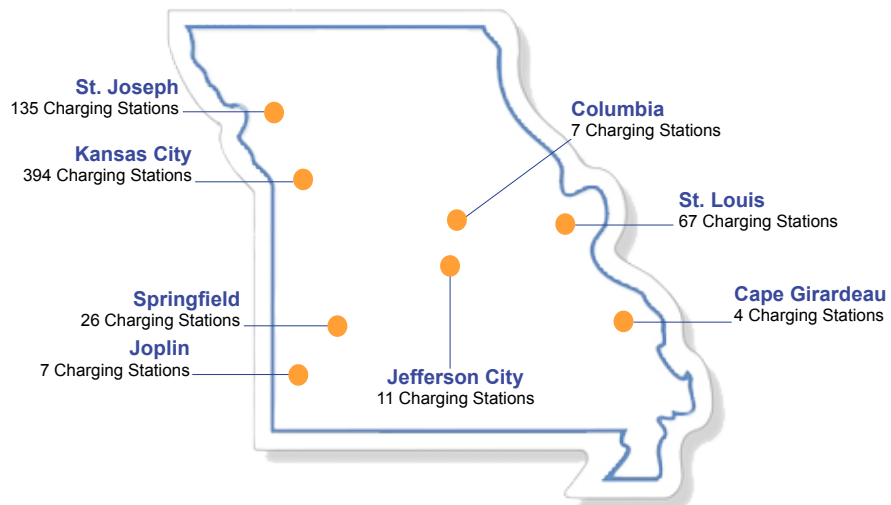
Solar photovoltaic (PV) devices (i.e., solar panels) convert sunlight into electricity. The graphic, at right, represents current and projected levels of solar PV in Missouri.<sup>1</sup>



## ELECTRIC VEHICLE CHARGING STATIONS

According to SolvingEV<sup>2</sup>, Missouri has 1,248 electric vehicle charging stations. The map below shows some of the larger cities in Missouri with the number of charging stations per city.

### EV CHARGING STATIONS IN SOME OF MISSOURI'S LARGER CITIES



<sup>1</sup> Staff Report on Distributed Energy Resources, Page 6. File No. EW-2017-0245.

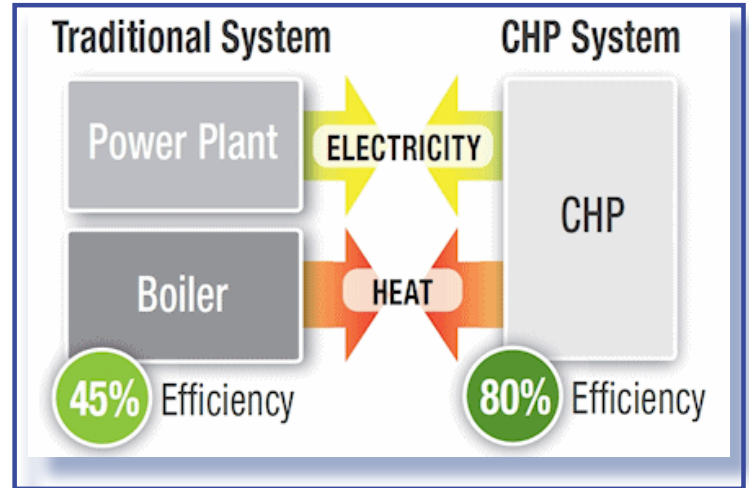
<sup>2</sup> Information was compiled using data from <http://solvingev.com/browse-locations/state/mo-missouri>.

# DER in Missouri



## COMBINED HEAT AND POWER

Combined Heat and Power (CHP) refers to technologies that generate electricity and thermal energy from conventional or renewable fuel sources. CHP involves the recovery of wasted thermal energy to produce electricity. The following graphic demonstrates how CHP systems work.<sup>3</sup>



CHP can be used in energy-intensive business sectors such as chemicals, paper, refining, food processing and metals manufacturing. According to the U.S. Department of Energy, Missouri has the following installed CHP applications.

