Thank You For Attending
This Local Public Hearing

Missouri Public Service Commission
Quick Facts

• The Commission decides the case after a thorough review of all the evidence submitted.

• Rates are set based on the company’s prior investment in infrastructure and its prudently-incurred costs.

• In a rate case, the utility has the burden of proof.
The Decision Makers

• The five-member Commission makes its decision on evidence provided by the Parties, which include:
  
  • The **Company** (The applicant)

  • **OPC** (The consumer advocate)

  • **Intervenors** (i.e. Cities, Industrial customers)

  • The **PSC Staff** (A neutral party)
Staff Audit & Review

- PSC Staff performs an in-depth, on-site audit of the utility; all records are thoroughly reviewed.

- PSC Staff evaluates whether expenditures were prudently incurred in the course of business.

- Through this audit, the PSC Staff will make a recommendation to the Commission as to what increase, if any, should be granted in the rate case.
Rate Of Return

- Commission sets the rate of return (profit) the company may earn

- No guarantee (opportunity to earn)
Setting Rates

• When the amount of revenue that needs to be collected (revenue requirement) has been determined, customer rates are set to recover that money.

• Parties in the case may have different views on how the revenue requirement “pie” should be sliced between residential customers, commercial customers, industrial customers, etc.
What We Are Seeking From You Today

- Quality of Service Issues
- Billing Questions
- Customer Service Issues
- Company Disputes
Contact Information

1-800-392-4211

psc.mo.gov

pscinfo@psc.mo.gov