



# Denial Of Service

*A Publication Of The Missouri Public Service Commission*

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*Utilities may refuse to begin providing service to an applicant for various reasons. PSC rules establish procedures to be followed by utilities to ensure reasonable and uniform standards exist for denial of service. The rule also protects applicant(s) at the time of their application, from being required to pay for the bill incurred by other individuals for service from which the applicant(s) did not receive substantial benefit.*

A utility **MAY REFUSE** to provide service to an applicant for any of the following reasons:

1. Failure to pay an undisputed delinquent utility charge for services provided by that utility or its regulated affiliate;
2. Failure to post a required deposit or guarantee;
3. Refusal or failure to permit inspection, maintenance, replacement or meter reading of utility equipment;
4. Misrepresentation of identity;
5. Violation of any other rules of the utility which affects safety of the customer or other persons;
6. As provided by state or federal law;
7. Failure of a previous owner or occupant to pay delinquent utility charges where the previous owner or occupant remains an occupant;
8. Failure to comply with the terms of a settlement agreement; or
9. Unauthorized interference, diversion of utility's service by the applicant or by a previous owner or occupant who remains an occupant.

**Note:** *A utility may refuse to provide service temporarily for reasons of maintenance, health, safety or a state of emergency until the reason for such refusal has been resolved.*

A utility **MAY NOT REFUSE** to provide service to an applicant for any of the following reasons:

1. Failure to pay for merchandise, appliances or services not subject to commission jurisdiction as an integral part of the utility service provided by the utility;
2. Failure to pay the bill of another customer. In order to deny service the utility must show that:
  - a. the applicant and the other customer lived at the same address during the time the service was provided;
  - b. the bill was incurred within the past seven years;
  - c. the utility has attempted to collect the unpaid bill from the customer of record; and
  - d. at the time of the request for service, the bill remains unpaid and not in dispute.

**Note:** *The utility shall provide service at an existing residential service location as close as reasonably possible to the day specified by the customer for service to begin, but no later than, three business days following the day specified by the customer for service to begin provided that the applicant has complied with all requirements of this rule.*

*This is a summary of the Denial of Service rule (4 CSR 240-13.035).  
The full text of the rule is available at the Secretary of State's Office  
or on the commission website at <http://psc.mo.gov/statutes-rules>*

## **For more information**

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Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at [www.psc.mo.gov](http://www.psc.mo.gov)