

# PSC Connection

Missouri Public Service Commission Publication VOL. 6, NO. 10 — SPRING 2016



## How The PSC Helps Missourians

Consumer Services • Energy Savings • Call Before You Dig • Lifeline Program • Gas Pipeline Safety • **Education** • Outreach  
**Consumer Services** • Energy Savings • Call Before You Dig • Lifeline Program • Gas Pipeline Safety • Education Outreach  
Consumer Services • Energy Savings • **Call Before You Dig** • Lifeline Program • Gas Pipeline Safety • Education  
Outreach • Consumer Services • Energy Savings • Call Before You Dig • Lifeline Program • **Gas Pipeline Safety**  
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# Chairman's Corner

Welcome to another edition of the *PSConnection* magazine.

The Public Service Commission began its second century of service to Missourians in 2013. While some utility issues are certainly different today than they were in 1913 when the Commission was established, our mission of ensuring you receive safe and reliable service at rates that are just and reasonable remains the same. As part of that mission, we believe it is important that you know who the Public Service Commission is and what we do on a daily basis for consumers across the state. Consumer education and outreach is important to us.

In this edition of the *PSConnection*, we focus on customer service. 2016 marks the 40th year of operation for our Consumer Services Unit and I invite you to read “**PSC Consumer Services Unit Celebrates 40 Years of Service**” for more information on how they work for you.



Often, the first experience that a consumer has with the Public Service Commission is a call or letter to the Consumer Services Unit. If you have a billing or service issue that you have not been able to resolve through contact with your utility company, I would encourage you to contact our Consumer Services Unit at **1-800-392-4211**. A specialist will take your information and work with you and the utility company in an attempt to resolve your issue. Most of the contacts that are received through Consumer Services ends with the customer being satisfied with the end result.

The Commission's website ([www.psc.mo.gov](http://www.psc.mo.gov)) is a great source for consumer information. Information on the Cold Weather Rule, natural gas safety, budget billing and other important topics can be viewed on our website. In addition, you can see public testimony in cases before the Commission and watch proceedings (hearings and the weekly agenda meeting) on our website. In this edition of the magazine, “**Navigating Electronic Filing Information System**” details how you can get **EFIS** to work for you.

The Public Service Commission has gas safety jurisdiction over all intrastate natural gas pipeline operators in Missouri. In the article “**In The Field**,” you will learn about what PSC Safety/Engineering Staff do throughout the year evaluating pipeline systems and ensuring these systems meet state and federal safety standards. Also as part of this section of the magazine, we have an information sheet on what to do if you smell natural gas as well as who to call before you dig or do any excavation work around your home or business.

Telephone service is a necessity in daily life, and yet some Missourians face not having it because of its cost. “**Helping Missourians Stay Connected**” examines the Lifeline Program which began in 1985 to help eligible low-income and disabled customers get and keep telephone service.

With summer right around the corner, “**Home Energy Saving Tips**” is included in this publication and is designed to help you be more energy efficient.

I hope you enjoy this issue of the *PSConnection*.

— Daniel Y. Hall

## PSConnection

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*PSConnection* is an official publication of the Missouri Public Service Commission. It is published periodically each year and is free of charge to all Missourians. To request a copy or contact the editorial staff, call 1-800-392-4211. Correspondence may be sent to: *PSConnection*, 200 Madison, P.O. Box 360, Jefferson City, MO 65102-0360. You may also request an electronic version or download this publication at [www.psc.mo.gov](http://www.psc.mo.gov).

The Missouri Public Service Commission regulates investor-owned electric, steam, natural gas, water and sewer utilities in Missouri. The Commission also has limited jurisdiction over telecommunications providers in the state. Our mission is to ensure Missouri consumers have access to safe, reliable and reasonably priced utility service while allowing those utility companies under our jurisdiction an opportunity to earn a reasonable return on their investment. The PSC also regulates manufacturers and retail dealers who sell new and used manufactured homes and modular units. The Commission was established in 1913. The PSC is comprised of five commissioners, who are appointed by the governor.