### MISSOURI CHP APPLICATIONS

Sector	Installations	Capacity (MW)
Industrial	5	52
Commercial/Institutional	14	222
Other	2	5
<b>Total</b>	<b>21</b>	<b>279</b>

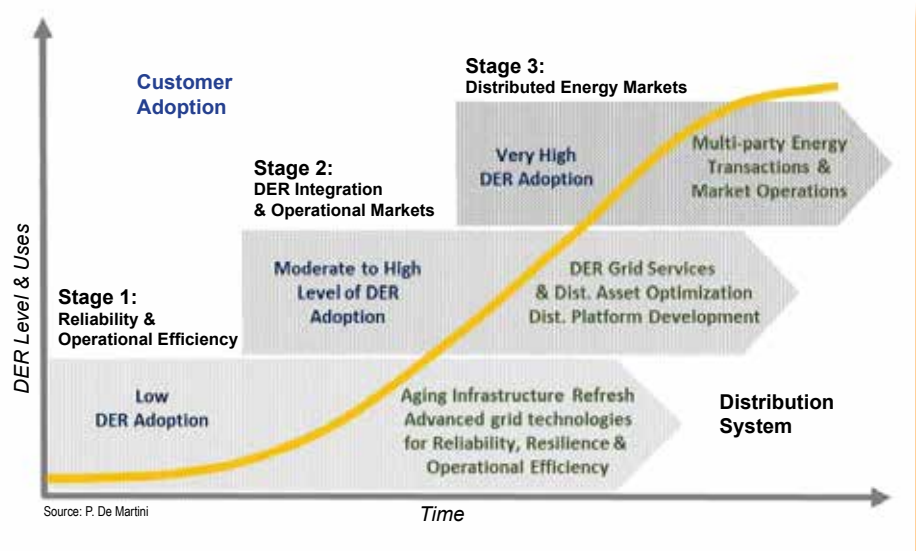
<sup>3</sup> Missouri Department of Economic Development, Division of Energy. <https://energy.mo.gov/clean-energy/combined-heat-power>.

# DER in Missouri



## THE OVERALL PICTURE

Missouri, like much of the United States, is considered to have low DER adoption. The following figure demonstrates the evolution of DER adoption. Missouri, and many other states, are at Stage 1 of the progression.<sup>4</sup>



Moving into Stage 2 will require planning and data from utilities, including customer data, circuit-level data, adoption and performance data and data on the impact to the electric grid.<sup>5</sup>

On April 5, 2018, the Commission Staff (Staff) submitted a report in the Commission's emerging issues docket summarizing the various comments and information gathered through the exploration of DER in Missouri. Staff made several recommendations, many of which are related to additional utility planning and data gathering. For instance, Staff suggested revisions to current Commission electric utility long range planning rules to specifically analyze the needs, costs and benefits associated with DER.

In addition, appropriate rate structures and rate designs may enhance customer responsiveness to DER opportunities. In its report, Staff also recommended steps the utilities should take to improve customer education and work toward customer rate designs that are economically efficient, simple and understandable, and provide stable rates for customers and stable revenues for utilities.

The grid will become more complex over the coming decades and will present both challenges and opportunities. Transitioning to a modernized grid that will support increased DER deployment, two way power flows, and enhanced customer participation is an emerging trend in the utility industry. Achieving this vision while maintaining the PSC's mission of ensuring Missourians receive safe and reliable utility service at just and reasonable rates requires much careful planning.

<sup>4</sup> "Integrated Distribution Planning", August 2016, prepared for the MN PUC, ICF International.

<sup>5</sup> U.S. Department of Energy-Office of Electricity Delivery and Energy Reliability. 2017. Modern Distribution Grid, Volume III: Decision Guide. p. 48.

# Commission Modifies Small Rate Case Procedure

## New Procedure will Promote the Efficient use of Resources

The Commission has modified its rules for processing small utility company rate cases. Under the revised rule, the Commission Staff will assist the small utility to whatever extent possible consistent with its duties to the Commission. The Commission, in its final order of rulemaking commented, “[s]ome small utilities can be intimidated by the prospect of a rate case, and, if not assisted through the process, may forego a necessary rate case. Some small utilities have waited more than 20 years to request a rate case. At best, that means their ratepayers may face a very large rate increase when rates are finally adjusted. At worst, the small utility may not have sufficient revenue to meet its obligation and can enter a downward spiral of deferred or ignored maintenance, leading to poor or unsafe service, from which it may not be able to recover.”

