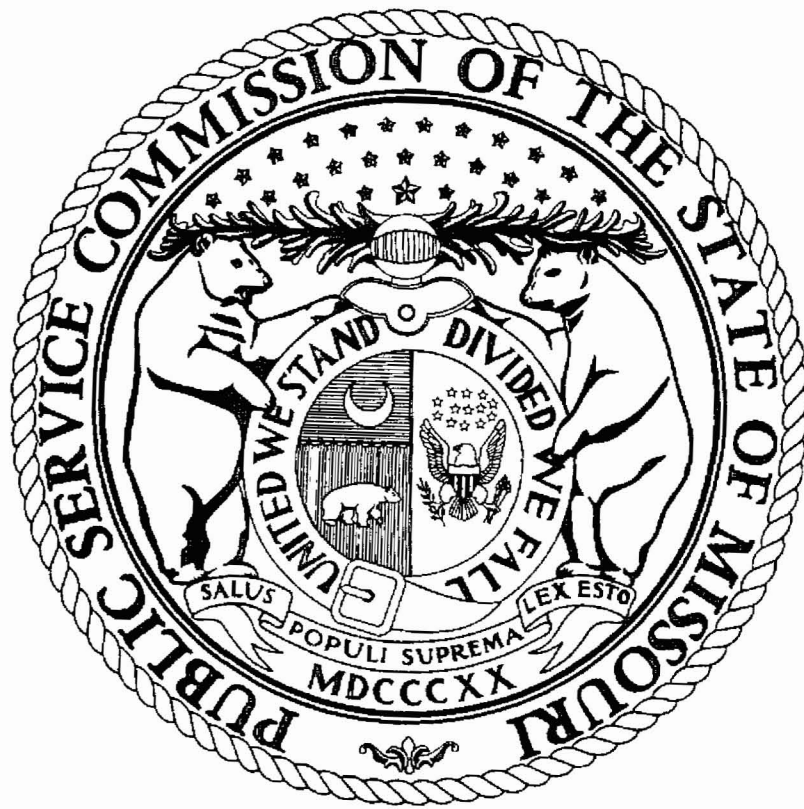




Missouri
Public Service Commission

1991 Annual Report



Missouri Public Service Commission

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William D. Steinmeier, Chairman

David L. Rauch, Vice Chairman

Allan G. Mueller, Commissioner

Kenneth McClure, Commissioner

Patricia Perkins, Commissioner



From left to right: Commissioner Allan Mueller, Commissioner Kenneth McClure, Chairman William Steinmeier, Commissioner David Rauch, and Commissioner Patricia Perkins.

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Regulatory Activities

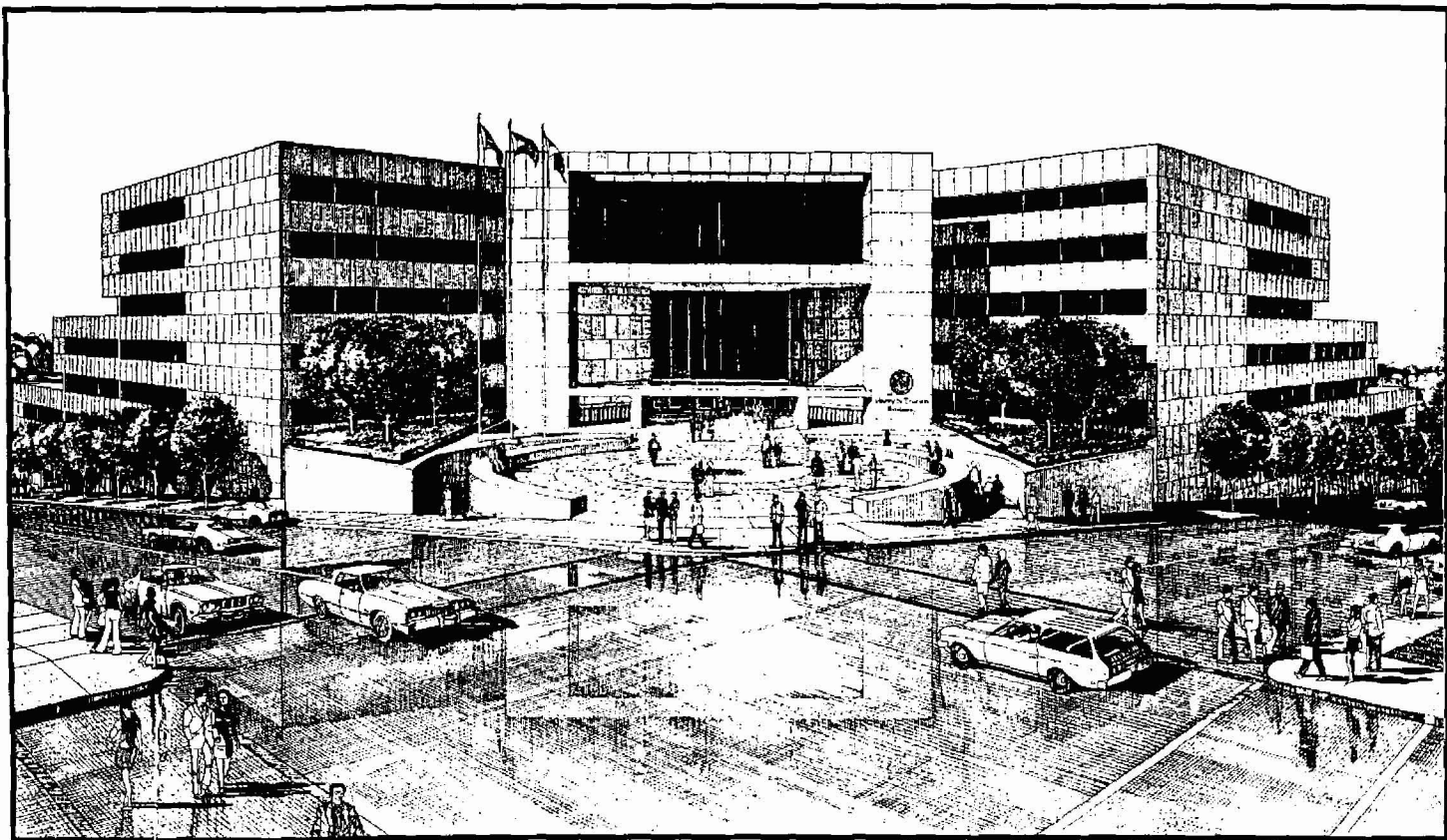
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Harry S Truman State Office Building, Jefferson City, Missouri. Commission offices are located on the 5th and 8th floors.

PSC Purpose and Responsibilities

Missouri Public Service Commission

The Missouri Public Service Commission has the statutory responsibility of ensuring that consumers receive adequate amounts of safely delivered and reasonably priced utility services at rates that will provide the utility companies' shareholders the opportunity to earn a reasonable return on their investment. The Commission must balance a variety of often competing private interests to ensure the overall public interest.

The Commission regulates the rates, practices and operations of the state's 316 investor-owned electric, gas, telephone, water, and sewer utilities. The Commission also regulates the state's 48 rural electric cooperatives and 34 municipally-owned natural gas utilities for operational safety, and the manufacturers and dealers of mobile/modular homes and recreational vehicles. Recent legislation also has expanded the Commission's regulatory oversight to include service territory issues involving rural electric cooperatives and municipally-owned electric utilities. The basic statutory provisions governing the Commission are contained in Chapters 386, 392, 393, 394 and 700 RSMo. The Commission is funded through assessments of those entities the Commission regulates and not from general revenue.

The Commission consists of five commissioners who are appointed by the Governor with the advise and consent of the Missouri Senate. The Governor designates one member as the Chairman who serves in that capacity at the pleasure of the Governor. Commissioners are appointed to six year terms. These terms are staggered so no more than two terms expire in any given year. Historically, a majority of the Commission has been of the same political party as the Governor.

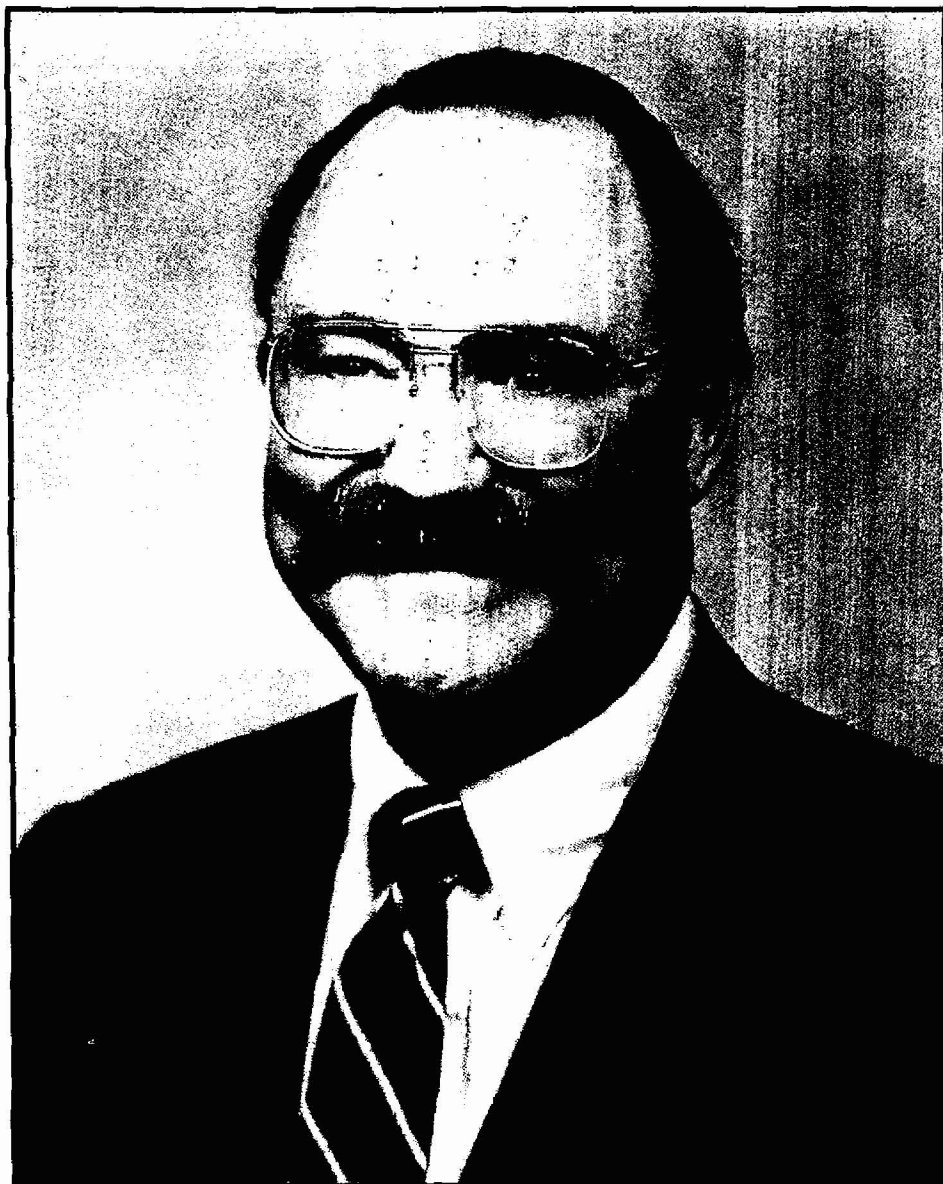
The Commission is both quasi-judicial and quasi-legislative. The Commission is responsible for deciding cases brought before it and

for the promulgation and enforcement of the administrative rules and regulations it has adopted. Many of the Commission's duties are performed by conducting hearings in contested cases, which by statute must be transcribed by a court reporter. Commission hearings are conducted in a trial-like atmosphere using the same rules of evidence as applicable in the circuit court of the state. The Commission must render decisions in all cases in a timely manner to afford all parties procedural and substantive due process and comply with strict statutory time limits.

