

PSC Consumer Connection



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

Issue 34 - July 2010

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

PSC Is Seeking Comments On Broadband Availability

The Missouri Public Service Commission has opened a working docket to receive comments and information on access and availability of broadband services in the state. Initial written comments by the public and interested broadband service providers will be accepted through July 23, 2010.



"Access to high-speed, broadband internet service is critical in the modern world of communications. It is of paramount importance that we know the availability of these services for Missouri consumers," said PSC Chairman Robert

Clayton, who is also a member of a federal/state panel looking into this issue.

Among the tasks the Commission will undertake are:

- Reviewing the Federal Communications Commission's National Broadband Plan and making recommendations to the General Assembly on how to maximize broadband development in Missouri;
- Assessing the current level of high-speed internet access availability in Missouri, and the speeds and rates at which access is available;
- Identifying unserved and underserved areas of the state and the barriers to deployment in these areas including economic, geographic, regulatory and market barriers; and
- Recommending potential public policy decisions that should be considered to increase the deployment and availability of broadband services in both unserved and underserved areas, within a period of five years at various speeds and rates that are affordable to Missouri's consumers.

The public is welcome to file comments by using the Commission's Electronic Filing and Information System (EFIS) or by mailing written comments.

Electronic comments may be submitted by visiting the Commission's website at <http://www.psc.mo.gov>. (Click on the EFIS/Case filings link on the left side of the page. Scroll down and click on the public comment link. Please reference the case number TW-2010-0362.)

Written comments in hard copy should be addressed to the Missouri Public Service Commission at P.O. Box 360, Jefferson City, Missouri 65102 and should reference TW-2010-0362.

811 -- Remember The Number; And Call Before You Dig

The date of August 11, 2010 -- commonly referred to as "8-11 day" -- will serve as a natural reminder for residents to call 811 to have underground utility lines marked prior to any digging project.

When calling 811, homeowners are connected to Missouri One Call, which notifies the appropriate utility companies of their intent to dig. Professional locators are then sent to the requested digging site to mark the approximate locations of underground lines with flags or spray paint.



Just a reminder: with Aug. 11 falling on a Tuesday, anyone planning to dig on the weekend of Aug. 15-16 should call 811 during the first half of the week.

Missouri One Call requires a call at least three days before the planned project start date.

Striking a single line can cause injury, and result in repair costs, fines and inconvenient outages. Every digging project, from installing a mailbox or laying a patio, requires a call to 811 before starting.

How To Stay Informed

There are several ways to stay connected to what's going on at the Missouri Public Service Commission.

Subscribe to PSC's List Service:



You can sign up for our list service and receive PSC news releases, the Consumer Connection Newsletter and other information in your E-mail inbox.

This list service is free. Go to our website (www.psc.mo.gov) to learn more.

Find Out Information About Cases: The Electronic Filing and Information System (EFIS) will allow you to view case documents on-line. Most documents are in Portable Document Format (PDF) unless otherwise noted. Users can search by case number, utility, and date of filing. To access this system go to the "EFIS/Case Filings" tab on the left side of our website's homepage.



Take Control Of Your Energy Bill

Making your home more energy efficient will not only save you money, but it can also improve the value of your home.

Energy conservation helps reduce air pollution and conserves natural resources. There are several things you can do to "take control" of your energy bill.

NO-COST ENERGY SAVINGS ACTIONS

- Make sure vents are not blocked by furniture or drapes.
- Close off rooms that are not in use.
- Turn thermostat up or down when not at home.
- Turn off lights not being used.
- Turn down the temperature on the water heater to 120 degrees.
- Keep refrigerator base clean, take guard off and clean dirt and debris from underneath refrigerator.
- Clear area in freezer around freezer fan.
- Use cold water when washing clothes.
- Check your meter weekly to monitor consumption and plan for billing amount.



- Consider setting the thermostat to a lower temperature in winter and higher in the summer.
- Important: Seniors and people with special medical needs should check with their doctors before changing their normal home temperatures or considering turning off air conditioning or heating units.**

LOW-COST ENERGY SAVINGS ACTIONS

- Replace furnace filter monthly when dirty.
- Caulk around windows and doors.
- Replace conventional light bulbs with efficient light bulbs.
- Install an energy efficient thermostat.
- Replace shower head with a low-flow shower head.
- Install switch and outlet gaskets/foam inserts on outer walls.

- Install plastic on windows.
- Place foam pipe wrap around warm water pipes (*Keep wrap 12 inches away from heater top*).
- Install heater jackets for water heater (*Do not install if heater has foam insulation*).
- Insulate heating ducts that travel through unheated areas of your home.
- Seal up areas around plumbing penetrations on outer walls.
- Have your furnace and air-conditioner inspected and tuned up before heating and cooling seasons.
- Fill gaps around the chimney.

LONG-TERM ENERGY SAVINGS ACTIONS

- Have a full home energy audit.
- Add insulation in attic (*Consult a licensed electrician if wiring does not meet current standards*).
- Have cellulose blown into walls that are not insulated (*Consult a licensed electrician if wiring does not meet current standards*).
- Replace old appliances with Energy Star appliances.
- Install Energy Star windows and doors.

**The Missouri Public Service Commission
will have an information booth at the
2010 Missouri State Fair**

**Stop By And See Us.
Aug. 12-21 In Sedalia**

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

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