## What does the new rate case process mean for customers?

The new rules apply to Commission-regulated natural gas utilities serving up to 10,000 customers, water and sewer utilities serving 8,000 or fewer customers or steam utilities that serve 100 or fewer customers.

Under the small rate case procedure, Commission Staff will continue to conduct an investigation of the company’s books and records; record-keeping practices; management procedures; and the operation of the company system(s).

Under the modified rules, local public hearings — the opportunity for customers to express their thoughts and concerns about the rate request and quality of service — will occur earlier in the ratemaking process. This will allow the Commission, the Commission Staff, the Office of the Public Counsel (the customer’s advocate) and the utility to hear concerns sooner rather than later. This information will be used in the Commission Staff’s investigation and audit, and to influence any agreement of the parties.

At least 10 days prior to the local public hearing, customers will receive a written notice indicating the time, date and location of the local public hearing. The notice will also contain a summary of the proposed rates and charges, any other requests that may affect the customers and an invitation to submit comments as well as instructions for viewing the publicly available filings related to the request.

### New rules for PSC-regulated small utility rate cases

#### Natural Gas Utilities

Serving up to 10,000 customers

#### Water and Sewer Utilities

Serving 8,000 or fewer customers

#### Steam Utilities

Serving 100 or fewer customers



Some of the rule changes may allow small utilities to receive rate relief more quickly to ensure they have the funds necessary to provide safe and reliable service.

The new small rate case process is designed to promote a more efficient use of resources and to minimize expense associated with processing the case.



# MEET the COMMISSIONERS



**Chairman  
Daniel Y. Hall**

Chairman Daniel Hall was appointed to the Public Service Commission on September 27, 2013, by Governor Jay Nixon. He has been Chairman of the agency since August 10, 2015.

He is actively involved in a number of organizations focused on regional and national utility issues. Chairman Hall serves as Co-Vice Chair of the National Association of Regulatory Utility Commissioners (NARUC) Committee on Water, Vice Chair of the Subcommittee on Education and Research, and a member of the Washington Action Committee. In addition, he serves as Vice President of the Organization of MISO States, is a member of the MISO Advisory Committee, Chair of the Financial Research Institute's Advisory Board and is a board member on the Public Council for the Water Research Foundation.

Chairman Hall is an Adjunct Professor at the University of Missouri-Columbia School of Law where he teaches a class on the legislative process.

*An avid fan of the St. Louis Cardinals and the Missouri Tigers, Chairman Hall enjoys outdoor activities including running, biking, skiing, hiking and camping, particularly with his wife, Cindy, and their three children Elly, Kate and Keaton. When not reading dense legal and economic regulatory analysis, Chairman Hall enjoys reading history and fiction and listening to a wide variety of music.*



**Commissioner  
Bill P. Kenney**

Commissioner Bill Kenney was appointed to the Missouri Public Service Commission by Governor Jay Nixon on January 9, 2013. On January 24, 2013, he was confirmed by the Missouri Senate to a six-year term.

Commissioner Kenney is a member of the NARUC Committee on Gas and currently serves as board President for the Mid-America Regulatory Conference (MARC).

He was elected to the Missouri Senate in 1994 and served the citizens of eastern Jackson County until 2002. In 2001, Commissioner Kenney was selected by Senate members to serve as the Majority Floor leader, the first Republican to hold this office in over 50 years.

*As a Public Service Commissioner, my responsibility is to oversee investor-owned utilities; companies big and small that provide services to Missourians including sewer, water, electricity and natural gas.*

*Outside of the PSC I have also developed residential subdivisions. That process started with planning and getting the project approved by local municipalities. It also means working with utility providers such as sewer, water, gas, electric and telecommunications. Once approved, we install sanitary sewer lines, water mains, storm sewers, underground crossings for gas and electric, install conduit for electrical lines and set their pedestals. We install silt fence and build detention basins to detain water and catch silt from flowing into our creeks and streams.*

*I have been able to view this industry from the regulatory side (PSC) and how the process works in real life (developer).*

Commissioner Scott T. Rupp was sworn in as Commissioner at the Missouri Public Service Commission in April of 2014.