The Commission is assisted by a staff of professionals in the field of engineering, management, accounting, law, rate analysis, economics, consumer affairs, information, finance, investigation and administration. Duties range from helping an individual who has a complaint to investigating multi-million dollar utility-proposed rate requests. The Staff participates as a party in cases filed before the Commission. They conduct audits and make recommendations to the Commission. The recommendations made by the PSC Staff, like those filed by other parties in a proceeding, are used by the Commission in reaching a decision in a complaint or rate case. The Commission has established standards for safety and quality of service to which companies must adhere. Routine and special investigations are conducted by the Commission's Staff to ensure companies comply with those standards.

Commission Resources

Current Commissioners and Biographies



William D. Steinmeier
Chairman

Commission Resources

William D. Steinmeier, Chairman

Attorney William Steinmeier was appointed Chairman of the Missouri Public Service Commission by Governor Christopher S. Bond on January 26, 1984, to fill an unexpired term. On April 17, 1985, and again in March, 1991, Missouri Governor John Ashcroft reappointed Chairman Steinmeier to full six-year terms and retained him as Chairman.

Chairman Steinmeier has served as President of the National Association of Regulatory Utility Commissioners (NARUC) and as President of the Mid-America Regulatory Conference (MARC).

Mr. Steinmeier is a member of the Executive and Electricity Committees of NARUC. He currently serves as one of five state regulators on a joint NARUC Task Force on Electric Issues with the Edison Electric Institute. He also serves on the Acid Rain Advisory Committee to the U.S. Environmental Protection Agency, on the Advisory Council to the Electric Power Research Institute (EPRI), and on the Energy Subcommittee of the President's Commission on Environmental Quality.

Chairman Steinmeier received his JD degree from the Law School at the University of Missouri-Columbia in December, 1975, and his BA in Political Science from Wheaton College, Wheaton, Illinois in 1972.

Between 1976 and 1980, Mr. Steinmeier was a law clerk for the 22nd Judicial Circuit of Missouri in St. Louis and an Assistant Counsel for the Missouri Highway and Transportation Commission. Prior to his appointment as Chairman of the PSC, Mr. Steinmeier had served four years as a Hearing Examiner for the Missouri Public Service Commission.

Mr. Steinmeier and his wife, Rebecca, have five children.

Chairman Steinmeier has resigned from the Public Service Commission to enter private law practice effective January 4, 1992.

Commission Resources

David Rauch, Commissioner

Vice-Chairman David Rauch, a former member of the Missouri House of Representatives, was appointed to the Missouri Public Service Commission by Governor John Ashcroft on March 23, 1989.

Prior to his appointment to the Public Service Commission, Commissioner Rauch had served ten years in the Missouri House of Representatives, first elected in 1978.



David Rauch
Commissioner

As a member of the Missouri General Assembly, Vice-Chairman Rauch distinguished himself in property tax reform matters and served on both the House Appropriations Committee for Natural and Economic Resources and the House Committee on Ways and Means.

Mr. Rauch also served on the House Commerce Committee and was appointed by the House Speaker to serve on the Governor's Advisory Council for Small Business Development.

Commissioner Rauch is currently serving on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Water and is a member of the Mid-America Regulatory Commission Association.

Mr. Rauch received his BA degree in History from Drury College. He also holds a Masters of Divinity from Andover Newton Theological School. He completed part of his undergraduate studies at Schiller College in Heidelberg, Germany.

Commissioner Rauch and his wife, Christine, have four children.

Mr. Rauch's term expires on April 15, 1993.

Commission Resources

Allan Mueller, Commissioner

Commissioner Allan Mueller, a former member of the Missouri Senate and the Missouri House of Representatives, was first appointed to the Missouri Public Service Commission on July 11, 1983, by Governor Christopher S. Bond. On June 30, 1989, he was reappointed to a six year term by Governor John Ashcroft.

Prior to his appointment to the PSC, Mr. Mueller represented the City of St. Louis in the Missouri House of Representatives from 1971 to 1977 and was a member of the Missouri Senate from 1978 until 1983.

While in the Missouri General Assembly, Commissioner Mueller sponsored several pieces of important legislation including the Missouri Compliance to the Federal Clean Air Act, the Energy Assistance Act and expansion of Prenatal Health Care Medicaid Coverage. His legislative record includes appointments to the National Council of State Legislators Energy Committee, the E.P.A. Superfund Implementation Strategy Task Force, the Low Income Energy Assistance Oversight Committee and the Hazardous Waste Management Task Force.

Prior to his election to the Missouri House of Representatives, Commissioner Mueller served three years in the United States Marine Corps. His tour of duty included 13 months in Vietnam.

Commissioner Mueller is currently serving on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Energy Conservation. He has also been an active member of the Mid-America Regulatory Conference (MARC).

Mr. Mueller graduated from St. Mary's University in San Antonio, Texas, in 1965 with a Bachelor's degree in Business Administration.



Allan Mueller
Commissioner

Commissioner Mueller and his wife, Carol, have four children.

Mr. Mueller's term expires on April 15, 1995.

Commission Resources

Kenneth McClure, Commissioner



Kenneth McClure
Commissioner

Commissioner Kenneth McClure was appointed to the Missouri Public Service Commission by Governor John Ashcroft on January 3, 1990, to fill an unexpired term. In April, 1991, Commissioner McClure was reappointed to a full six year term.

Effective January 5, 1992, Mr. McClure will become Chairman of the Public Service Commission replacing William Steinmeier who resigned.

Mr. McClure served as a budget analyst with the Missouri Senate Appropriations Committee from 1974 through 1976. From 1977 until 1981, he was Staff Director of the Missouri Senate Appropriations Committee. In October, 1981, he was appointed Deputy Director/Administration of the Missouri Department of Economic Development. In that capacity, he had responsibility for the department's accounting, budget, personnel, data processing and unclaimed property functions as well as supervision of selected programmatic divisions.

Commissioner McClure serves as a member of the Communications Committee of the National Association of Regulatory Utility Commissioners (NARUC). He also serves on the Federal-State Joint Conference on Open Network Architecture plans, Federal Communications Commission (FCC) Docket No. 88-2, Phase I.

Mr. McClure received his BA degree from Southwest Missouri State University in 1972 and his MA degree from the University of Missouri-Columbia in 1974.

Mr. McClure and his wife, Joey, have two children.

Commissioner McClure's term expires on April 15, 1997.

Commission Resources

Patricia Perkins, Commissioner

Attorney Patricia Perkins was appointed to the Missouri Public Service Commission by Governor John Ashcroft on March 19, 1991, to fill an unexpired term.

Prior to her appointment to the Commission, Ms. Perkins worked in the legal department of the Missouri State Auditor's Office and as an Assistant Attorney General for the State of Missouri. Commissioner Perkins was Assistant Legal Counsel for the Missouri State Auditor from 1979 until 1981. From 1981 until her appointment to the Missouri Public Service Commission, Ms. Perkins was an Assistant Attorney General and represented various state agencies during that period of time, including the Missouri State Employees' Retirement System, the State Medical Care Plan, the Public School Retirement System, the Missouri Division of Finance, which regulates state banks, the Missouri Division of Savings and Loan Supervision, the Division of Economic Development within the Department of Consumer Affairs, Regulation and Licensing, and the State Board of Accountancy. She also represented the Missouri Department of Corrections, defending the department against inmate civil rights lawsuits. Most recently she represented the Missouri Department of Elementary and Secondary Education in all legal matters other than the desegregation lawsuits.

Commissioner Perkins earned a Bachelor of Music degree from Oklahoma Baptist University. She also holds a Masters in Education and JD degree from the University of Missouri-Columbia. While working on the Masters degree, she was a graduate teaching assistant, and then taught public school in Dallas, Texas, for two years prior to attending law school.

Ms. Perkins has two daughters.

Commissioner Perkins' was appointed in October, 1991, to the Gas Committee of the National Association of Regulatory Utility Commissioners (NARUC). Her term expires on April 15, 1995.



