

# A Snapshot of What We Do

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 (Commission or PSC).

The PSC 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, Evergy Missouri Metro, Evergy Missouri West and The Empire District Electric Company d/b/a Liberty). These companies serve more than 2 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

Five investor-owned natural gas companies are regulated by the PSC (Ameren Missouri, The Empire District Gas Company, Liberty Utilities, Spire Missouri, Inc., and Summit Natural Gas of Missouri). 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

There are approximately 28 regulated water and/or sewer companies in Missouri. The largest company is Missouri-American Water Company, serving more than 474,000 water customers and nearly 16,500 sewer 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 has limited jurisdiction over 729 telecommunications providers (local telephone service providers, long distance companies, Interconnected Voice over Internet Protocol — IVolP, video service providers, pay phone providers and shared tenant service providers) in Missouri. The PSC **does not** regulate wireless telephone providers, internet providers or cable television.

### Manufactured Housing

The PSC regulates dealers and manufacturers of manufactured homes and modular units, as well as the licensing of installers of new manufactured federal Housing and Urban Development (HUD) homes.

### Steam

Two steam companies are under PSC jurisdiction —Evergy Missouri West and Vicinity Energy Kansas City, Inc. — formerly Veolia Energy Kansas City, Inc. These companies serve approximately 53 customers, primarily commercial and industrial.



## Missouri Public Service Commission

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