Commissioner Rupp serves on the Energy and Environment, Critical Infrastructure, and International Relations committees at the National Association of Regulatory Utility Commissioners (NARUC). He is also a voting member of the Federal Communications Commission's North American Numbering Council representing the interests of NARUC. He serves on the Regional State Committee of the Southwest Power Pool representing Missouri's interests at the regional level.

Previously he served two terms in the Missouri State Senate from 2006-2014 and two terms as a State Representative from 2003-2006.

*Outside of his daily duties at the PSC, Commissioner Scott Rupp stays very active. He serves on the UMB Bank board in an advisory role, as well as other charitable advisory boards in St. Charles County. Commissioner Rupp is also working towards a Master of Science degree in Renewables and Sustainability from the University of Denver. Commissioner Rupp operates SimplifyingEnergy.com, a website geared towards helping individuals better understand the energy industry. He is an avid blogger and podcaster, expanding on his views of the energy industry in hopes to educate, enlighten and entertain with his own unique style.*



**Commissioner  
Scott T. Rupp**

Commissioner Maida Coleman was appointed to the Missouri Public Service Commission by Governor Jay Nixon, effective August 10, 2015. She was unanimously confirmed by the Missouri State Senate on January 21, 2016. Commissioner Coleman is Chair of the National Association of Regulatory Utility Commissioners (NARUC) Committee on Consumers and the Public Interest. She is also a member of the Critical Consumer Issues Forum Advisory Committee.

From 2001 until 2009, Commissioner Coleman served first as a State Representative and then as State Senator from St. Louis, becoming the first African-American woman in state history to serve as Senate Minority Leader.

*Despite my days as a Missouri State Representative and Senator having come to an end, I continue to help people identify and secure the resources they need. Although there are numerous social service and employment agencies that provide community assistance and support, people are often unfamiliar with these agencies and may not know how to efficiently utilize these resources. I am able to share information related to these resources with others so that they can be empowered to access the services they need to enrich and improve their lives. I'm also very active in my church and am regularly invited to speak at community events.*



**Commissioner  
Maida J. Coleman**

Commissioner Ryan A. Silvey was appointed to the Missouri Public Service Commission by Governor Eric Greitens on January 2, 2018. He was unanimously confirmed by the Missouri State Senate on January 4, 2018. Commissioner Silvey is a member of the NARUC Electricity Committee.

Prior to his appointment to the Public Service Commission, Commissioner Silvey was a Missouri State Senator, serving the 17th Senatorial District since January 2013. Before winning election to two terms in the State Senate, Commissioner Silvey served four terms in the Missouri House of Representatives, from 2005 through 2012.

*Outside of public life, I am a huge baseball fan. I played baseball my entire childhood including a season of amateur ball, post college. I was a pitcher. My baseball playing days ended when I shattered my arm throwing a fastball in a game. It took two surgeries and two years of physical therapy to repair the damage. For the past several years, I have become increasingly involved in the music ministry at my church. I play rhythm guitar most Sundays for two services and am in the rotation of worship leaders who lead the music service.*



**Commissioner  
Ryan A. Silvey**

# Introducing The PSC's New Customer Experience Department

Gone are the days of calling your local cab company for a ride or flailing your arms to catch a cab driver's attention. Now you can tap a button on your smartphone and a ridesharing company arrives in minutes. If your local grocery store does not carry your favorite spices, no problem, with a click you can purchase your spices with free shipping and receive your purchase the next day.

Companies like Amazon, Google, Apple, Samsung and Uber are transforming the way customers engage with businesses. Customer experience with the aforementioned major players is affecting the way companies across all industries interact with customers. Businesses are asking themselves, how can we enhance customer options and improve the end-to-end journey customers have with our organization.

The Missouri Public Service Commission (Commission) recognizes that the utilities we regulate are eager to keep pace with customer expectations. Utility companies are attempting to meet customer demand by shifting to a customer-centric business model, meaning utilities are prioritizing customer experience and engagement by developing strategies to address customers' growing expectations and demands along with providing reliable utility service at reasonable rates.

