



A Snapshot Of What We Do

A Publication Of The Missouri Public Service Commission

Utility services and infrastructure are essential to the economy of Missouri. Virtually every Missouri citizen receives some form of utility service (electric, natural gas, telecommunications, steam, water or sewer) from a company regulated by the Missouri Public Service Commission.

The Public Service Commission is the state government agency charged with ensuring that you receive safe, adequate, and reliable utility services at reasonable rates. The commission must balance the interests of the public — ratepayers as well as company shareholders. In proceedings before the commission, rates are set to give the utility company an opportunity, but not a guarantee, to earn a reasonable return on its investment after recovering its prudently incurred expenses.

Missouri's Regulated Utilities



Electric -- The PSC regulates four investor-owned electric companies (Ameren Missouri, Kansas City Power and Light, KCP&L Greater Missouri Operations [formerly Aquila] and The Empire District Electric Company). These companies serve more than 1.9 million customers. The commission **does not** regulate the rates of rural electric cooperatives or municipal electric systems. The commission **does** regulate rural electric cooperatives when it comes to safety issues.

Natural Gas -- Seven investor-owned natural gas companies are regulated by the PSC (Ameren Missouri, The Empire District Gas Company, Atmos Energy Corporation, Laclede Gas, Missouri Gas Energy, Missouri Gas Utilities and Southern Missouri Gas Company). These companies serve nearly 1.4 million customers. While the commission **does not** regulate the rates of municipal gas systems, the PSC **does** have jurisdiction in terms of safety. The PSC **does not** regulate propane.



Water and Sewer -- The PSC regulates 58 water companies. The largest company is Missouri-American Water Company, serving more than 455,000 customers. The PSC also regulates 48 investor-owned sewer companies, ranging in size from 19 to just over 2,850 customers. Water quality issues are regulated by the Missouri Department of Natural Resources. The commission **does not** regulate the rates of municipal water and/or sewer systems, public water supply districts or public sewer districts.

Telephone -- The PSC regulates, in different forms, nearly 515 telecommunications providers (local telephone service providers, long distance companies, pay phone providers, and shared tenant service providers) in Missouri. The PSC **does not** regulate wireless telephones, internet providers or cable television.



Manufactured Housing -- The PSC regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. There are 131 registered manufacturers, 232 registered dealers and 137 licensed installers in Missouri.



Steam -- Two steam companies are under PSC jurisdiction -- KPC&L Greater Missouri Operations (formerly Aquila Networks-L&P) and Trigen-Kansas City Energy Corporation. These companies serve approximately 62 customers, primarily commercial and industrial.