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### ON THE COVER

PSC Consumer Services Specialist Ashley Stevens is one of seven specialists who help customers with utility questions or concerns.

### *Our Mission*

Ensure that Missourians receive safe and reliable utility service at just and reasonable rates.

# PSC Consumer Services Unit

*Celebrating  
40 years of service*

By Gay Fred and Contessa King

**D**o you have a question about your utility service or a service-related issue that you have not been able to resolve with your utility company? If so, there is a good chance that the Consumer Services Unit (CSU) of the Missouri Public Service Commission can help.

“Often the first time a consumer contacts the Missouri Public Service Commission, he/she talks with a representative from our Consumer Services Unit,” said Chairman Daniel Hall.

“Consumer Services personnel are on the front line working with consumers and utility company representatives to ensure that service is being provided under Commission rules and regulations. We are very proud of the work that CSU does to help consumers across the state. Often through their intervention, consumers save money.”

CSU is responsible for receiving, investigating and responding to questions, informal and formal complaints, and public comments received from consumers of regulated natural gas, electric, telephone, water and sewer utilities.

“Our main focus is to ensure compliance with Commission rules and regulations as well as Commission approved tariffs filed by investor-owned utilities,” said Courtney Dunham, CSU Coordinator. “We are neutral in our review in order to balance both the interest of the consumer and the utility.”

In 2016, the Consumer Services Unit of the Public Service Commission proudly recognizes its 40th year of helping consumers across Missouri. CSU was formed in 1976 with the purpose of having dedicated resources to receive, investigate and respond to informal and formal consumer complaints, inquiries and public comments received by the Commission.

Prior to 1976, complaints about utility companies were handled by the Engineering Department. Most of those were received by mail. Today, the majority of all contacts with the CSU are handled by telephone, through the PSC toll-free hotline **1-800-392-4211**, or by email **[pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)**.

The CSU consists of a small group of professionals with expertise in business administration or management, education, accounting, financial analysis, and consumer service. CSU personnel must be familiar with all utility billing procedures and practices, consumer rights and responsibilities as well as utility customer information systems and technology used by all regulated utilities. The Unit Staff must also know the state and federal laws that apply to customer credit and privacy. As an example, CSU is prohibited from discussing any of the details of a consumer complaint or inquiry with any outside parties.

CSU Staff interact daily with Commission Consumer and Management Analysis personnel, technical staff and PSC legal counsel, as well as with utility company representatives, in an effort to evaluate and resolve issues raised by consumers.



**Holly McCubbin, Consumer Services Specialist, assists a customer.**

## **What exactly do we do?**

CSU Staff obtains detailed information from the consumer regarding his/her account and complaint issue. They also contact the utility to obtain like detailed information. CSU Staff tries to obtain as much information as possible from all sides. They then evaluate the information received to ensure compliance with Commission rules and regulations and the appropriate tariffs approved by the Commission.

With more complex matters, CSU Staff may need to obtain legal documents from the consumer, conduct investigations on locations or individuals and make personal contact with landlords or property owners. Once

they have all of the key information, CSU will conduct a thorough analysis, verify rates and charges, conduct checks and balances, verify legal documents and prepare a final report/letter. CSU then contacts the consumer and discusses the findings and followup with a written closure letter that concludes the investigation. If a consumer is not satisfied with the resolution, the customer is given information on the appeal process that he/she can follow.

At the same time CSU Staff is investigating complaints, it is also monitoring the overall aspects of consumer complaints and comments to determine if there is a possible trend that exists that may require a broader review of an issue.

Correct billing, appropriate customer service provided by the utility and payment agreements that may be defined in Commission rules or Commission-approved tariffs would be some examples that may require further and deeper review.