Patricia Perkins
Commissioner

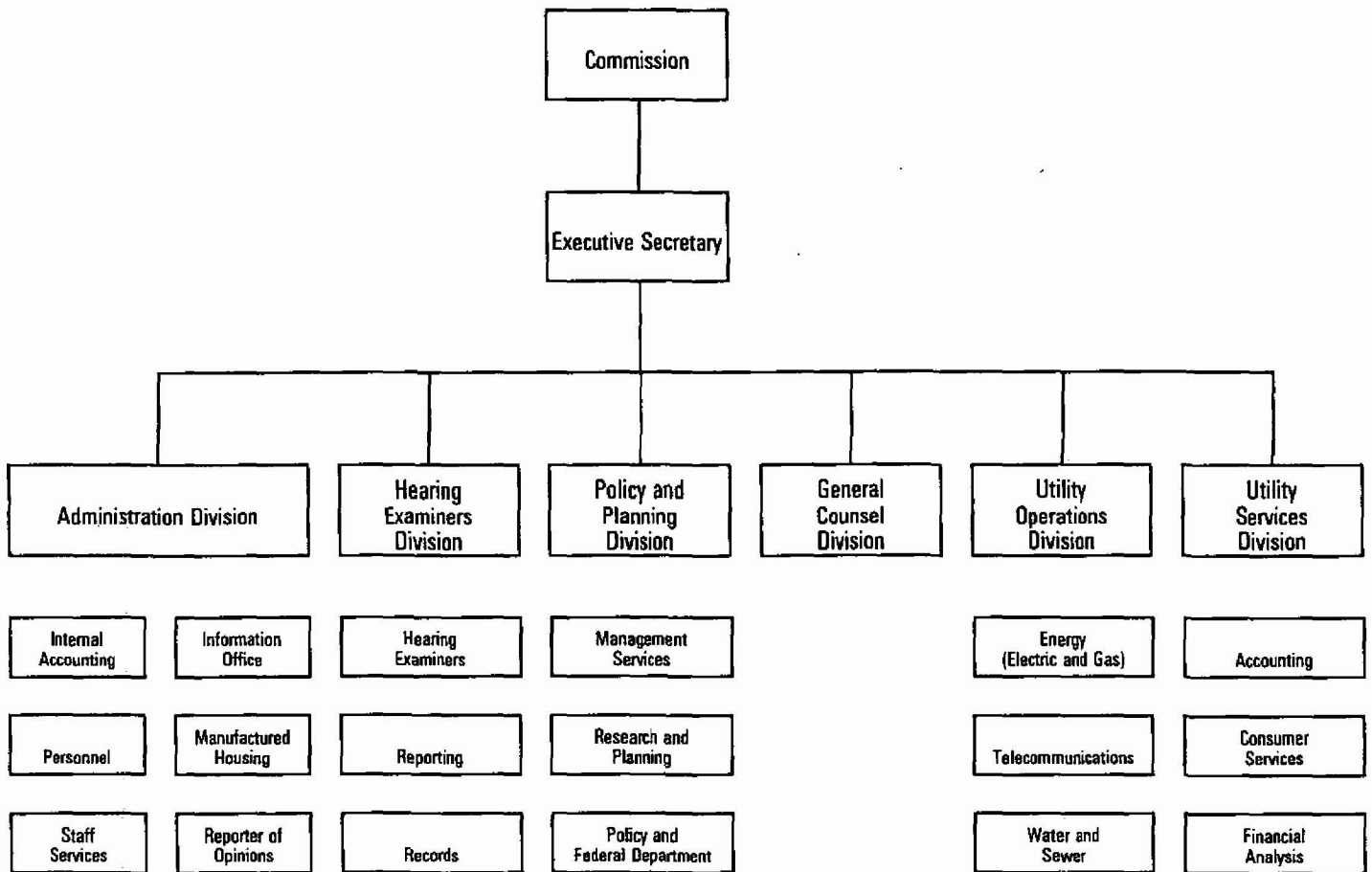
Commission Resources

Key Personnel

William Steinmeier, Chairman	751-4132
David Rauch, Vice-Chairman	751-2690
Allan Mueller, Commissioner	751-3243
Kenneth McClure, Commissioner	751-4221
Patricia Perkins, Commissioner	751-3233
Brent Stewart, Executive Secretary	751-5246
Administration Division	
Dan Ross, Director	751-7492
Mike Broker, Personnel Director	751-5606
Jim Phillips, Manager - Mobile Homes	751-7119
Kevin Kelly, Information Officer	751-9300
Lawson Phaby, Reporter of Opinions	751-5472
Dan Redel, Internal Accounting	751-2457
Hearing Examiners Division	
Cecil Wright, Chief Hearing Examiner	751-7497
Barb Skalla, Chief Court Reporter	751-4255
Judy Fritsch, Manager - Records	751-7496
Policy and Planning Division	
Gordon Persinger, Director	751-7491
Bill Washburn, Manager - Policy and Federal Affairs Department	751-7505
Mike Proctor, Manager - Research and Planning	751-7518
Art Wimberley, Manager - Management Services	751-7439
General Counsel	
Mary Ann Young, General Counsel	751-7485
Utility Operations Division	
Sam Goldammer, Director	751-2508
Bo Matisziw, Manager - Energy Department	751-2152
Bill Sankpill, Manager - Water and Sewer Department	751-7074
Charlotte TerKeurst, Manager - Telecommunications Department	751-1307
Utility Services Division	
Dale Johansen, Director	751-7487
David Winter, Assistant to the Director	751-5392
Jay Moore, Manager - Financial Analysis	751-8517
Janet Hoerschgen, Manager - Consumer Services	751-3160
Mark Oligschlaeger, Manager - Accounting	751-7443

Commission Resources

Missouri Public Service Commission Organizational Chart



Commission Resources

Budget

	FY 1990	FY 1991	FY 1992*
Executive Section			
Personal Service	\$ 911,222	\$ 938,208	\$ 2,288,693
Expense and Equipment	129,277	129,277	308,913
F.T.E.	25.00	25.00	67.00
Administration Division			
Personal Service	\$ 394,083	\$ 407,072	\$ 398,137
Expense and Equipment	285,836	320,936	298,197
F.T.E.	16.00	16.00	16.00
General Counsel			
Personal Service	\$ 512,520	\$ 523,051	\$ 641,874
Expense and Equipment	103,543	103,543	140,986
F.T.E.	18.00	18.00	21.00
Utility Section			
Personal Service	\$ 3,945,284	\$ 4,112,734	\$ 2,959,439
Expense and Equipment	1,231,047	1,237,985	4,639,104
F.T.E.	126.00	127.00	93.00
Manufactured Housing Dept.			
Personal Service	\$ 155,340	\$ 157,825	\$ 157,825
Expense and Equipment	27,279	92,248	49,648
F.T.E.	6.00	6.00	6.00
Totals			
Personal Service	\$ 5,918,449	\$ 6,138,890	\$ 6,445,968
Expense and Equipment	1,776,982	1,883,989	5,436,848
Total	\$ 7,695,431	\$ 8,022,879	\$ 11,882,816
F.T.E.	191.00	192.00	200.00

*PSC reorganization effective 11/1/90 reflected on FY '92 budget amounts.

Statement from the Commission

Fiscal Year 1991

During the 1991 fiscal year (FY '91), the Missouri Public Service Commission held hearings on 45 cases. The Commission closed 302 cases during the fiscal year and issued over 1,180 orders. The Commission spent approximately 300 hours in the hearing room during the 1991 fiscal year. Utility companies regulated by the PSC filed 406 cases, 522 tariffs and nearly 4,000 tariff sheets.

Several major issues were addressed by the Commission during FY '91. Some of those issues appear below.

Telecommunications Issues

Telecommunications Project Team

With a look toward the future of telecommunications in Missouri, the Commission announced a project team in October of 1990 to provide information to the Commission in areas of network modernization and incentive regulation. The team consisted of eight members of the PSC Staff who gathered and analyzed information obtained from Missouri local exchange telephone companies plus other interested parties. Commissioner Kenneth McClure served as a member of the project team during the information gathering phase.

Once the information was gathered and analyzed, the project team developed its recommendations as to how the project team thought the Commission should proceed in the development of PSC policy to guide the local exchange telephone companies (LEC's) as we head into the 21st century. Additionally, the project team provided the Commission with information it thought necessary to develop a rational and equitable telecommunications modernization policy balancing the need for widely-affordable telephone service with the goal of encouraging the rapid deployment of state-of-the-art telephone services in an attempt to promote economic development in Missouri.

The Commission currently is in the process of determining which regulatory actions it will take on these important issues.

Southwestern Bell Incentive Regulation Plan

The Commission approved a Joint Recommendation in March of 1991 which addressed an incentive regulation plan and telephone network modernization for the Southwestern Bell Telephone Company which initially had been approved in September of 1989. Serving approximately 1.9 million telephone customers, Southwestern Bell is the largest local exchange telephone company in Missouri.

The Joint Recommendation: (1) provides for telephone network modernization for Southwestern Bell telephone customers; (2) provides for a revised incentive regulation experiment for Southwestern Bell; and (3) ensures that all customers, including Southwestern Bell's access customers, share earnings when Southwestern Bell's return on equity reaches certain levels.

The revised incentive regulation experiment for Southwestern Bell is a three year plan which ends December 31, 1992, unless extended by the Commission. The plan establishes a sharing grid by which the sharing percentages of Southwestern Bell's earnings are calculated. Any shared earnings are conveyed by a bill credit issued on June bills each year.

As part of the Joint Recommendation, Southwestern Bell reaffirmed its commitment to modernize its facilities. That modernization includes: (1) replacement of all of its electromechanical switches and telephone wiring between central offices with state-of-the-art digital switches and fiber cable by December 31, 1992; and (2) the upgrade of all customer

Statement from the Commission

service from multiparty to one-party and elimination of the multiparty service offering by December 31, 1997.

Under the Joint Recommendation, Southwestern Bell will not file a general rate proceeding to increase rates during the three years of the incentive plan unless its return on equity falls below 12.61%.

As part of the incentive regulation experiment, Southwestern Bell issued one-time bill credits to its customers totaling approximately \$22 million in June of 1991.

Relay Missouri

A new service enabling Missouri citizens with speech/hearing impairments to communicate over the telephone network with voice users began operations in Missouri on June 8, 1991.

Relay Missouri provides consumers who are deaf, hard of hearing or speech impaired complete access to the telephone. Equally important, it affords the general public the opportunity to communicate with business associates, friends and family who are deaf, hard of hearing or speech impaired. A three year contract to operate the system was awarded to Sprint Services.

Task Force on Calling Scopes in Missouri

In January of 1991, a task force was named to evaluate extraexchange calling in Missouri.

The goal of this task force is to recommend to the Commission a satisfactory statewide solution for the ongoing calling scope problems in Missouri. As part of this process, the task force is examining various extended area calling scope plans that are or have been available to customers throughout Missouri, including Community Optional Service (COS) which was implemented in some exchanges in 1990. The task force will also examine extraexchange calling plans in other states.

This task force is to make a recommenda-

tion to the Commission during the 1992 Fiscal Year.

Federal Telecommunications Issues Open Network Architecture

Several years ago, the Federal Communications Commission (FCC) established a concept called Open Network Architecture (ONA) which was designed to "unbundle" packaged services provided by regulated telephone utilities and offer access to competitive service providers on a basic service element basis. Commission members have served on the Federal/State Joint Conference which was established to oversee the implementation of this process. Throughout the development of these procedures, the FCC has attempted to preempt the states' authority and to control the process, leading to major concerns that the process will result in excess costs being shifted to the non-competitive services of the regulated telephone utilities. The Commission and its staff have actively participated in FCC proceedings to the extent allowed. ONA tariffs were to be filed by the Regional Bell Operating Companies on November 1, 1991, with an FCC approval date of February 1, 1992. Subsequent to that date, it is anticipated Southwestern Bell will file state ONA tariffs in Missouri.