Utility customers are not homogenous; therefore, utilities are diversifying and personalizing the customer experience by providing more payment options, products, self-service solutions, rate offerings, and communication channels. Utilities are planning for the future customer. Technology is the primary driver and as technology evolves so will customer expectations.

The Commission's response to the industry's emphasis on new technologies and customer focused initiatives is the formation of a new department. On November 9, 2017, the Commission announced the creation of the Customer Experience Department within the Commission Staff Division.

"Through the creation of the Customer Experience Department, we are acknowledging and embracing a nationwide movement towards more customer-focused utility service," said Commission Chairman Daniel Hall. "This transformation is being fueled by new technology and initiatives that allow customers more options, and it is imperative that regulation keeps pace."

With a focus on customer experience and customer expectations, the Customer Experience Department will provide testimony and recommendations on customer experience issues before the Commission.

"I am excited about the creation of this important department as we continue to engage consumers all across Missouri on utility-related matters," said PSC Commissioner Maida Coleman. Commissioner Coleman is chair of the National Association of Regulatory Utility Commissioners (NARUC) Committee on Consumers and the Public Interest. "As part of its mission, this department will continue the Commission's role in outreach and education activities."



# What is “customer experience” and how does it differ from “customer service”

Defining customer experience varies by industry and organization but the one constant is customer experience focuses on the overall journey or experience with a company. An effective customer experience business strategy takes a holistic assessment of customer contact at every aspect of an organization.

The end-to-end journey for a customer may include the delivery and purchase of a product, navigating the company’s website, interactions with mobile applications, online services, social media messages, utilization of payment and communication channels, to interactions with field technicians, call centers and kiosks.

Customer experience is about the overall experience, and how a customer feels about their journey while the traditional customer service model consists of a department or key individuals

dedicated to responding to customer inquiries. Customer experience is viewed as a proactive approach to meeting current and prospective customer needs, while customer service is considered reactionary, however customer service is a part of the overall customer experience.

“Massive cultural changes are taking place within Missouri regulated utilities and these utilities are developing new products and services, empowering customers to take charge of their usage and developing strategies to transform the customer experience,” said Customer Experience Department Manager Contessa King. “The Commission’s decision to dedicate a department to the customer experience sends a signal to ratepayers that regulators are committed to examining and understanding customer experience management, customer engagement and customer demands.”

## The Customer Experience Department will participate in:

- Performance metrics proposals and enforcement
- Utility infrastructure / grid modernization proposals
- Small utility rate cases and management audits
- Monitoring of low income proposals

- Emerging utility issues such as:
  - Energy efficiency
  - Solar subscriber proposals
  - Advanced Metering Infrastructure (AMI) deployment
  - Modified rate design
  - On-bill financing

“While the customer experience can be defined as the sum of all interactions a customer has with a company, most people operate with a narrower view. Some understand it as customer service or service excellence — without recognizing that service is only one element of the entire experience.”

—7 Steps to Deliver Better Customer Experiences  
Harvard Business Review



# The PSC Consumer Services Unit

If you have a complaint or question regarding the utility services you receive, customers are encouraged to contact their utility provider to see if they can work out a resolution to the issue. If you can't get the issue resolved, please contact the Consumer Services Unit (CSU) of the Missouri Public Service Commission (MPSC or Commission). Each year CSU handles thousands of calls and written contacts from consumers regarding various utility issues.

Staffed with a team of highly trained and talented call center specialists, our primary focus is to ensure that Commission rules, regulations and Commission approved tariffs are being followed by regulated utilities. CSU staff investigates inquiries or disputes regarding rates, charges, service installations or disconnection of service, deposits, billed line items, quality of service, utility refusal to provide service as well as compliance of a utility's policies and procedures with Commission rules and regulations. In addition, CSU provides consumer education and information related to energy assistance, energy efficiency and helpful tips on how consumers can better manage their utility service.

**The Public Service Commission does not regulate municipally-owned utilities, rural electric cooperatives or public water and sewer districts. We are also unable to assist consumers with disputes regarding cellphones or telecommunication services, internet providers, cable television services or trash pick-up service.**

## Contact Us



Contact CSU any time if you have a question. If we are not able to help you, we will try to direct you to the person or agency that may be able to answer your question(s). We look forward to serving you.

