

# PSC Consumer Connection



*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*

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Public Information & Education Department

## Governor Names Clayton As Chairman of PSC

Missouri Governor Jay Nixon named Robert M. Clayton III as chairman of the Missouri Public Service Commission on January 13, 2009. Clayton replaces Jeff Davis as PSC chairman. Davis will continue to serve on the commission.

Chairman Clayton has been a member of the Missouri Public Service Commission since his 2003 appointment to a six-year term by Governor Bob Holden. He received Senate confirmation on May 8, 2003.



**Robert Clayton**

Robert Clayton is an active member of the National Association of Regulatory Utility Commissioners (NARUC). He is a former chairman of the International Relations Committee. He has worked with several member nations of the African Forum for Utility Regulation (AFUR) including the nations of Rwanda and Uganda.

Clayton also serves on the NARUC Telecommunications Committee and is involved in various organizations charged with regulating and monitoring telephone utilities. He served as chairman of the Missouri Universal Service Board and is a state commission member of the FCC appointed North American Numbering Council. He is also a member of the Federal Communications Bar Association and the Public Utility, Communications and Transportation Law Section of the American Bar Association.

Chairman Clayton also serves as a member of the Washington Action Committee as well as the NARUC Subcommittee on Education and Research. He is also a member of the NARUC/FERC Smart Grid Collaborative.

Prior to his appointment to the PSC, Clayton was an attorney in private law practice in Hannibal as a partner in the general practice firm, Clayton & Curl L.L.C. Commissioner Clayton formerly served Marion and Shelby County constituents in the Missouri General Assembly as the state representative from the 10th District. He was first elected to the Missouri House in 1994 and served four consecutive terms.

Clayton received his Bachelor of Arts in History from Southern Methodist University in 1991 and earned his Juris Doctor from the University of Missouri-Kansas City in 1994.

## PSC Consumer Services Department

If you've ever had a complaint about the service being provided by your local utility company or if you have a question about your service or about a certain charge on your bill, you've probably talked with a member of the Public Service Commission's Consumer Services Department.

"Our staff hears from consumers daily," says Gay Fred, Consumer Services Department Manager. "We work with the consumer and the utility to try and resolve the issues that led to the phone call to us. I would say that 85 percent of the time we are able to take care of the issue to the satisfaction of all parties."

During the 2008 fiscal year which ended on June 30, 2008, the PSC Consumer Services Department saved consumers approximately \$326,000.

Before making a call to the PSC, consumers should first attempt to resolve the complaint with their utility company by calling the company. "If that contact does not result in the problem being resolved, we encourage them to contact us either by letter, fax, e-mail or by calling our toll-free hotline number 1-800-392-4211," said Fred.

When calling the PSC Consumer Services Department, a staff member will need to know what you think the utility company has done wrong or has not done and should have done. The information that will need to be provided may include statements such as:

- Billing charges are not correct.
- Can the company charge me a deposit?
- The company shut off my service, or won't give me service.
- The company didn't repair my service properly, or didn't repair my service on the promised date.
- The company isn't connecting my service on the promised date.
- The company won't let me make payments on a past-due bill.

Consumer services specialists receive, investigate and respond to billing and service issues involving natural gas, electric, water and sewer companies regulated by the Missouri Public Service Commission.

The investigation of complaints may involve consulting with the commission's technical staff,

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## PSC Consumer Services (From front page)

utility representatives, customer account specific information and researching the utility tariffs as well as commission rules and regulations. Through the handling of consumer complaints, specialists work to enforce commission rules and utility tariffs.

**NOTE:** The Public Service Commission has limited jurisdiction to address telecommunications billing and service quality issues. However, the PSC will continue to monitor telephone company performance and is interested in your comments.

The PSC Consumer Services Department cannot provide help with inquiries or disputes concerning complaints:

- Related to cable television or satellite television service.
- Related to cellular, high-speed data services or internet service providers.
- Regarding rural electric cooperatives, water and sewer districts or municipally-owned utilities (except for natural gas pipeline safety issues).
- Concerning bottled propane or oil companies.
- Against landlords concerning high bills or disconnection of service.
- Regarding trash collection.
- Related to merchandise sold to you by a public utility.

If the Consumer Services Department receives calls on the issues listed above, a specialist will give you advice on other ways you might be able to solve your problem or get answers to your questions.

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## Be Energy Efficient Website

Check out the new website [beenergyefficient.org](http://beenergyefficient.org)

"BEE" stands for "Be Energy Efficient," and is aimed at helping you remain in control of your energy bills. There are steps every household can take today to minimize energy use and stabilize related costs.



Conservation is an all-season opportunity. Energy saving tips for both the heating and cooling seasons can be found on this website.

This project is a co-initiative of the Missouri Public Service Commission and Missouri Department of Natural Resources Energy Center.

"BEE" is also supported by many organizations and utilities serving the state of Missouri.

## Here's Some Household Safety Tips

Protect yourself from electricity's potential danger. Here are some ways you can ensure your home is safe.

### Cords, plugs, and outlets

Make sure extension cords used outdoors are rated for outdoor use. A red UL label indicates that they are suitable for outdoor and indoor use.



Discard decorations with worn or frayed electrical cords, damaged plugs, or loose connections.

Make sure all unused outlets that are accessible to small children have safety covers.

Make sure your plugs fit your outlets. Never remove the ground pin (third prong) to make a three-prong plug fit a two-conductor outlet. This could lead to electric shock.

### Electric appliances and tools

If a plugged-in appliance falls into water, NEVER pull it out or unplug it, even if it's turned off, without first turning off the power source at the main electrical panel.

If you use a standby generator, be sure it's installed and wired properly. Never connect a generator directly to your main electric panel. Without the correct safety mechanisms, power from the generator could flow onto the power line and cause injury.

### Fire prevention

Replace outlets in which plugs fit loosely. Worn outlets can overheat and lead to fire.



Securely screw in lightbulbs because loose bulbs can overheat.

Don't run cords under rugs or rest furniture on them. They may be damaged or overheat.

Change smoke alarm batteries regularly. Many people use the switch to and from daylight savings time as a reminder to change batteries.

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**For printed materials** regarding a number of consumer issues or copies of this newsletter, please call 573-522-2760 or email [gregg.ochoa@psc.mo.gov](mailto:gregg.ochoa@psc.mo.gov)

### Who to Contact:

Missouri Public Service Commission  
Consumer Hotline **1-800-392-4211**  
or email: [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)

**Mail your inquiry or complaint to:**  
Missouri Public Service Commission  
Consumer Services Department  
P.O. Box 360  
Jefferson City, MO 65102

