

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 22nd day of March, 2017.

In the Matter of the Reapplication of the )  
United Way of Greater St. Louis, Inc. for )  
An Order of the Commission Granting it )  
Authority as an Information and Referral )  
Provider for Purposes of Obtaining 2-1-1 )  
Service. )

**File No. AO-2017-0190**

**ORDER GRANTING AUTHORITY TO CONTINUE SERVING AS A  
2-1-1 INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: March 22, 2017

Effective Date: April 17, 2017

On January 6, 2017, the United Way of Greater St. Louis, Inc. (hereinafter, "UWGSL" or the "Applicant") filed a reapplication to renew its authority to act as an information and referral provider assigned the abbreviated dialing code 2-1-1 for all Missouri Counties not currently served by the United Way of Greater Kansas City. Pursuant to 4 CSR 240-28.090, UWGSL was last re-authorized by the Commission to provide 2-1-1 service for a three-year period on April 18, 2014.<sup>1</sup> 2-1-1 provides callers with information on various providers of human services. This includes providers of food, shelter, clothing, transportation, legal services, and healthcare.

The Commission issued an order directing notice be provided of UWGSL's reapplication and set a deadline for the filing of applications to intervene. No applications to intervene were received. The Commission's Staff submitted a recommendation that the Commission renew UWGSL's authority to provide information and referral through the

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<sup>1</sup> File No. AO-2014-0208.

2-1-1 telecommunications service. Staff requested the Commission also require all certified or registered telecommunications companies and IVoIP providers in the exchange area reconfigure their switches so that local callers may reach UWGSL by dialing 2-1-1.

Having reviewed UWGSL's reapplication and Staff's recommendation, the Commission will grant the request and authorize UWGSL to continue providing information and referral through the 2-1-1 telecommunications service. Since the reapplication was not opposed and UWGSL's current authority expires on April 17, 2017, the Commission will allow this order to go into effect on less than thirty days notice.

**THE COMMISSION ORDERS THAT:**

1. The United Way of Greater St. Louis is granted authorization to act as a 2-1-1 Information and Referral Service Provider for a period of three years for the exchanges identified in Exhibit 7 of its Reapplication for 2-1-1 Authority.
2. All certified or registered telecommunications companies and IVoIP providers in the exchange area identified in Exhibit 7 of the Reapplication for 2-1-1 Authority shall reconfigure their switches so that local callers may reach the United Way of Greater St. Louis by dialing 2-1-1.
3. The Commission's Data Center shall provide a copy of this order to all telecommunications companies, as described in Ordered Paragraph 2.
4. This order shall become effective on April 17, 2017.

5. This file shall be closed on April 18, 2017.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff  
Secretary

Hall, Chm., Stoll, Kenney,  
Rupp, and Coleman, CC., concur.

Burton, Senior Regulatory Law Judge