

PSC Consumer Connection



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

Issue 31 - July 2009

A quarterly publication of the Missouri Public Service Commission
Public Information & Education Department

Public Hearings Scheduled In Missouri Gas Energy Rate Case

The Missouri Public Service Commission will hold five local public hearings to receive customer comment in a natural gas rate case filed by Missouri Gas Energy (MGE).

On April 2, 2009, MGE filed a natural gas rate case with the Missouri Public Service Commission seeking to increase annual natural gas revenues by approximately \$32.4 million.



According to MGE, the typical residential customer would see an increase of approximately \$5.21 a month under the rate request. MGE serves approximately 500,400 natural gas customers in Missouri.

The public hearing schedule appears below. A question and answer session will be held 30 minutes prior to the start of each hearing. Each public hearing will conclude when every person who wishes to testify has done so.

August 31 — Joplin. Missouri Southern State University, Webster Hall Auditorium, 3950 Newman Road. Question and answer session starts at 5:30 p.m. The local public hearing begins at 6:00 p.m.

September 1 — Warrensburg. University of Central Missouri, James C. Kirkpatrick Library, Room 1424, Corner of Clark and McGuire Streets. Question and answer session starts at 5:30 p.m. The local public hearing begins at 6:00 p.m.

September 8 — St. Joseph. Missouri Western University, Room 201, Leah Spratt Hall, 4525 Downs Drive. Question and answer session starts at 5:30 p.m. The local public hearing begins at 6:00 p.m.

September 9 — Kansas City. Kansas City Public Library-Plaza Branch, Lower Level, Cohen Conference Center, 4801 Main Street. Question

and answer session starts at 11:30 a.m. The local public hearing begins at noon.

September 9 — Lee's Summit. University of Central Missouri-Summit Campus, Central Summit Center, Room 145, 850 NW Chipman Road, Suite 5170. Question and answer session starts at 5:30 p.m. The local public hearing begins at 6:00 p.m.

Customers wishing to make written comments or secure additional information may contact the Office of the Public Counsel, P.O. Box 2230, Jefferson City, Missouri 65102-2230, telephone (573) 751-4857. Comments may also be submitted using the Internet Electronic Filing System at <http://psces/mpsc/>. Use the link to the Public Comment section and fill in all required fields on the comment page.

How To Prevent Heat-Related Illness

Be aware of the warning signs of heat-related illness, such as light-headedness, mild nausea or confusion, sleepiness or profuse sweating. While outdoors, rest frequently in a shady area so that your body's thermostat has a chance to recover.



If unaccustomed to working or exercising in a hot environment, start slowly, pick up the pace gradually and limit your exercise or work time.

Wear sunscreen to protect skin from the sun's harmful rays. Sunburn affects your body's ability to cool itself and causes a loss of body fluids.

Wear lightweight, light-colored, loose-fitting clothing.

Increase your fluid intake. Don't wait until you feel thirsty to drink fluids. Ensure infants and children drink adequate amounts of liquids.

(Source: Missouri Department of Health and Senior Services)

Saving Water Can Save You Money

How much water you use at home depends on the size of your household, use habits, and the type of plumbing fixtures in your home.

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

Approximately 14 percent of the water a typical homeowner pays for is never used — it leaks down the drain! An open faucet will send about seven gallons of water down the drain every minute.



There's plenty you can do to conserve water — and at the same time save money on your utility bills. Here are some things to consider:

-- **Turn the water off** 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 shower head uses.

-- **Fix leaks.** A dripping faucet can waste up to 2,700 gallons of water per year. A toilet that runs continuously can use almost 4,000 gallons per day.

-- **Consider water saving units,** such as low-flow toilets, when replacing appliances.

The Missouri Public Service Commission will have an information booth at the 2009 Missouri State Fair.

**Stop By And See Us.
Aug. 13-22 In Sedalia**

Our booth will be located in the Mathewson Exhibition Center (It's air-conditioned!)

How Much Water Is Enough?

It's that time of year when we drag out the sprinklers to water the lawn.

However, many residents water their lawns too much. According to the University of Missouri Extension Center, most lawns need only 1 to 1 1/2 inches of water every five to seven days in the summer. A heavy rain means you don't have to water at all!

How do you know when your lawn has soaked up enough water to maintain its health? Buy a rain gauge to determine how much rain or irrigation your yard has received.

Also, check sprinkler systems to make sure they work properly.

Be Energy Efficient Website

Check out the website 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.

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

Who to Contact:

Missouri Public Service Commission
Consumer Hotline 1-800-392-4211
or email: 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

