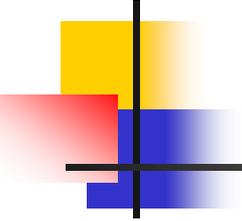


# Missouri Public Service Commission

Thank You For Attending  
This Local Public Hearing





# Quick Facts

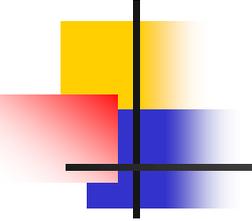
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- The Commission decides the case after a thorough review of all the evidence submitted
- Rates are set based on the company's prior investment in infrastructure and its prudently-incurred costs
- In a rate case, the utility has the burden of proof

# 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)



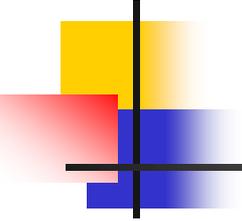


# Staff Audit & Review

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- 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

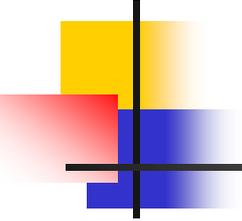


# Rate Of Return

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- Commission sets the rate of return (profit) the company may earn
- **No guarantee (opportunity to earn)**

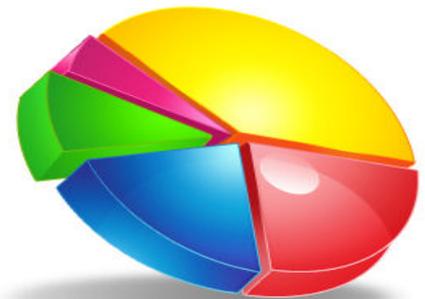


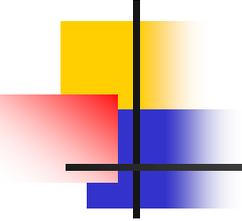


# Setting Rates

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- 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.

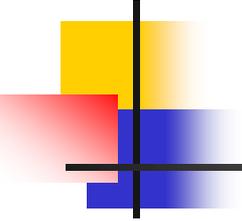




# What We Are Seeking From You Today

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



# Contact Information

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**1-800-392-4211**



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