**Toll-free hotline:** 1-800-392-4211

**Fax:** 1-573-526-1500

**Email:** [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)

**Mailing address:** Missouri Public Service Commission  
P.O. Box 360

Jefferson City, Missouri 65102  
ATTN: Consumer Services Unit

## DID YOU KNOW MISSOURI HAS A HOT WEATHER LAW?

Legislation creating a Hot Weather Law was sponsored by PSC Commissioner Maida Coleman when she served in the Missouri Senate.

The Hot Weather Law is in effect from June 1 through September 30, to protect all residential customers, including residential tenants of apartment buildings, from having their electric or gas service disconnected due to non-payment when electricity or natural gas is used as the source of cooling or to operate the only cooling equipment at the residence.

The utility company is prohibited from disconnecting service if the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m. is predicting temperatures to rise above 95 degrees or the heat index is predicted to rise above 105 degrees.

To learn more about the Hot Weather Law, please contact your local utility company or the Missouri Public Service Commission's Consumer Services Department at 1-800-392-4211.

**Missouri's  
Hot Weather Law  
June 1 - September 30**

# SUMMMER

## HOME ENERGY SAVINGS TIPS

### Cooling Systems

- Don't move the thermostat up or down throughout the day as this will waste energy and money.
- Make sure furniture and draperies are not blocking cooling outlets. Blocked outlets restrict air circulation, overwork the cooling equipment and increase operating costs.
- Use ceiling fans to assist in cooling. In the summer, blades should rotate counter-clockwise when viewed from below.
- Make sure your air conditioner filter is clean and replace filters as needed. Also consider letting a professional tune-up your air conditioner to maximize its efficiency.

### Living Areas

- Close off rooms that are not used directly for cooling, so rooms most used by the household will remain cool.
- Caulk and weather strip doors and windows that leak air.
- Adding insulation and sealing air leaks will help keep the cool air inside.
- Close drapes, shades and blinds during the day to keep the sunlight from heating up your home.
- Take short showers instead of baths.
- Turn off lights when they are not needed.
- Turn off computers, monitors, printers and televisions during periods of non-use. These devices use energy even when in stand-by mode.

### Kitchen / Laundry Areas

- Vacuum the coils of your refrigerator and check for frost buildup in refrigerators and freezers which causes an appliance to work harder.
- Shift the use of heat-producing and major appliances such as ovens, dishwashers, clothes dryers and irons from mid-day to early in the morning or later at night when possible.
- Try to wash full loads in the dishwasher, and use the short cycle.
- Use your microwave, toaster oven, slow cooker, broiler oven or other energy saving appliances for cooking food.
- Turn down the temperature on your water heater to 115 degrees.
- Cover pans when cooking on a stove top and use exhaust fans periodically, as required, to reduce indoor humidity.
- Avoid using extension cords with appliances because they cut the efficiency of the appliance.
- Wash clothes in cold water with a cold water detergent. Wash full loads of laundry for maximum efficiency.

Source: U.S. Department of Energy - Energy Savers Tips



# SAVING WATER CAN MAKE A DIFFERENCE ON YOUR BILL

How much water you use at home depends on a number of things including the size of your household, your use habits and the type of plumbing fixtures that you have in the home.

Some of the largest uses of water are lawn sprinklers, automatic irrigation systems, toilets and washing machines.

Water leaks cost you money-money that essentially goes down the drain. According to the United States Environmental Protection Agency (EPA), household leaks can waste more than one trillion gallons of water a year nationwide. The average household leak can account for more than 10,000 gallons of water every year and 10 percent of the homes nationwide have leaks that waste 90 gallons or more of water a day.

**“It is important that we not take water service for granted but instead act as conservation stewards of this vital resource. By fixing leaks, we are not only saving money on our personal water bills, we are lowering the costs to provide water and electrical service to all customers.”**

*—Chairman Daniel Hall  
Missouri Public Service Commission*

In addition, the EPA and the Missouri Division of Energy promote water conservation as a way to conserve energy because a large amount of electricity is required to treat and transport water.