This may result in two possible actions: 1) determine if there is an immediate need to educate consumers on a particular subject matter; or 2) determine if there could be a possible rule violation by the utility that would warrant a formal complaint that would be initiated by the PSC Staff. On occasion, it could simply be a CSU contact to the utility to advise it of a noticeable trend that it may be unaware of, but that could be resolved rather quickly or in a timely manner.

The Consumer Services Unit has numerous work drivers such as consumers or the general public; actions taken by the utility company, the Public Service Commission, the Missouri Legislature, federal agencies (such as the Federal Communications Commission and the Federal Energy Regulatory Commission); and last, but not least, the weather.

Missouri, like many states in the Midwest, experiences a number of issues related to the weather. Missouri often has extreme cold and hot temperatures, creating concerns for both the health and safety of consumers.

To help address those issues, the Public Service Commission established the Cold Weather Rule in 1977 and a law was passed in August of 2011 creating the Hot Weather Rule. Both contain a number of provisions designed to help consumers maintain heat-related service in the winter and cooling-related service in the summer. One such provision contains utility service shut-off moratoriums when temperatures fall below a certain level in the winter and rise above a certain temperature or heat index in the summer.



### What are the most challenging components of the Consumer Services Unit work?

**There are three key challenges:** 1) keeping up with the ever changing compliance drivers (such as tariffs, rules, regulations, legislation, federal changes, and the unpredictable weather); 2) ever changing technology; and 3) consumer education.

These challenges are being addressed daily in the CSU through due diligence and consistency. CSU Staff have a number of checks and balances which help them monitor and manage these changes. They have daily, weekly and monthly reports. They have continual training on new technology drivers. They meet periodically with all utilities under PSC jurisdiction to discuss new technology drivers and how those will impact consumers, as well as, how the utility will manage the impact on its consumers. There is also cross-training

## PSC CONSUMER SERVICES UNIT FY 2015 Summary

### Total Contacts: 13,570

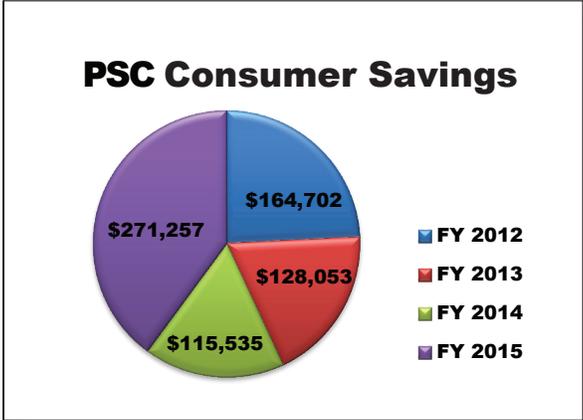
Complaints: 2,602  
Public Comments: 3,906  
Information Calls: 7,062

### Complaints by Utility Type

Gas: 605  
Electric: 1,215  
Telephone: 364  
Water: 358  
Sewer: 60

### Top 5 Complaint Issues

Discontinuance of Service  
Denial of Service  
High Bill  
Rebill  
Transfer Bill



of CSU Staff which enables them to step in and manage any change that may occur.

An important part of the mission of the Public Service Commission is consumer education. In 2012, the Commission increased its efforts in the area of consumer education and outreach. Part of that effort involved CSU and the Commission's Public Information Office working together to create a number of new educational materials to better inform consumers.

The CSU mission statement is simple but very effective: "Better regulation through Consumer Education". CSU Staff firmly believe a key component of their work is to ensure that the consumers are better informed and educated about utility service and their rights as a customer in order to make informed decisions regarding their utility services.

Public policy and technological advancements are altering the landscape of utility regulation and utility services. Some of the changes include environmental regulations, smart grid technologies, and an emphasis on energy efficiency and renewable energy. Customers need to be educated about changes that will potentially affect their utility services and bills.

The Public Service Commission believes consumer education and outreach is more important than ever given these rapid technological advances and public policy changes.