Competition in the Local Exchange Market

The FCC recently issued a Notice of Inquiry which would allow Competitive Access Providers (CAPs) to provide switched access on a resale basis. A concurrent notice would also allow CAPs to collocate in the local exchange company central offices, a procedure which would eliminate their local transport charges.

Statement from the Commission

Universal service, long a major goal of both the FCC and state commissions, has been promoted through rate averaging throughout the country. The Commission is closely monitoring cases dealing with competition in the local network for any possible action by the FCC to adopt inappropriate cost shifts or rate deaveraging which might threaten the concept of universal service throughout the state.

Revisions to the Separations Process

The Commission and its staff have been active participants in the Federal/State Joint Board on Separations. The separations process allocates costs between federal and state jurisdictions and has long been a major determinant of how revenues for telephone calls made over joint facilities are allocated. Because of all the changes in the telecommunications business since the divestiture by AT&T of its Bell Operating Companies, the states have encouraged the FCC to begin a systematic review of the entire separations process. At the urging of the Federal/State Joint Board, the FCC announced that it would begin such a review in the coming year. The Commission plans to continue its participation in this process to ensure that Missouri consumers are represented in the development of new separations rules for joint services.

Energy Issues

Gas Safety

In response to the Commission's new pipeline safety rules, the natural gas operators in the state started to implement some of their major replacement programs required by Section 15 of the rule. This Section required the state's natural gas operators to file by May 1, 1990, for Commission approval, their proposed selections and plans regarding replacement and protection programs for service lines and mains. During fiscal year 1991, the gas safety staff of the PSC reviewed all of these filed plans and made positive recommendations on the vast majority, thereby

allowing safety improvements to be implemented.

In 1968, passage of the Natural Gas Pipeline Safety Act set out national standards for the safe construction and operation of natural gas delivery and distribution systems. Enforcement of regulations codified by the Federal Department of Transportation, Office of Pipeline Safety was delegated to individual state jurisdictions with federal funding made available through DOT/OPS. After a series of tragic incidents in the fall and winter of 1988 and 1989, the Commission enacted more stringent gas safety rules for Missouri, grafting them onto the existing federal regulatory structure contained in Missouri's Code of State Regulations. The gas safety staff continues to work with DOT/OPS to enforce and improve their regulatory standards, as well as the Commission's new pipeline safety rules.

During FY 91, the gas safety staff has been involved extensively in ensuring that the measures required by the gas safety rules are properly and adequately funded in the gas utility companies' rate cases before the Commission. The gas safety staff's participation in gas rate cases has proven valuable in demonstrating and promoting the Commission's commitment to public safety.

Recently, appeals filed by the Cities of Fulton, Granby and Springfield challenging the Commission's gas safety rules were ruled upon in favor of the Commission. With this decision, all natural gas operators in the state must comply with and follow some of the most stringent gas safety standards in the country.

Statement from the Commission

Excavation Notice Law (One-Call)

The Commission was involved with the enactment of Senate Bills 214 and 264 which establishes a not-for-profit notification center for the receipt and dissemination of information relating to excavation activities. The law provides a mechanism for excavators to contact the notification center at least two days prior to commencing excavation. Pursuant to the law, certain owners and operators of underground facilities are required to provide information relating to facility location and ownership to the recorder of deeds in the county where the particular facilities are located and to the notification center.

New Natural Gas Pipeline Along Interstate-44 Corridor

In June of 1991, the Commission approved applications filed by the Laclede Gas Company, Missouri Pipeline Company and Missouri Gas Company, which authorized the construction of new pipelines which would, for the first time, make natural gas available in Franklin County to the communities of Washington, Union, St. Clair, Parkway, Oak Grove and Pacific. The application approval also authorized the construction of a natural gas pipeline which would extend southwest from Franklin County, roughly paralleling Interstate Highway 44, to Fort Leonard Wood in Pulaski County. This pipeline would make natural gas obtainable for the communities of Sullivan, Bourbon, Cuba, St. James, Rolla and other communities along the Interstate-44 corridor.

The Commission stated in its order that natural gas is a desirable commodity for heating, cooking and cooling and that its availability will promote the public interest in the I-44 corridor and is, therefore, necessary and convenient for the public service.

Various parties in these cases generally agreed that providing natural gas in the area sought would produce fuel savings for consumers, attract new industry and lead to

increases in employment, goods and services, tax revenues and competition in the energy market.

Federal Natural Gas Issues

The Federal Energy Regulatory Commission (FERC) has released a Notice of Proposed Rulemaking (NOPR) which has been designated as the "Mega-NOPR" because of its wide sweeping effects on the natural gas industry. If the FERC rules are enacted as proposed in this notice, the manner in which pipeline companies serve Missouri natural gas utilities may be completely restructured within a year or two. Missouri gas utilities will be on their own for the negotiation of natural gas purchases. The proposed rules would require a restructuring proceeding for each pipeline company before the FERC. Since Missouri gas companies must utilize pipelines for delivery of their natural gas supplies, these restructuring cases will result in Missouri rate cases and tariff filings by the local distribution companies. The Commission and its staff are actively participating in this major process to protect the interests of Missouri natural gas customers.

In addition, involvement by the Commission and its staff in FERC rate case proceedings for Williams Natural Gas Company, Panhandle Eastern Pipe Line Company, Mississippi River Transmission Corporation and others has insured that the interests of Missouri customers are represented. This is extremely important, because 65% to 80% of the price paid by Missouri gas consumers is governed by federal law and regulated by FERC.

Statement from the Commission

As Missouri natural gas utilities are required to "shop" for their natural gas supplies, the task of ensuring that the cost of those supplies are reasonable becomes even greater for the Commission. Review and audit of these costs, which the companies will expect to pass on to Missouri consumers, will become more complex and will require more sophisticated review procedures, such as computerized databases.

Electric Strategic Resource Planning

During the 1970's and up until about 1985, a major expansion of the electric power supply system took place in Missouri and surrounding states. This, combined with a reduced rate of growth in electric demand caused a lull in the addition of generating capacity up through 1990. That era is ending, and the capacity margins for Missouri utilities have been reduced to the point where most Missouri utilities will have to consider new sources of capacity in the next decade. Environmental requirements, facility siting and licensing, demand side efficiency investments, incentive ratemaking, and risk sharing are several factors which should be considered as electric utilities determine how best to meet the anticipated requirements for energy service in the future.

Because of the long term nature and large potential impacts of electric utility resource planning decisions on the public, the Commission has initiated a major review of regulatory policy in this area.

A staff project team was formed to investigate the existing resource planning methods and procedures used by the investor-owned electric utilities in Missouri. In April, 1990, the project team sent out a detailed questionnaire to the utilities, and during FY '91 the responses were analyzed and evaluated. As a result, the project team has recommended to the Commission that a formal rulemaking be

undertaken to set minimum standards to govern the resource planning process at Missouri's regulated utilities.

Electric Suppliers

Last legislative session, the Commission provided technical assistance and support in connection with a portion of Senate Bill 221 dealing with electricity suppliers. This new law clarifies the electric change of supplier statutes, known as the "flip-flop" law. Voluntary resolution of territorial disputes between all electric suppliers is encouraged under the law. Where territorial disputes involve municipal utilities in newly annexed areas, and if voluntary resolution is not possible, the affected municipally-owned electric utility may file a case before the Commission for a determination of service territories and the fair and reasonable compensation to be paid by the municipally-owned utility for the acquisition of the other supplier's service territory.

Federal Electric Issues

Clean Air Act Amendments

As a result of the Clean Air Act Amendments of 1990, the Environmental Protection Agency (EPA) is involved in approximately 29 separate rulemaking procedures scheduled to be completed by May of 1992. The Commission has established a project team to deal with the implementation of these amendments by Missouri utilities. To date, the project team has worked with both Missouri electric utilities and the EPA to facilitate a smooth implementation of the provisions of the amendments. Implementation of these rules

Statement from the Commission

will almost certainly push up the cost of electric energy in Missouri because of the additional costs of ensuring that the emissions from generating facilities meet the revised clean air standards.

Commission Chairman Steinmeier and staff members have served on a nationwide Acid Rain Advisory Committee (ARAC) which is working with the EPA to help develop appropriate implementation plans for the new rules. Commission representatives have been instrumental in the development of the "Opt-In" and "Continuous Emission Monitoring" rules.

Because of the potential for significant costs to Missouri electric utilities, the Commission has focused significant resources to projects associated with the Clean Air Act Amendments of 1990.

Public Utility Holding Company Act (PUHCA) Reform

Several attempts have been made in Congress this year to change the Public Utility Holding Company Act. The Commission has expressed its concerns to Congress regarding the attempts to preempt state regulation for any utility with multi-state operations and the attempts to exempt from the act independent power producers which are affiliated with regulated electric utilities. Attached to some of the proposals have been open access wheeling requirements for electric utilities which would require Missouri electric utilities to open up the electric transmission system to wheeling by any entity which needs to send power from one location to another across Missouri.

To determine what the effects of such a requirement might be, Commission staff members hosted a meeting of electric utility companies for the purpose of obtaining information on whether there is sufficient transmission capacity in Missouri to accommodate wheeling transactions. That information will be used to influence proposals by the

FERC or Congress for mandatory wheeling at uniform rates in a manner to protect Missouri consumers.

Cost of Capital Issues

As Federal agencies open more utility services to competition, new questions about the appropriate costs of capital for these utilities emerge. In the electric industry, an unregulated independent power producer may be a subsidiary of a regulated electric utility and the parent may buy energy from its subsidiary. In that case, the capitalization of the subsidiary and the cost of energy purchased from it will be major issues as the utility seeks to pass those costs on to its captive customers. The same issues arise in the case of telecommunications utilities where various facets of the business are deregulated while others remain non-competitive and regulated. These situations may lead to the requirement for the audit or at least review of numerous unregulated operations of affiliate companies to assure that these operations are not being subsidized by the regulated operations of the companies. The push from Federal agencies to promote competition through the rulemaking process will continue to complicate the state regulatory process.

Water and Sewer Issues

The federal Safe Drinking Water Act Amendments of 1986 are causing water companies to increase capital investment per customer by as much as 50%, a figure which may grow to 100% in the next few years. In addition, the cost of operation is increasing, and these increases are greatest for smaller companies. Much of this cost is for chemicals and

Statement from the Commission

greatly increased sampling and laboratory analysis. Moreover, many of the water companies along the Missouri and Mississippi Rivers have water treatment plants and some distribution systems that are 100 years old. Millions of dollars will be spent in the next 10 to 20 years rebuilding or replacing these plants and pipelines.