There are a number of things that you can do to conserve water and at the same time save money on your utility bills.

## STEPS TO SAVE YOU MONEY

- Turn off the water while brushing your teeth or shaving.
- Take short showers.
- Keep drinking water in the refrigerator instead of letting the faucet run until the water is cool.
- Install a water saving showerhead; they use one-third the amount of water that a regular showerhead uses.
- Twist and tighten leaky pipe connections.

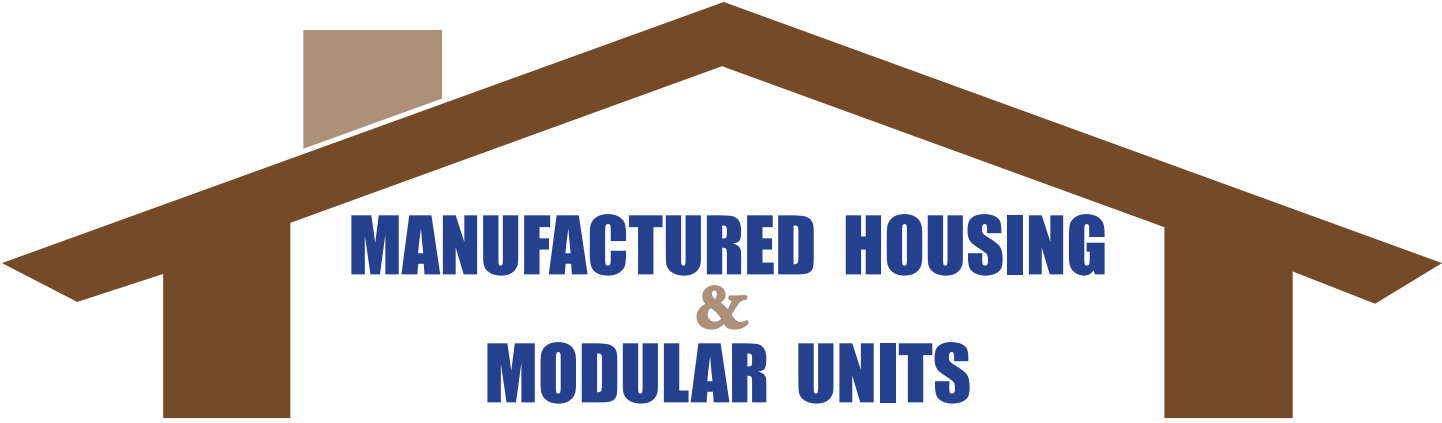
## WHEN YOU ARE OUTDOORS

- Sweep driveways, steps and sidewalks rather than hosing them off.
- Control the flow of a hose with an automatic shut-off nozzle.
- Water the lawn or garden during the coolest part of the day and only as needed. Did you know that outdoor water use averages about 117 gallons of water a day?

## CHECK FOR WATER LEAKS

Common types of water leaks found in the home include worn toilet flappers, drinking faucets and other leaking valves. According to the EPA, fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills. Silent toilet leaks can be found by putting a few drops of food coloring into the tank and seeing if color appears in the bowl before you flush.

**For more information on conserving water,  
please visit the  
Public Service Commission website at  
[psc.mo.gov](http://psc.mo.gov)**



# MANUFACTURED HOUSING & MODULAR UNITS

## CONSUMER RECOVERY FUND

The Missouri General Assembly established a Consumer Recovery Fund, effective October 2009, for the purpose of paying unsatisfied claims that Missouri residents of manufactured or modular homes are not able to recover.

The Consumer Recovery Fund is a section of the Public Service Commission's Manufactured Housing and Modular Units Program. All claims are investigated by the Manufactured Housing Department to determine if all criteria for the fund are met.

In order to receive a disbursement of funds, criteria in Commission Rule 4 CSR 240-126.020(3) must be met. Some of those criteria include: purchasing a new home from a registered manufacturer or dealer; exhausting all legal remedies; and filing a claim within one year of the date of exhausting all legal remedies. All claims are submitted to an advisory committee to further investigate and evaluate.

The recovery fund will distribute up to \$5,000 for single section homes and

up to \$7,500 for multi-section homes.