With that in mind, the Commission, in the fall of 2013, expanded its efforts in public outreach and education by:

- Collaborating with organizations throughout the state and embarking on a more detailed and extensive program designed to communicate information about utility services to the public;
- Empowering customers to take control over their utility bills; and
- Increasing awareness of the vital role the Commission plays in the day-to-day lives of Missourians.

The Commission also started participating in more community outreach events such as legislative town hall meetings, energy forums, health and senior fairs, back to school fairs and local public hearings, and a Community Outreach Coordinator was named to develop and implement a more comprehensive program for consumer education and outreach.

The Commission works with organizations such as community action agencies, Heat-Up St. Louis, local community back to school organizers and other community-based groups to provide education and educational materials on such subjects as: how to be energy efficient, what is budget billing, consumer bill of rights, special protections available to consumers during cold

winter weather and hot weather in the summer, Lifeline telephone service, payment arrangements, why there may be a deposit requested, and customer notice prior to a discontinuance of service.

These community events also give the Commission an opportunity to give consumers information on who the Public Service Commission is and what it does.

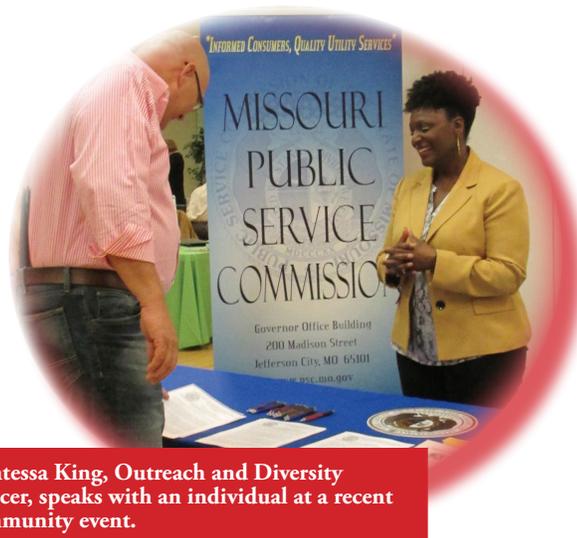
Some of these events attract thousands of consumers. They give the Commission an opportunity to talk with consumers in a large group setting on key issues. Other venues give the Commission an opportunity to meet one-on-one with consumers and address their particular questions or issues.

Communication and collaboration with these organizations is key to the Commission's outreach and education mission. The Commission appreciates the collaborative efforts that exist which enable it to provide effective community education.

Commission outreach and education efforts also include members of the Commission's Public Policy & Outreach Department and Consumer Services Unit and involve speaking engagements, serving as exhibitors at community events, public service announcements, social media activity, press releases, publications and local public hearings. Local public hearings are held by the Commission to seek public feedback on rate cases and other contested cases before the PSC.

In Fiscal Year 2014, the Commission participated in approximately 50 different consumer outreach venues (i.e., energy conservation and energy assistance forums, Earth Day events, health, senior and back to school fairs, cultural events and local public hearings). In Fiscal Year 2015, there were approximately 70 different outreach venues.

The Commission is committed to increasing its visibility and working with more community organizations to help consumers understand the utility issues of the day.



**Contessa King, Outreach and Diversity Officer, speaks with an individual at a recent community event.**

— **Gay Fred**, Manager of PSC Consumer Services Unit  
**Contessa King**, PSC Outreach and Diversity Officer



# How Can Consumer Services Help You?

## PSC Consumer Services Staff can investigate an inquiry or dispute regarding:

- Rates or charges.
- Service installation or disconnection.
  - Responsibility for a bill.
  - A request for a deposit.
- A utility's refusal to provide service.
- The quality and type of utility service.
- Compliance of a utility's policies and procedures with Commission rules and regulations.

