

PSC Consumer Connection



Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

Issue 32 - October 2009

A quarterly publication of the Missouri Public Service Commission
Public Information & Education Department

Meet our newest commissioner ... Robert Kenney

Robert Kenney was appointed to the Missouri Public Service Commission on July 29, 2009 by Governor Jay Nixon.

Prior to his appointment to the PSC, Commissioner Kenney served as Missouri Attorney General Chris Koster's first Chief of Staff.



Robert Kenney

As Chief of Staff, Commissioner Kenney was instrumental in leading the office through the transition process. He was responsible for overall management of the Attorney General's attorney and non-attorney employees in five offices throughout the state. Commissioner Kenney was also responsible for managing and litigating cases involving, among other things, election law, petition initiatives, and representation of statewide elected officials. Commissioner Kenney was also tasked with monitoring and advocating on behalf of legislation affecting the Attorney General's Office.

Before working for the Attorney General, Commissioner Kenney was a shareholder at the St. Louis law firm Polsinelli Shalton Flanigan Suelthaus PC (now Polsinelli Shughart), where he practiced in the commercial and business litigation practice group and the product liability practice group. He litigated cases in state and federal courts in Missouri, Illinois, and other courts throughout the country. Commissioner Kenney chaired Polsinelli's diversity committee and served on the firm's recruiting committee.

Prior to his time in private practice at Polsinelli, Commissioner Kenney was an Assistant Attorney General in the Missouri Attorney General's Office for nearly three years, practicing in the Consumer Protection Division. In that division, Commissioner Kenney worked to enforce state and federal consumer protection laws. Commissioner Kenney also served the community

by implementing community education and outreach efforts. Commissioner Kenney also played an instrumental role in the initial implementation and enforcement of Missouri's Telemarketing No-Call List Law.

Commissioner Kenney is the Immediate Past President of the Mound City Bar Association. Commissioner Kenney has also served as a member of the board of governors of the Bar Association of Metropolitan St. Louis, serving as a presidential

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The Cold Weather Rule

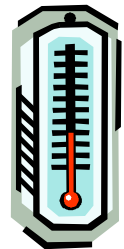
The **Cold Weather Rule** was adopted by the Missouri Public Service Commission in 1977 to help protect consumers during the winter months.

The rule applies to natural gas and electric utilities under PSC jurisdiction that provide heat-related service.

Municipally operated systems, cooperatives, and those that provide propane delivered by truck are not under PSC jurisdiction. The rule does not apply to them.

The Cold Weather Rule:

- Prohibits disconnection of service when the temperature is forecasted to drop below 32 degrees.
- Allows you to budget your payments over 12 months.
- Allows you to extend payment of pre-existing arrears beyond 12 months.
- Does not require a deposit if payment agreement is kept.
- Requires that you be notified by mail, with one notification attempt in person, before your service is shut off.
- Allows you to register with the utility if you are: 65 years of age or older; disabled to the



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Kenney

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liaison. Commissioner Kenney also served the Missouri Bar as vice-chair of the Twenty-Second Circuit Judicial Evaluation Committee.

Commissioner Kenney serves on the Board of Trustees for Fontbonne University, the Board of Directors for The St. Louis Black Repertory Theater and the Board of Directors for the Portfolio Gallery and Educational Center. Commissioner Kenney is a member of Alpha Phi Alpha Fraternity, Inc., Epsilon Lambda Chapter.

Commissioner Kenney was recently selected as a member of the 2009-2010 Missouri Bar Leadership Academy. Commissioner Kenney was also recently selected to receive the St. Louis Business Journal's 2009 Inclusive Leadership Award. Commissioner Kenney was named to the St. Louis Business Journal's Class of 2009 40 Under 40. He was also recognized in the 2008 *Missouri and Kansas Super Lawyers*, as a "Rising Star" in the Business Litigation practice area. Commissioner Kenney was also selected to appear in the Fifth Edition of *Who's Who In Black St. Louis*.

Commissioner Kenney earned his undergraduate degree in 1994 from Hampton University in Hampton, Virginia. He earned his law degree in 1998 from Saint Louis University School of Law. While in law school, Commissioner Kenney was an Articles Editor for the *Saint Louis University Public Law Review*. He was also a member of the National Moot Court Team and the Moot Court Board. He is licensed to practice law in Missouri and Illinois.

Commissioner Kenney is married to Michelle (Oakley) Kenney. They have two children: daughter Mackenzie, age 5; and son Robert, Jr., age nineteen months.

Cold Weather Rule

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extent that you have filed with the utility a form submitted by a medical physician attesting that your household must have natural gas or electric utility service provided in the home to maintain life or health; or if you have a formal award letter issued from the federal government of disability benefits.

- Requires you to be notified of possible financial help in paying your bill.
- Allows reconnection of your service for less than the full amount owed.
- Prohibits disconnection of registered low-income elderly or disabled customers who make a minimum payment.

Frequently Asked Questions and Answers

Q: When is the rule in effect?

A: November 1 through March 31.

Q: What is the minimum payment a registered low-income elderly or disabled customer must make?

A: The customer must pay at least 50% of:

- 1) the actual bill for usage during that billing period, or
- 2) the level bill amount under his/her Cold Weather Rule payment plan.

IMPORTANT NOTE: The utility may recover unpaid amounts from those winter months by adjusting the customer's Cold Weather Rule payment installments after March 31.

Q: Who is considered a registered low-income elderly or disabled customer?

A: A customer who receives an income below 150% of the federal poverty guidelines and is registered with the utility company as an elderly or disabled customer.

Q: Is a customer required to pay the full amount owed to be reconnected if he/she broke a past Cold Weather Rule payment agreement?

A: No, the customer could be reconnected by paying 80% of the account balance owed.

For printed materials regarding a number of consumer issues or copies of this newsletter, please call 573-522-2760 or email gregg.ochoa@psc.mo.gov

Who to Contact:

Missouri Public Service Commission
Consumer Hotline **1-800-392-4211**
or email: pscinfo@psc.mo.gov

Mail your inquiry or complaint to:

Missouri Public Service Commission
Consumer Services Department
P.O. Box 360
Jefferson City, MO 65102



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