All claims are brought before the Public Service Commission and are presented by the advisory committee. The most recent request for recovery was approved by the Commission for approximately \$3,500 to assist a consumer who had paid, as part of his contract, a dealer to deliver a home, and then had to pay again for the same home to actually be delivered because the original dealer went out of business.

Without the assistance of the fund, the consumer would have had to pay double for his home to be delivered. In this particular case as a result of the investigation, the advisory committee also assisted the consumer in recovering his manufacturer's certificate of origin for the home, which would have been difficult to obtain once the dealer was out of business. The certificate of origin contains information about the home and is required to be filed with the state when applying for the home's title.

The Missouri Public Service Commission's Manufactured Housing

and Modular Units Program is responsible for overseeing the annual registration of dealers and manufacturers of manufactured homes and modular units, as well as the licensing of installers of new manufactured federal Housing and Urban Development (HUD) homes. Program Staff also prescribes and enforces uniform construction, safety and installation standards by conducting inspections, which include enforcement of tie down and anchoring requirements.

The Commission has a toll-free number, **1-800-819-3180**, for consumers who have questions or complaints regarding manufactured homes or modular units. Staff conducts free home inspections for a consumer requesting an inspection if the consumer is the first owner of the home and the home is less than two years old. More information is available on the Public Service Commission website [psc.mo.gov/manufacturedhousing](http://psc.mo.gov/manufacturedhousing).

**Questions or complaints regarding manufactured homes or modular units?  
Contact the PSC 1-800-819-3180 or visit [psc.mo.gov/manufacturedhousing](http://psc.mo.gov/manufacturedhousing)**



# E • M • P • L • O • Y • E • E

## SPOTLIGHT

**Dianna Vaught**  
Support Staff Manager  
PSC Administrative Support Department

### **What are your main job duties?**

I am the Manager of the Administrative Support Department for the Commission Staff. I oversee the administrative support operations of the PSC Staff and am in charge of day-to-day administrative support functions, as well as supervising support staff. I assign various duties to support staff and am instrumental in making sure case deadlines are met, not only by the attorneys, but also by Commission Staff. I have streamlined some processes over the past two years and feel we have come up with a good system. I also ensure that policies and procedures are followed as needed, and that workflow is maintained between the Staff departments to ensure filings are completed by deadlines. Communication and organizational skills are definitely helpful in this job!

### **What is the most interesting thing about your job?**

It is rewarding to see how our work at the PSC touches the lives of Missourians regarding their utilities. As our motto says, “We will ensure that Missourians receive safe and reliable utility services at just, reasonable and affordable rates.” I believe this is something all employees of the PSC work to accomplish. Everyone works together to make sure the public, as well as the utility companies, are treated fairly when it comes to rates charged to customers.

### **What did you do before working at the PSC?**

Before working at the PSC, I worked at various state agencies as support, including the Highway and Transportation Department, and the Department of Mental Health. I also worked at the Algoa Correctional Center in the Investigations Unit and at the Jefferson City News Tribune in Advertising.

### **Why did you choose to work at the PSC?**

I had worked for a number of years for the State of Missouri and was hoping to get a foot back in after leaving for a few years. I was interested in the PSC and their role in public utilities and thought it would be an interesting place to work. Retirement isn't too far off!

**“It is rewarding to see how our work at the PSC touches the lives of Missourians regarding their utilities.”**

### **What is the one thing people do not know about you?**

Many may not know that I grew up living in a home which was located at Algoa Correctional Center, just east of Jefferson City. My Dad was Assistant Warden and Chief of Custody and Security of the institution. It was much easier for him to be on-site for his job, but not so much fun for me. We lived in close contact with the offenders, since they took care of our home and yard. They were also in charge of getting me to the front gate to catch the school bus on certain days of the week, which I wasn't too fond of. My Dad always told me I had nothing to worry about while living there – they would answer to him if anything ever happened. He passed away while working in his office at the age of 50 of a massive heart attack. He had a huge impact on me while growing up. I think my work ethic and sometimes “old-school” hard core attitude comes from him...which really isn't all too bad.



Dianna Vaught



## **Missouri Public Service Commission**

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