

Who Does the PSC Regulate?

The Missouri Public Service Commission (PSC) is a state government agency that helps make sure people receive safe, reliable utility services at reasonable prices. Utilities include services like electricity, natural gas, water, sewer, and some phone services.

The PSC works to balance the needs of customers who pay utility bills and the companies that provide these services. When the PSC reviews utility rates, it may allow a utility company to recover reasonable costs and an opportunity to earn a fair profit on money it has invested.

Missouri's Regulated Utilities

Electric

The PSC regulates four investor-owned electric companies: Ameren Missouri, Evergy Missouri Metro, Evergy Missouri West, and Liberty (The Empire District Electric Company). Together, these companies provide electricity to more than 2 million customers. The PSC does not set rates for rural electric cooperatives or city-owned electric systems, but it does oversee safety issues for rural electric cooperatives.

Natural Gas

The PSC also regulates five investor-owned natural gas companies: Ameren Missouri, Liberty (The Empire District Gas Company), Liberty Utilities (Midstates Natural Gas Corp), Spire Missouri, and Summit Natural Gas of Missouri. These companies serve about 1.4 million customers. The PSC oversees safety for city-owned gas systems but does not set their rates. The PSC does not regulate propane service.

Water/Sewer

Twenty-one water and sewer companies in Missouri are regulated by the PSC. The largest is Missouri American Water, which serves more than 482,000 water customers and 24,000 sewer customers. Water quality is regulated by the Missouri Department of Natural Resources, not the PSC. The PSC also does not regulate rates for city-owned water or sewer systems, public water districts, or public sewer districts.

Telecommunications

The PSC has limited authority over about 600 telecommunications providers in Missouri. These include local and long-distance phone companies, internet-based phone services (VoIP), video service providers, pay phones, and shared tenant service providers. The PSC does not regulate wireless phone companies, internet service providers, or cable television companies.

Manufactured Housing

The PSC also regulates manufacturers and dealers of manufactured homes and modular homes. In addition, it licenses installers of new manufactured homes that meet federal Department of Housing and Urban Development standards.

Steam

The PSC regulates two steam utility companies: Evergy Missouri West and Vicinity Energy Kansas City. These companies mainly serve business customers and provide steam service to about 53 customers in Missouri.



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