In response to these circumstances, the Commission has been successful in the cooperative development of a loan program with the Environmental Improvement and Energy Resource Authority (EIERA). This loan program allows medium and large investor-owned water and sewer companies to obtain financing through the sale of bonds that have tax-free interest costs. To date this program has saved the customers of these companies \$590,000 annually. This ongoing program will be a great help in lowering the cost of implementing the Safe Drinking Water Act Amendments of 1986 and needed infrastructure improvements.

The Commission was instrumental in getting House Bill 299 passed by the General Assembly during the last session. This new law allows the Commission to petition to the Courts to appoint a receiver to operate a small water or sewer company that has either failed to provide safe and adequate service or has defaulted on a loan from the State. This will greatly assist the Commission in regulating these utilities.

The Commission is also in the process of developing a second loan program; one that would provide loans to small water and sewer companies out of a revolving fund. This program will also be in conjunction with EIERA and should be of great assistance to these small companies in upgrading utility infrastructure to ensure safe and adequate service.

Emergency Preparedness

In response to earthquake awareness and in preparation for the possibility of an earthquake predicted for December 3, 1990 in the New Madrid, Missouri area, the Commission spent a great deal of time working with regulated utilities to ensure that the utilities were taking adequate steps to prepare for the possibility of an earthquake.

Emergency response procedures of natural gas, electric, telecommunications, and major water and sewer utilities in the State, especially those in the fault zone area, were prepared and submitted by the utilities and reviewed by PSC Staff.

Mobile/Modular Homes

In FY '91, the Commission's Manufactured Housing Department, working in conjunction with the Missouri Department of Elementary and Secondary Education, made an effort to inform all school districts in the state that some mobile/modular classrooms lacked the proper seals of compliance. These seals are issued by the PSC to evidence compliance with the codes adopted for modular construction. Over 350 modular buildings were found without seals. Efforts are ongoing to inspect and ensure all necessary remedial repairs are being made.

Statement from the Commission

Federal Participation

As federal agencies such as the Federal Communications Commission (FCC), the Federal Energy Regulatory Commission (FERC), and the Environmental Protection Agency (EPA), as well as Congress and the courts continue to make rules, decisions, and judgments which have serious consequences for Missouri consumers, the Commission has stepped up its efforts to represent the interests of Missouri consumers in those forums.

Active participation by the Commission and its Staff is designed to influence federal legislation, rules, and policies for the benefit of the State of Missouri. The Commission and staff also are active participants in the National Association of Regulatory Utility Commissioners (NARUC) which works to promote state interests in the national arena.

Conclusion

The Missouri Public Service Commission continues to review its regulatory policies to ensure the broad public interest is promoted and protected. It remains the responsibility of the Commission to ensure that consumers receive adequate amounts of safely delivered and reasonably priced utility services at rates that will provide the companies' shareholders the opportunity to earn a reasonable return on their investment.

Regulatory Activities

Year-at-a-Glance

1990

July 18

PSC approves stipulated agreement which authorizes the Laclede Gas Company to increase natural gas revenues by approximately \$12 million a year. Laclede filed a \$26.9 million request with the PSC on December 15, 1989.

July 23

Kansas City Power & Light Company files application seeking PSC authority to acquire Kansas Gas & Electric.

August 22

PSC approves electric Economic Development rate for Missouri Public Service.

August 31

PSC issues decision which authorizes Empire District Electric to increase electric revenues by approximately \$5.7 million. When Empire District Electric filed its rate case on December 29, 1989, it sought to increase electric revenues by approximately \$8.2 million a year.

September 14

GTE and Contel file merger application with the Missouri PSC.

October 5

PSC authorizes Missouri Public Service to increase electric revenues by approximately \$12.4 million a year. When Missouri Public Service filed its rate case on November 17, 1990, it sought to increase electric revenues by approximately \$25.5 million a year.

October 18

PSC announces telephone project team to provide information to the Commission in the areas of network modernization and incentive regulation.

October 18

PSC approves joint recommendation establishing the framework for a statewide telecommunications network allowing the hearing/speech impaired to communicate with the hearing/speaking public.

October 23

PSC issues decision which authorizes Missouri Public Service to increase natural gas revenues by approximately \$4 million a year. When the Company filed its rate request with the PSC on February 16, 1991, it sought to increase natural gas revenues by approximately \$4.7 million a year.

October 31

PSC denies water rate increase request filed by the Capital City Water Company. Company sought a rate increase of approximately \$516,000 when it filed its case with the Commission on December 15, 1989.

November 1

Missouri Cities Water Company files a rate case with the Public Service Commission. Company seeks to increase water revenues by approximately \$1.7 million a year and sewer revenues by approximately \$9,000 a year.

November 2

PSC approves stipulated agreement which authorizes Associated Natural Gas Company to increase natural gas revenues by approximately \$876,000 a year. When the Company filed its rate request on January 22, 1990, it sought to increase natural gas revenues by approximately \$3.3 million a year.

Regulatory Activities

November 6

PSC approves stipulated agreement reached in Union Electric rate design case. Agreement calls for Union Electric to absorb approximately \$30 million in revenues. Electric rates for commercial and industrial customers will drop. There will be some shifting of rates within the residential class.

November 14

PSC Chairman William D. Steinmeier is elected Second Vice President of NARUC (National Association of Regulatory Utility Commissioners).

November 20

The Missouri-American Water Company files a \$1.9 million rate request with the Public Service Commission.

November 21

KPL Gas Service files an application with the Missouri PSC seeking to acquire Kansas Gas & Electric.

December 10

PSC approves the sale of the Bowling Green Gas Company to the United Cities Gas Company.

December 13

Kansas City Power and Light Company withdraws application seeking to acquire Kansas Gas & Electric.

1991

January 2

Commission names task force to examine extraexchange calling in Missouri.

January 11

United Cities Gas Company files \$1.9 million rate case with PSC.

January 11

Sprint Services is awarded 3 year contract to provide statewide dual party relay service for the hearing/speech impaired in Missouri.

January 30

PSC issues decision which reduces Contel Telephone Company's annual telephone revenues by approximately \$3.2 million. Decision also eliminates interim local charge for COS for Contel customers.

February 1

PSC approves telephone merger of GTE and Contel.

March 8

KPL Gas Service files \$20 million natural gas rate case with the Missouri Public Service Commission.

March 15

PSC approves joint recommendation in Southwestern Bell case which: (1) ensures telephone network modernization for Bell customers; (2) provides for a revised incentive regulation experiment for Southwestern Bell and (3) ensures all customers share in earnings when Southwestern Bell's return on equity reaches a certain level.

March 19

Commissioner Ruby Letsch-Roderique resigns.

March 19

Missouri Governor John Ashcroft announces the appointment of Patricia Perkins as Commissioner. Ashcroft also announces the reappointments of Chairman William Steinmeier and Commissioner Kenneth McClure to the PSC.

Regulatory Activities

March 21

Final year Grand Gulf nuclear power plant phase-in decrease of 11.6% for Arkansas Power and Light Company customers takes effect.

March 28

Sho-Me Power Corporation files \$2.3 million electric rate case with the Public Service Commission.

May 3

Missouri Telephone Company and ALLTEL Corporation file application seeking merger of Missouri Telephone into ALLTEL.

May 10

St. Louis County Water Company files \$11.7 million rate case with the PSC.

May 22

PSC approves plan authorizing Southwestern Bell to issue one-time bill credits totaling approximately \$12 million to customers. These credits are result of PSC incentive regulation *experiment* for the telephone company.

June 8

Relay Missouri, a statewide telecommunications system for the hearing/speech impaired, starts in Missouri.

June 28

Commission issues decision in 4 natural gas pipeline cases which will provide natural gas for the first time down the I-44 corridor in Missouri.

Regulatory Activities

Electric Rate Cases Decided During Fiscal Year 1991

Date of Order	Case No.	Company	Company Requested		PSC Decision
8/31/90	ER-90-138	Empire District Electric	\$	8,200,000	\$ 5,700,000
10/5/90	ER-90-101	Missouri Public Service	\$	25,500,000	\$ 12,400,000
11/6/90	ER-87-175	Union Electric		(1)	(2)
3/21/91	ER-85-265	Arkansas Power & Light	\$	17,178,000	(\$ 5,370,000) (3)

- (1) This proceeding involved rate design issues and would not have changed the total annual revenues of the Company.
- (2) The Commission approved a stipulated agreement which called for Union Electric to absorb approximately \$30 million. As a result of the agreement, rates for commercial and industrial customers dropped. In addition, there was a shifting of some rates within the residential class.
- (3) This decrease reflects the final year phase-in of costs relating to Arkansas Power and Light Company's share of the Grand Gulf Nuclear Power Plant.

Natural Gas Rate Cases Decided During Fiscal Year 1991

Date of Order	Case No.	Company	Company Requested		PSC Decision
7/18/90	GR-90-120	Laclede Gas Co.	\$	26,900,000	\$ 12,000,000
10/23/90	GR-90-198	Missouri Public Service	\$	4,700,000	\$ 4,000,000
11/2/90	GR-90-152	Associated Natural Gas	\$	3,300,000	\$ 876,000

Telephone Rate Cases Decided During Fiscal Year 1991

Date of Order	Case No.	Company	Company Requested	PSC Decision
1/30/91	TR-90-277, TR-90-278 & TR-90-279	Contel	—	(\$ 3,200,000) (1)

- (1) This reduction is the result of a PSC Staff audit. In addition to the revenue reduction, Contel also agreed to eliminate the interim surcharge of \$1.05 for all residential customers and \$2.10 for all business customers to provide Community Optional Service (COS) in various exchanges.

