



*Utility services and infrastructure are essential to the economy of our state. Virtually every Missouri citizen receives utility service -- whether it is electric, natural gas, water, sewer or telecommunications -- from a company regulated in some manner by the **Missouri Public Service Commission (PSC)**.*

The Missouri Public Service Commission Regulates:



- Electric companies who collectively serve more than 1.9 million customers.
- Natural gas companies who collectively serve more than 1.3 million customers.
- Water and sewer companies who collectively serve more than 500,000 water customers and approximately 15,000 sewer customers.
- Manufacturers, dealers and installers of new manufactured homes and modular units.

The PSC has limited jurisdiction over telecommunications companies.

The Missouri Public Service Commission DOES NOT Regulate:

- Cellphones
- Internet providers
- Cable TV rates or service
- Trash pick-up services
- Rates of municipally-owned utilities, rural electric cooperatives or public water and sewer districts

Missouri **P**ublic **S**ervice **C**ommission

Who We Are & What We Do



Field Inspections



Community Outreach



Local Public Hearings

Why It Is Important That We Regulate Utilities

- ▶ Without the PSC, several electric, natural gas, water and sewer companies would be free to increase rates without any review.
- ▶ The PSC monitors the safety and quality of service of most utilities in Missouri.
- ▶ Without the PSC, where would utility customers go if they had a billing or service issue they weren't able to resolve after contacting the company?
- ▶ The PSC is a neutral body that must protect the interest of both the consumer and the utility. The Commission **IS NOT** the public advocate. The general public is represented in matters before the Commission by the Office of the Public Counsel.
- ▶ The PSC has an independent professional staff of auditors, attorneys, engineers, economists and inspectors.

The Decision Makers

- ▶ The Commissioners are the decision makers. The five-member appointed panel is impartial and does not have a financial interest in any regulated utility.