## Consumer Services can provide additional information related to:

- Long distance issues (such as "slamming" or "cramming"); satellite TV; faxes; Internet; wireless communications; "800" and "900" number complaints; federally-mandated charges.
- Telemarketing and consumer fraud involving utility rates.
- Energy assistance contacts.

## The PSC **DOES NOT** regulate:

- Cellphones
- Internet providers
- Paging services
- Cable television rates or service
  - Trash pick-up service
  - Financial institutions
- Retail telecommunications services
- Rates of municipally-owned utilities, rural cooperatives or public water and sewer districts



## Need additional information or assistance from the PSC Consumer Services Unit?



Call: 1-800-392-4211

Fax: 1-573-526-1500



Online Complaint Form:

[www.efis.psc.mo.gov/mpsc/complaintform.asp](http://www.efis.psc.mo.gov/mpsc/complaintform.asp)



Mail: Missouri Public Service Commission

P.O. Box 360

Jefferson City, Missouri 65102

ATTN: Consumer Services Unit

Are you interested in having a representative from the Missouri Public Service Commission at your next event?

Contact Contessa King,  
Outreach and Diversity Officer,  
at 573-751-5239 or toll free at  
1-800-392-4211.

You may also send an email to:  
[contessa.king@psc.mo.gov](mailto:contessa.king@psc.mo.gov).

We look forward to hearing from you

# In The Field

## PSC Natural Gas Safety Staff Working To Ensure Systems Meet Safety Standards

By Bob Leonberger

**W**hile our offices are located in the Governor Office Building in Jefferson City, you probably won't see us there during most weeks. We are out in the field inspecting the state's natural gas pipeline systems, working to ensure those systems meet federal and Public Service Commission safety rules.

Like emergency responders, members of the Public Service Commission's Safety Engineering Unit in the Operational Analysis Department (Staff) are "on-call" 24 hours a day/7 days a week should a natural gas incident occur in Missouri.

We contract with an answering service to take after-hour calls and to have information from those calls forwarded to Staff members at any time, day or night.

### Investigating incidents

Investigation of natural gas incidents is one of the many tasks we perform and is undoubtedly our most visible function.

Natural gas operators are required to call Staff within one hour of determining a natural gas incident (defined as a release of gas that involves a death, injury requiring hospitalization, or over \$10,000 in damage) has occurred. Staff will then determine if an on-site investigation is necessary. Staff often responds when a call is received and conducts an on-site investigation even if it is after normal work hours, on weekends or holidays.

If an on-site investigation is conducted, Staff will also gather detailed information through data requests and witness interviews; compiling a formal Incident Report (Report) that is filed with the Public Service Commission. That Report will describe the facts surrounding the incident. It will also include an analysis, conclusions

and recommendations. Conducting such an investigation is necessary to determine if the operator (company or municipal) was in compliance with Missouri Public Service Commission regulations which are often more stringent than federal regulations. In almost all cases, the Staff Incident



Excavation and installation of a gas line in southwest Missouri.

Report is the only comprehensive report detailing the natural gas incident.

The Safety Engineering Unit is comprised of eight inspectors and a supervisor. Our primary role is an on-going operator inspection program of all the intrastate (within Missouri) investor-owned and municipal-owned natural gas utility systems in the state. This activity takes up a majority of the Staff's time. We are in the field a total of over 600 days a year.

The Commission has pipeline safety jurisdiction over nine investor-owned and 41 municipally operated natural gas systems that comprise approximately 80 separate "inspection units". There are approximately 30,000 miles of main, approximately 1,000 miles of transmission line, and about 1.6 million service lines under the pipeline safety authority of the Public Service Commission.

The goal of our unit is to conduct detailed reviews on all inspection units each year. Circumstances may cause the inspection intervals to exceed 12 months, but not longer than 18 months.