Regulatory Activities

Water and Sewer Rate Cases Decided During Fiscal Year 1991

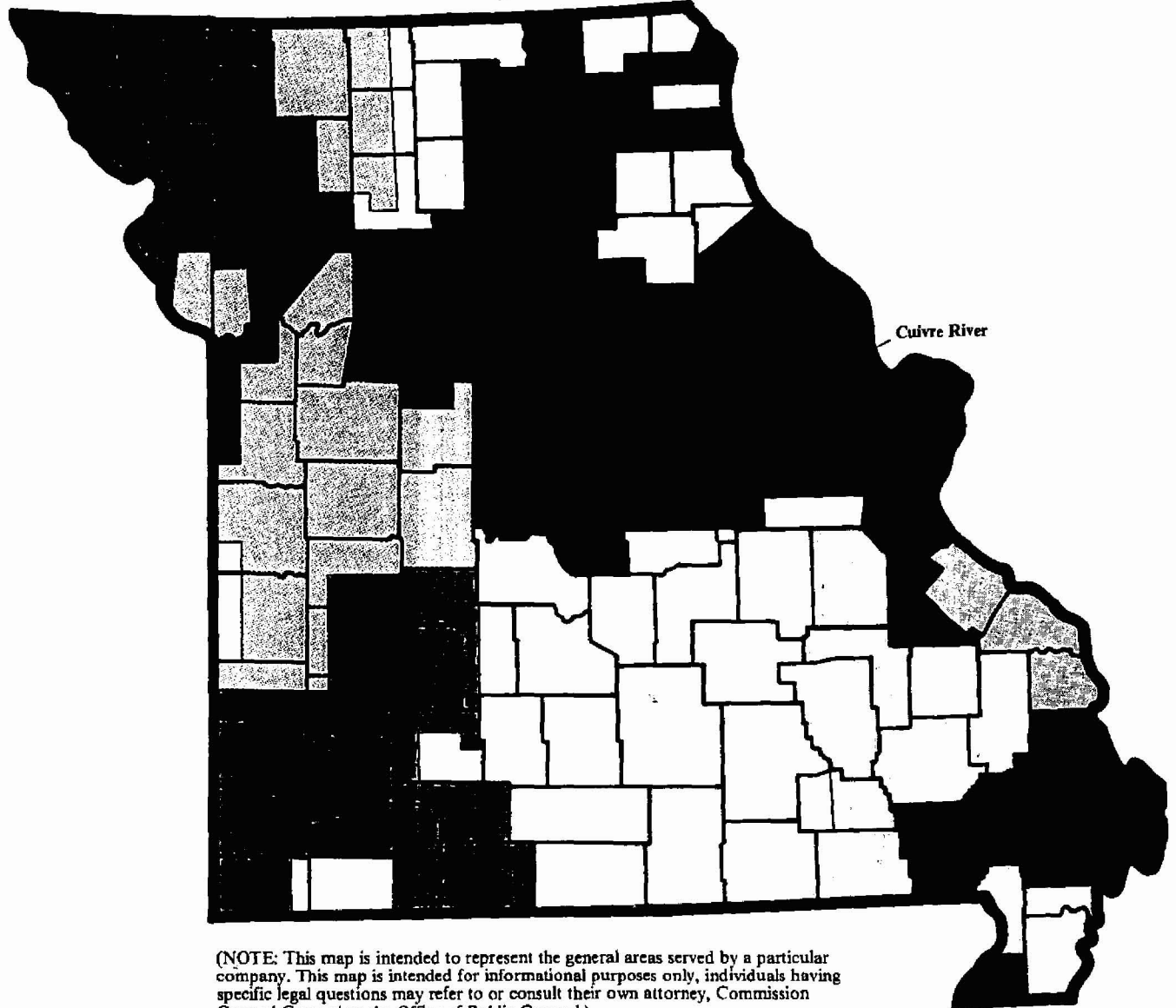
Date of Order	Case No.	Company	Company Requested	PSC Decision
10/31/90	WR-90-118	Capital City Water Co.	\$ 516,470	\$ 0





Informal Rate Cases




Case No.	Company	Decision
9100019	SK&M	Case Settled-Effective 2-1-91
9100037	Merriam Woods	No Increase Recommended
9100064	West Elm Place	No Increase Recommended
9100121	Gold Investment	Case Settled-Effective 6-1-91
9100132	Rocky Ridge Ranch	Case Settled-Effective 4-1-91
9100158	Taney County Utilities	Case Settled-Effective 6-1-91
9100242	Four Seasons Lakesites	Pending
WA-88-128	Oakbrier	Interim Rates Approved
9100248	Merriam Woods	No Increase Recommended
9100281	White Branch	No Increase Recommended
9100365	Raytown	Pass Through
9100421	Lake Northwood	No Increase Recommended
9100469	River Fork	Pending
WA-89-208	Hillshire	Interim Rates Approved
9100506	Tri-State	No Increase Recommended
9100517	Imperial	No Increase Recommended

Maps and Statistics

Electric Service Areas of Regulated Utilities



-  ARKANSAS POWER & LIGHT CO.
-  CITIZENS ELECTRIC CO.
-  EMPIRE DISTRICT ELECTRIC CO.
-  KANSAS CITY POWER & LIGHT CO.

-  MISSOURI PUBLIC SERVICE
-  ST. JOSEPH LIGHT & POWER CO.
-  UNION ELECTRIC CO.

Maps and Statistics

Calendar Year 1990 Electric Utilities' Statistics (Missouri Jurisdictional)

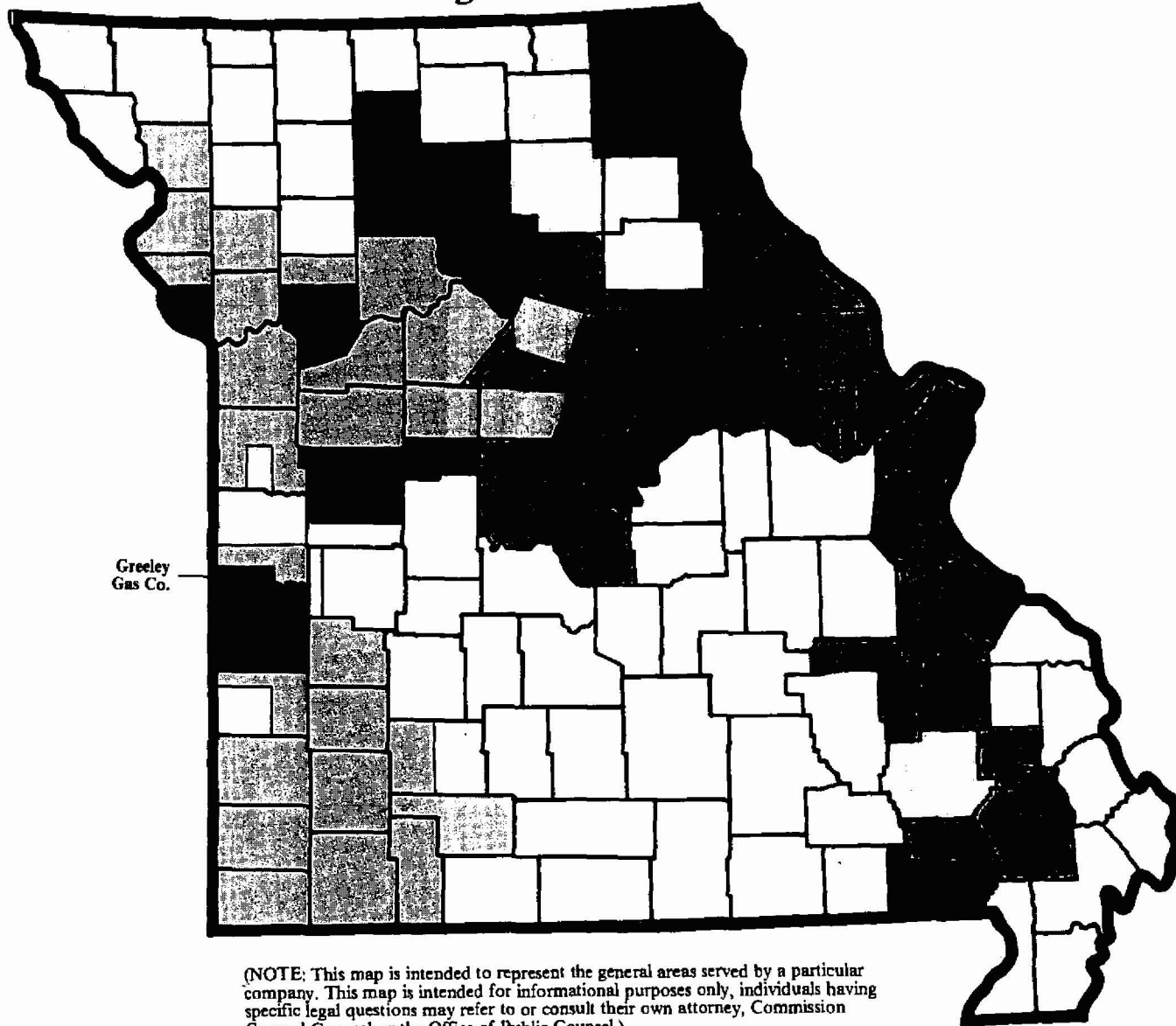
Name of Company	MWH's Sold 1990	Total Operating Revenues 1990	Total Number Residential Customers	Total Number of Customers
Arkansas Power & Light Company	720,340	\$ 50,531,000	24,138	28,079
Citizens Electric Corporation	579,110	31,528,050	17,467	19,279
Cuivre River Electric Service Co.	63,490	4,351,484	3,266	3,364
Empire District Electric Co.	2,229,705	107,196,940	83,393	99,237
Kansas City Power & Light Co.	7,004,962	495,183,671	217,892	249,624
Missouri Public Service	3,152,471	204,103,756	143,846	164,678
Sho-Me Power Corporation*	2,282,498	93,347,014	0	27
St. Joseph Light & Power Co.	1,336,147	69,557,172	52,396	59,102
Union Electric Company	24,191,167	1,643,943,693	879,387	997,241
TOTALS:	41,559,890	\$ 2,699,762,780	1,421,785	1,620,631








Source: 1990 Annual Reports
(Mo. Jurisdictional)

*Includes Wholesale Customers

Maps and Statistics

Gas Service Areas of Regulated Utilities



- | | | | |
|---|----------------------------|---|--------------------------------|
|  | ASSOCIATED NATURAL GAS CO. |  | ST. JOSEPH LIGHT AND POWER CO. |
|  | KPL GAS SERVICE |  | UNION ELECTRIC CO. |
|  | LACLEDE GAS CO. |  | UNITED CITIES GAS CO. |
|  | MISSOURI PUBLIC SERVICE | | |