## Inspecting systems in the state

These inspections vary in length and consist of an office record search/review and field facilities inspection. For example, MGE has seven inspection units. We will have three to four Unit Staff spend three to four days conducting a detailed inspection on each of the units each year. For smaller municipal systems, an annual inspection could take one person from the Unit a day or two to conduct. Following each inspection, Staff prepares an inspection summary that is sent to the operator detailing any regulation violations and/or areas of concern.



PSC Safety Engineering Staff member Greg Williams, left, inspects a gas line and meter installation.

During an inspection, Staff checks for operator compliance in numerous areas:

- Prompt response to leak calls.
- Proper leak investigations and classification of leaks.
- Timely rechecks and repair of existing leaks.
- Leak surveys conducted at required intervals.
- Inspection and proper operation of regulator stations.
- Proper location of emergency valves.
- Proper levels of corrosion control protection measures.
- The natural gas contains sufficient odor levels.
- A public education program is being conducted.
- Proper qualification of operations personnel is maintained.

- Proper qualification of personnel welding steel pipe and joining plastic pipe is maintained.
- Piping in new installations has been installed correctly and tested to the correct pressure.
- Ensure liaison is maintained with fire/police/public officials, and other areas.

Following the records review, Staff goes into the field to verify the information contained in the records.

This includes checking:

- ✓ Regulator stations.
- ✓ Location of emergency valves.
- ✓ Measuring the level of corrosion protection.
- ✓ Measuring the odorization level in the natural gas and other areas that are identified during the records review that needs to be addressed.

Staff also conducts construction inspections and operations-related inspections.

All state and federal natural gas pipeline inspectors are required to pass a series of seven, one-week pipeline safety courses at the United States Department of Transportation (DOT) training center in Oklahoma City, Oklahoma. Additional DOT training courses are required for more advanced or specialized inspections.

— **Bob Leonberger**,  
PSC Staff Safety Engineering Unit



**Call Before You Dig**

**811** OR  
**800-DIG-RITE**  
(344-7483)

As part of its work, Staff also reviews operators' responses to excavator notifications and the operators' proper response to mark lines as part of our comprehensive inspections. Also, the Staff is involved with Missouri One Call to further excavation damage prevention.

Outreach efforts by the Unit Staff to address third-party damage to underground facilities includes an annual excavation damage prevention summit with over 1,000 participants involved in excavation work. We are also involved in efforts to educate the public on calling before doing any excavation work in their yard or at a business. All educational materials contain the number to call before you dig: **811** or **800-DIG-RITE**.

**For more information,  
see page 14 or visit  
[www.psc.mo.gov](http://www.psc.mo.gov).**

# Helping Missourians Stay Connected

By Dana Parish

In today's fast-paced, technology driven society, it is more important than ever to stay connected to your world. Telephone service plays an important role, helping you stay in touch with family and friends; call a doctor or pharmacy; contact emergency or government services or community resources.

Telephone service is a necessity of daily life and yet the cost can be a financial burden for some Missourians. That's where the Lifeline and Disabled Programs in Missouri may be able to help. These programs can make telephone service more affordable for eligible low-income and disabled customers.

The Lifeline Program is a national program designed to provide discounted telephone service to qualifying low-income customers. The program is currently administered through a partnership between the Federal Communications Commission (FCC) and state commissions, such as the Missouri Public Service Commission. Overseen by the FCC, the Missouri Public Service Commission also helps administer the Lifeline Program.

The Lifeline Program started in 1985 as part of an effort to ensure universal telephone service is available to all households. At the beginning, only landline telephone companies participated in the Lifeline Program. In Missouri, that expanded in 2006 when the Public Service Commission began to receive applications and grant approvals to various wireless companies. Today more than 175,000 Missourians participate in the Lifeline Program.

Funding for the Lifeline Program comes primarily from the federal universal service fund administered by the FCC.

In Missouri, additional funding may also be provided by the state Universal Service Fund.

The Disabled Program is a Missouri program designed to provide discounted telephone service to qualifying disabled landline customers. The program is administered by the Missouri Public Service Commission.

All telecommunications service providers contribute to the federal Universal Service Fund. This includes landline telephone companies, wireless telephone companies and Voice Over Internet Protocol (I-VoIP) providers. Landline telephone companies, including I-VoIP providers, also contribute to the Missouri Universal Service Fund. Many telephone service providers pass these charges on to their customers through what may be called "Universal Service" charges which are separately identified on the monthly telephone bill.

There are eligibility requirements for the Lifeline and Disabled Programs (see page 11). Customers who may be eligible for discounted service should contact their telephone provider for further details and to sign up for either the Lifeline or Disabled Programs. Different eligibility criteria exist for each program.

**The Lifeline Program is a national program designed to provide discounted telephone service to qualifying low-income customers.**

— Dana Parish, Utility Policy Analyst in the PSC Staff Telecommunications Department

## Contact Information

How can I get more information about these programs?

**Call** ..... Your local telephone provider

**Online** ..... [www.lifelinesupport.org](http://www.lifelinesupport.org)

**Email** ..... [customersupport@usac.org](mailto:customersupport@usac.org)

# Q&A

## LIFELINE AND DISABLED PROGRAMS

### What discounts are available to Missouri customers?

The Lifeline Program offers a discount of up to \$15.75 a month for eligible low-income customers.

The Disabled Program offers a monthly discount of \$6.50 for eligible disabled customers.

### If I qualify for both the Lifeline and Disabled Program discounts, can I get both?

*No.* If a customer qualifies for both discounts, the customer cannot combine the discounts. The Disabled Program discount is only available to qualifying landline customers. The Lifeline Program discount is available to qualifying landline or wireless customers.

### Can I get the discount on multiple phones?

*No.* If a customer has more than one phone, the discount can only apply to one phone per household.

### Do I have to annually verify my eligibility to continue to receive the Lifeline Program discount?

*Yes.* The annual verification process occurs from March through December of each year. Companies have some discretion on the annual verification process so it is difficult to say when a subscriber will be contacted to verify continued eligibility. If a customer fails to respond within 30 days, then the telephone provider is required to remove that customer from the Lifeline Program and the discount will no longer apply.

## Lifeline and Disabled Programs Eligibility Requirements

Customers may be eligible if a household member meets or receives any of the following:

### Lifeline

- Annual household income level is at or below 135% of the federal poverty level
- Food Stamps
- MOHealthnet (or Medicaid)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families Program (TANF)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- National School Lunch Program's free lunch program

### Disabled

- Veterans Administration Disability Benefits
- State Blind Pension
- State Aid to Blind Persons
- Social Security Disability
- State Supplemental Disability Assistance Payments administered by the Family Support Division



# NAVIGATING

The Missouri Public Service Commission's e-filing system, known as EFIS, is available 24 hours a day, seven days a week, to anyone with Internet access. EFIS can be accessed from the PSC's website, [www.psc.mo.gov](http://www.psc.mo.gov), by clicking on the **'Electronic Filing/EFIS'** icon.



One very important part of EFIS is the blue **'Help'** button on the left side of the screen below. Clicking it will provide step-by-step instructions for several things users may want to do within EFIS.

All of the documents filed in a Commission case, except those deemed highly confidential or proprietary, are available for public viewing from the **'Docket Sheet'** link found under the **'Filing/Submission'** tab.

Some utility companies are required to file information regarding their rates, terms, and conditions of service. These filings are known as tariffs and can be found under the **'View Tariff'** tab.

The items under the **'Resources'** tab will help EFIS users find and query information housed in EFIS. The **'Company Contact Address Query'** will provide the address, phone number and e-mail addresses for individuals listed as contacts for each company.

The Public Service Commission holds weekly meetings to discuss pending Commission matters. Information regarding the Agenda time, location and items being discussed is available under the **'Agenda'** tab in EFIS.