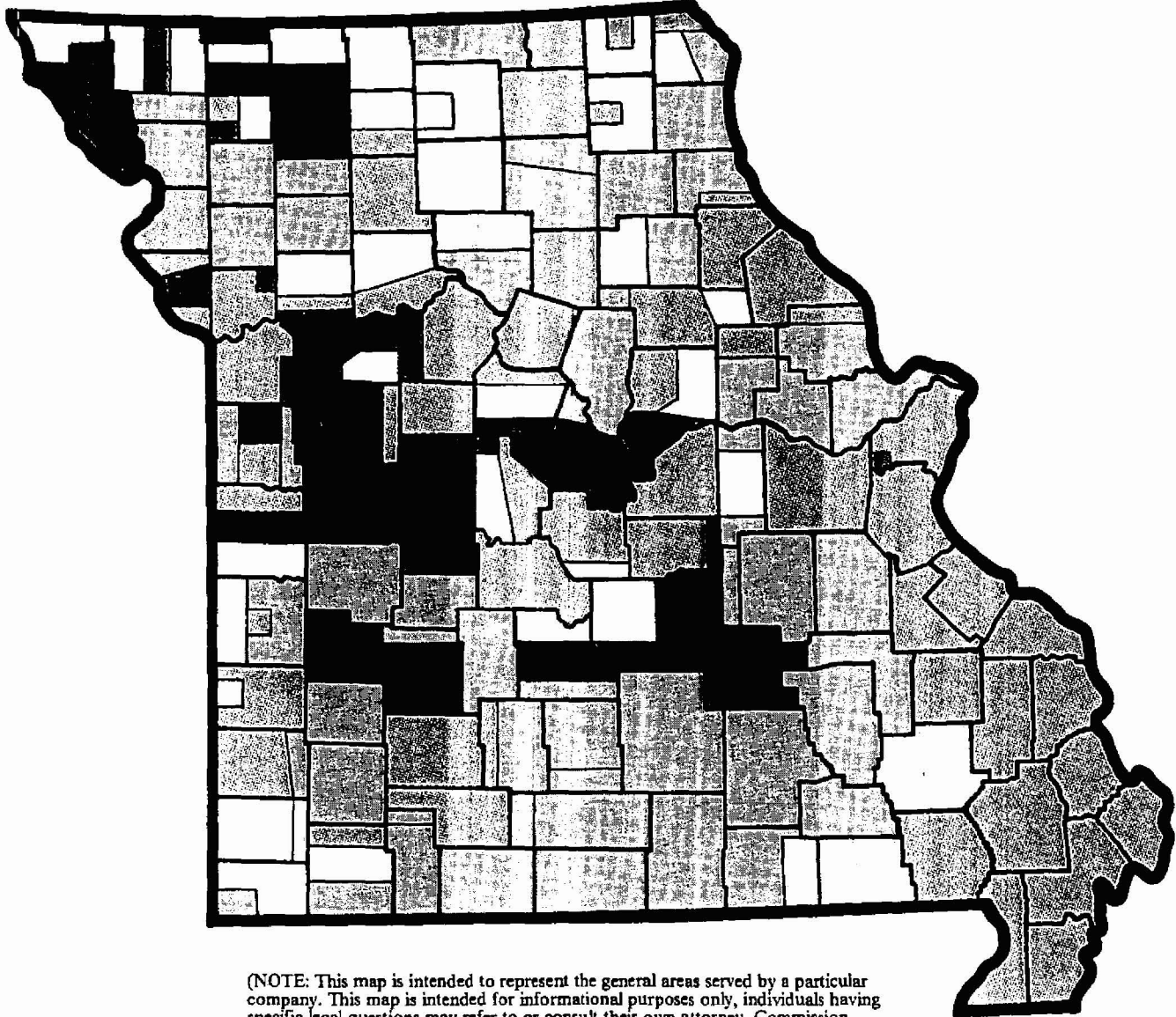
Maps and Statistics

Calendar Year 1990 Natural Gas Utilities' Statistics (Missouri Jurisdictional)

Name of Company	MCF's Sold 1990	Total Operating Revenues 1990	Total Number Residential Customers	Total Number of Customers
Associated Natural Gas Company	6,557,832	\$ 28,192,551	37,452	42,859
Bowling Green Gas Company	151,392	677,038	1,092	1,313
Greeley Gas Company	49,874	349,821	483	547
KPL Gas Service	61,390,247	278,978,710	405,695	444,302
Laclede Gas Company	90,843,925	458,902,318	552,551	589,100
Missouri Public Service	5,150,892	28,919,813	35,680	40,141
St. Joseph Light & Power Company	830,479	3,293,918	5,238	6,053
Union Electric Company	11,451,244	63,326,561	82,697	92,948
United Cities Gas Company	1,509,881	7,661,806	11,013	12,318
TOTALS:	177,935,766	\$870,302,536	1,131,901	1,229,581

Maps and Statistics

Telephone Service Areas of Regulated Utilities



(NOTE: This map is intended to represent the general areas served by a particular company. This map is intended for informational purposes only, individuals having specific legal questions may refer to or consult their own attorney, Commission General Counsel or the Office of Public Counsel.)

- | | | | |
|---|-----------------------------|---|---------------------------------|
|  | ALLTEL SERVICE CORP. |  | SOUTHWESTERN BELL TELEPHONE CO. |
|  | CONTEL SYSTEMS OF MISSOURI* |  | UNITED TELEPHONE CO. |
|  | GTE INC.* | | |
|  | MISSOURI TELEPHONE CO. | | |

*During FY '91, the Commission approved an application which merged Contel Systems of Missouri into GTE. This map reflects that change. GTE Service territory includes territory which was served by Contel Systems of Missouri.

Maps and Statistics

Other Telephone Companies and Counties They Serve

Mark Twain Rural Telephone Company
Adair, Clark, Knox, Schuyler, Shelby,
Lewis, Marion, and Scotland Counties

Citizens Telephone Company
Lafayette County

Northeast Missouri Telephone Company
Adair, Clark, Knox, Linn, Macon,
Putnam, Schuyler, Scotland, and Sullivan
Counties

Kingdom Telephone Company
Callaway and Montgomery Counties

Mid-Missouri Telephone Company
Cooper, Moniteau, and Saline Counties

Steelville Telephone Company
Crawford, Washington and Iron Counties

Green Hills Telephone Corporation
Caldwell, Carroll, Daviess, Livingston,
and Ray Counties

McDonald County Telephone Company
McDonald County

Granby Telephone Company
Newton County

Eastern Missouri Telephone Company
Montgomery, Audrain, Lincoln, and Pike
Counties

Chariton Valley
Linn, Chariton, and Macon Counties

Seneca Telephone Company
Newton and McDonald Counties

Craw-Kan Telephone Company
Bates and Jasper Counties

Rock Port Telephone Company
Atchison County

Bourbeuse Telephone Company
Franklin and Gasconade Counties

Goodman Telephone Company
McDonald County

Ellington Telephone Company
Reynolds County

KLM Telephone Company
Vernon and Bates Counties

Iamo Telephone Company
Atchison and Nodaway Counties

Oregon Farmers Mutual Telephone Company
Holt County

Lathrop Telephone Company
Clinton County

Orchard Farm Telephone Company
St. Charles County

Le-Ru Telephone Company
Newton and McDonald Counties

Grand River Mutual Telephone Corporation
Daviess, Gentry, Grundy, Harrison, Linn,
Livingston, Mercer, Nodaway, Putnam,
Sullivan, and Worth Counties

Miller Telephone Company
Lawrence County

Stoutland Telephone Company
Camden and Laclede Counties

New London Telephone Company
Ralls County

Holway Telephone Company
Holt and Nodaway Counties

Mo-Kan Telephone Company
Cass County

Choctaw Telephone Company
Lawrence and Greene Counties

Wheeling Telephone Company
Livingston County

New Florence Telephone Company
Montgomery County

Alma Telephone Company
Lafayette County

Peace Valley Telephone Company
Howell County

Farber Telephone Company
Audrain County

Fidelity Telephone Company
Gasconade and Franklin Counties

(NOTE: Companies serve all or parts of the counties listed. This is for informational purposes only, individuals having specific legal questions may refer to or consult their own attorney, Commission General Counsel or the Office of Public Counsel.)

Maps and Statistics

Missouri Jurisdictional Telephone Companies by Access Lines*

Company	No. of Access Lines
1. Southwestern Bell Telephone Company, St. Louis	2,344,377
2. GTE Telephone Operations, Columbia**	306,626
3. United Telephone Company, Jefferson City	184,648
4. ALLTEL Service Corporation, Little Rock, Ark.	28,064
5. Missouri Telephone Company, Bolivar	15,524
6. Grand River Mutual Telephone Corporation, Princeton	12,396
7. Fidelity Telephone Company, Sullivan	10,098
8. Chariton Valley Telephone Corporation, Bucklin	6,853
9. Mark Twain Rural Telephone Company, Hurdland	3,780
10. Citizens Telephone Company, Higginsville	3,520
11. Kingdom Telephone Company, Auxvasse	3,510
12. Steelville Telephone Exchange, Inc., Steelville	3,505
13. Northeast Missouri Rural Telephone Company, Green City	3,388
14. Mid-Missouri Telephone Company, Pilot Grove	3,016
15. Granby Telephone Company, Granby	3,000
16. Green Hills Telephone Corporation, Breckenridge	2,816
17. Eastern Missouri Telephone Company, Bolivar	2,484
18. Seneca Telephone Company, Seneca	2,389
19. McDonald County Telephone Company, Pineville	2,350
20. Craw-Kan Telephone Cooperative, Inc., Girard, Kansas	1,983
21. Bourbeuse Telephone Company, Sullivan	1,647
22. Rock Port Telephone Company, Rock Port	1,542
23. Goodman Telephone Company, Goodman	1,482
24. Ellington Telephone Company, Ellington	1,474
25. KLM Telephone Company, Rich Hill	1,214
26. Lathrop Telephone Company, Princeton	1,101
27. Iamo Telephone Company, Coin, Iowa	1,080
28. Le-Ru Telephone Company, Stella	1,016
29. Oregon Farmers Mutual Telephone Company, Oregon	985
30. Stoutland Telephone Company, Stoutland	980
31. Orchard Farm Telephone Company, St. Charles	950
32. Miller Telephone Company, Miller	881
33. New London Telephone Company, New London	806
34. Mo-Kan Dial, Inc., Lewisburg, Kansas	578
35. Holway Telephone Company, Maitland	566
36. Choctaw Telephone Company, Halltown	455
37. New Florence Telephone Company, New Florence	389
38. Wheeling Telephone Company, Breckenridge	333
39. Alma Telephone Company, Alma	330
40. Peace Valley Telephone Company, Peace Valley	300
41. Farber Telephone Company, Farber	228
Total Access Lines in Missouri	2,962,664

*Access Lines in use as of April 1991. (Note: Billed access lines would be somewhat less.)

**Includes access lines associated with Contel Systems of Missouri, Inc., Contel of Eastern Missouri, Continental of Arkansas, and Continental Telephone Company of Iowa.

Maps and Statistics

Calendar Year 1990 Sewer Company Statistics (Missouri Jurisdictional)

Classification and Company	Customers	Classification and Company	Customers
Class A (Revenue over \$500,000)		LW Sewer Corp.	186
West Elm Place Corp.	3,081	Lake Carmel Development Co.	18
Class B (Revenue from \$250,000 - \$500,000)		Lake Hannibal Sewer Corp.	14
Imperial Utility Corp.	1,713	Lake Northwoods Utility Co.	13
Class C (Revenue from \$50,000 - \$250,000)		J.L. Lewis Construction Inc.	73
Capital Utilities Inc.	493	Lincoln County Utility Co.	115
Cedar Hill Utility Co.	296	Meadows Water Co.	123
Four Seasons Lakesites W & S Co.	8	Mill Creek Sewers Incorp.	74
Herculaneum Sewer Co.	182	Missouri Cities Water Co.	101
House Springs Sewer Co.	532	MPB Inc.	63
Maplewood Service Co.	376	Ozark Water & Wastewater Mgmt. Inc.	324
Meramec Sewer Co.	740	P.C.B. Inc.	232
Terre Du Lac Utilities Corp.	759	Peaceful Valley Service Co.	121
Class D (Revenue under \$50,000)		PIHI Investments Inc.	169
Batson Development Co.	203	Port Perry Service Co.	42
Berndt Twin Lake Inc.	0	Riverside Utility Co.	50
Cassidy Water Co.	7	Rogue Creek Valley Inc.	64
Central Jefferson County Utility Inc.	142	Roy L. Utilities Inc.	44
Cleanco Sewer Corp.	8	SK&M Water & Sewer Co.	87
Eastern Missouri Utilities Co.	2	Schell Sanitation Inc.	130
Franklin County Service Co.	53	Shepard of the Hills	9
Gladjo Water & Sewer Co.	60	SLR Development Co.	184
Gold Investments Inc.	100	South Jefferson County Utility Co.	109
Hickory Hills Water & Sewer Co.	41	Southwest Sewer Corp.	-
Hillcrest Utilities Co.	131	Stoddard County Sewer Co.	129
Hillshine Comm. Water & Sewer Co.	27	Swiss Villa Utilities Inc.	49
Incline Village Sewer Co.	53	Village Water & Sewer Co., Inc.	0
		Vogel Sewer System Inc.	162
		W.C. Sewer Systems Inc.	123
		Waters Edge Sewer Co.	139
		West 16th Street Sewer Co.	25
		Willows Utility Co.	168
		Woodland Heights Utilities Inc.	68
		WPC Sewer Co.	36

Maps and Statistics

Calendar Year 1990 Water Company Statistics (Missouri Jurisdictional)

Classification and Company	Customers
Class A	
(Revenue over \$500,000)	
Capital City Water Co.	10,201
Empire District Electric Co.	4,785
Missouri Cities Water Co.	31,624
Missouri-American Water Co.	48,941
Raytown Water Co.	6,648
St. Louis County Water Co.	295,160
Union Electric Co.	15,278
U.S. Water/Lexington, Mo., Inc.	2,147
Class B	
(Revenue from \$250,000 - \$500,000)	
Four Seasons Lakesites Water Co.	692
Tri-State Utility Co.	815
Class C	
(Revenue from \$50,000 - \$250,000)	
I H Utilities Inc.	656
Maplewood Service Co.	351
Noel Water Co.	689
Rex Deffenderfer Enterprises Inc.	435
Rocky Ridge Ranch Utilities Inc.	337
Taney County Utilities Corp.	405
Terre Du Lac Utilities Corp.	819
The Meadows Water Co.	743
Class D	
(Revenue under \$50,000)	
Argyle Estates Water Co.	43
Batson Development Co.	255
Big Val Utility Corp.	8
Camelot Utility Co.	160
Cat-Pac Waterworks Inc.	135
Cedar Hill Estates Water Co.	100
Central Jefferson County Utility Inc.	142
Community Water Co.	0
Coney Island Water System Inc.	81
Crest View Acres Water Co.	50
Davis Water Co.	242
Evergreen Lake Water Co.	65
Finley Valley Water Co.	71
Franklin County Service Co.	27

Classification and Company	Customers
Franklin County Water Co.	118
Frimel Water Systems Inc.	72
Gladlo Water & Sewer Co.	54
Hickory Hills Water & Sewer Co.	43
KMB Utility Corp.	45
Highway H Utilities Inc.	100
Hillcrest Utility Co.	131
Hillshine-Comm. W & S Co.	26
Incline Village Water Co.	52
Jefferson County Water Co.	41
Kimberling City Water Co.	14
Lake Northwoods Utility Co.	13
Lakeland Heights Water Co.	78
Lakewood Hills Water Co., Inc.	105
Lakewood Manor Water Co.	25
LTA Water Co.	74
McCord Bend Water Co.	121
Merriam Woods Water Co.	429
Moore Bend Water Co.	94
Oakbrier Water Co.	45
Osage Water Co.	49
Ozark Mountain Water Co.	325
Peaceful Valley Service Co.	133
PIH Investments Inc.	163
Port Perry Service Co.	94
Quail Run Water & Land Co.	21
Rankin Acres Water Co.	87
Riverfork Water Co.	24
Riverside Utility Co.	115
Rogue Creek Utility Inc.	85
Roy L. Utilities Inc.	51
Royal Oaks Water & Sewer Utility Co.	46
SK&M Water & Sewer Co.	172
South Jefferson County Utility Co.	121
Stockton Hills Water Co.	122
Suburban Water Co.	154
Swiss Villa Utilities Inc.	50
Village Water & Sewer Co., Inc.	0
Whispering Hills Water System	44
White Branch Water Service	181
White River Valley Water Co.	114
Wilden Heights Water Co.	22
Willows Utility Co.	169
Woodland Heights Utilities Inc.	68

Additional Information

Customer Services

The Missouri Public Service Commission has three offices for assisting consumers. The offices are located in Jefferson City, St. Louis and Kansas City. The Commission is open from 8-12 noon and 1-5 p.m., Monday through Friday, except on state holidays.

If you live outside of the St. Louis and Kansas City areas, you may contact the Jefferson City office without charge by using the toll-free Consumer Hotline: (800) 392-4211.

If you live in the St. Louis or Kansas City areas, you may take your complaint to the PSC Consumer Services Offices in those cities.

Jefferson City: Missouri Public Service Commission
Harry S Truman State Office Building
301 W. High
(Mailing Address: P.O. Box 360)
Jefferson City, MO 65102
Toll-free Consumer Hotline for
Complaints: (800) 392-4211
Other Business: (314) 751-3234

St. Louis: Missouri Public Service Commission
The New Frisco Building
Suite 330
906 Olive Street
St. Louis, MO 63101
Telephone No: (314) 340-6807

Kansas City: Missouri Public Service Commission
Suite 510
615 E. 13th Street
Kansas City, MO 64106
Telephone No: (816) 889-2816

Additional Information

Commissioners Past and Present

The Missouri Public Service Commission was formed in 1913 by the Missouri General Assembly. Those who have served as Commissioners of the Missouri Public Service Commission since its beginning appear below:

Present Commission

* William D. Steinmeier	February 1, 1984
David L. Rauch	March 23, 1989
Allan G. Mueller	July 11, 1983
Ken McClure	January 3, 1990
Patricia Perkins	March 19, 1991

<i>Former Commissioners</i>	<i>Length of Service</i>	<i>Former Commissioners</i>	<i>Length of Service</i>
* John M. Atkinson	**1913-1916	* Albert Miller	1943-1944
William F. Woerner	**1913-1914	Richard Arens	1944-1945
John Kennish	**1913-1917 and 1920	* Kyle Williams	1941-1952
Frank A. Wightman	**1913-1915	Agnes Mae Wilson	1943-1949
Howard B. Shaw	**1913-1917	* Morris E. Osburn	1945-1952
Edwin J. Bean	1914-1925	John P. Randolph	1949-1951
Eugene McQuillin	1915-1917	Henry McKay Cary	1950-1955
* William G. Busby	1916-1921	Frank Collier	1953-1954
David E. Blair	1917-1920	Maurice W. Covert	1952-1953
Noah W. Simpson	1917-1923	Charles L. Henson	1942-1959
Edward Flad	1917-1921	M. J. McQueen	1954-1956
* John A. Kurtz	1920-1923	D. D. McDonald	1955-1961
Hugh McIndoe	1921-1923	Frank J. Iuen	1959-1963
A. J. O'Reilly	1921-1925	* Tyre W. Burton	1952-1965
Richard H. Musser	1923-1925	William Barton	1956-1965
* Merrill E. Otis	1923-1924	Frank W. May	1961-1967
D. F. Calfee	1925-1929	E. L. McClintock	1945-1967
* Thomas J. Brown	1923-1928	Donal D. Guffey	1963-1968
James P. Painter	1928-1929	Howard Elliott, Jr.	1967-1970
* Almon Ing	1925-1933	* Marvin E. Jones	1967-1973
S. M. Hutchison	1925-1931	* William R. Clark	1965-1975
* Milton R. Stahl	1929-1933	Willard D. Reine	1968-1975
J. Fred Hull	1929-1934	* James F. Mauze	1971-1975
* J. C. Collet	1933-1935	* A. Robert Pierce, Jr.	1973-1977
Harry E. McPherson	1934-1935	* James P. Mulvaney	1975-1977
J. H. Porter	1925-1933	Charles J. Fain	1965-1977
George H. English	1931-1936	Stephen B. Jones	1975-1979
William Stoecker	1933-1936	Hugh A. Sprague	1975-1979
Albert D. Nortoni	1936-1938	Stephanie Bryant	1979-1981
W. M. Anderson	1933-1938	* Alberta Slavin	1977-1981
Scott Wilson	1938-1941	Larry W. Dority	1979-1983
* Sam O. Hargus	1935-1937	Leah Brock McCartney	1977-1983
John S. Boyer	1935-1941	* Charles J. Fraas	1977-1983
Marion S. Francis	1938-1941	* John C. Shapleigh	1981-1984
* J. D. James	1937-1942	Charlotte Musgrave	1981-1988
Paul Van Osdol	1941-1943	Connie Hendren	1983-1989
* Frederick Stueck	1941-1943	James M. Fischer	1984-1989
John A. Ferguson	1936-1944	Ruby Letsch-Roderique	1990-1991

*Those who have served as Chairman of the Public Service Commission

**First Commissioners of the Public Service Commission