EFIS allows companies to make filings and submit requested information effortlessly with a few keystrokes and mouse clicks. Submitting information through EFIS is not just limited to utility companies. There are also submission opportunities for the general public.

Anyone can submit an inquiry or an informal complaint regarding a Missouri-regulated utility company to the PSC's Consumer Services Staff using the **'Complaint/Inquiry'** tab. Comments about a particular case or issue can be submitted by using the **'Public Comments'** tab.

## Why an Electronic Filing System (EFIS)?

For many years, the PSC had a paper-based case and tariff system, which created mounds of paper with a manual check-in, check-out process through the data center, multiple copies stored everywhere, and created millions of redundant paper-based documents being stored everywhere. Today, EFIS allows the PSC to operate more effectively and efficiently, and reduces the costs of doing business with the PSC.

### Before EFIS

- Storage of over 9 million pages of documents on file;
- 1.2 million pages added per year with an existing storage of 7+ years onsite;
- Over 1,000 rolls of microfilm and 12,000 fiche;
- Little to no search capabilities;
- No integration of documents in case files;
- Little to no metrics and reporting system; and
- Ratepayers had poor and inconvenient access to PSC for complaints, information and education.

### Strategic Benefits of EFIS

- PSC handles consumer complaints more quickly;
- Utility companies save time and money with electronic filings;
- Legislators, policy makers and constituents know more about utility rates, issues and the PSC; and
- The return on investment proved to pay for itself in one year based on the hard return on investment savings. There were definitely soft returns on investment in savings that provided priceless cost effective services to both internal and external entities.

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**THE MISSOURI  
PUBLIC SERVICE COMMISSION  
IS LOOKED UPON AS HAVING THE  
STATE-OF-THE-ART SOLUTION  
WITH LEADING EDGE TECHNOLOGY  
WITH ITS WIDESPREAD USE  
BY UTILITIES, STAKEHOLDERS,  
INTERVENORS, RATEPAYERS AND  
THE PSC ITSELF.**

**IN ADDITION,  
THE PSC HAS SHARED ITS EFIS  
DEVELOPMENT AND SKILLS FOR  
BUSINESS PROCESS REDESIGN AND  
SYSTEM INTEGRATION WITH  
JAMAICA, RWANDA, MOLDOVA AND  
MOST RECENTLY NIGERIA.**

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— Contributors to this article include:  
**Kim Happy**, Manager-Data Center;  
**Kay Finnell**, Data Center;  
**Gay Fred**, Manager-Consumer Services  
Unit. All are PSC staff members.

## BEFORE

In 1998 we identified:

- 158 PSC work processes
- 64 Applications in use
- 35 Intersecting work processes with Docket System
- 20 Database repositories that were not integrated
- 9.2 Million pages of paper stored on-site
- 1.2 Million pages of additional paper expected annually

## AFTER

In 2015 we had:

- 58 PSC work processes
- 6 Applications in use
- 58 Intersecting work processes with new EFIS Docket System
- 10 Database repositories
- 2 Million pages or less stored on-site
- 5 Thousand pages or less received annually

## What you should know ... about Natural Gas

Natural gas is a non-renewable resource that does not have an odor. An odorant is added so gas can be detected if a leak occurs. The odor is similar to the smell of 'rotten eggs' (for odor, scratch 'n sniff).



### If you smell natural gas ...

- **Evacuate** the building immediately.
- **Do not** operate electrical switches.
- **Do not** smoke, use lighters, matches or any other item with an open flame.
- **Do not** start your vehicle if it is in a garage attached to the building.
- **Go** to a building next door or a neighbor's house and call your local natural gas company to report the odor and its approximate location.
- **Do not** call from inside the building as the phone could create a spark that could cause an explosion.



### Before you dig ...

- **Call** the Missouri One Call System at **811** or **800-DIG-RITE (344-7483)** three to 10 working days before any digging starts, except in an emergency.
- **Missouri law** requires that any person excavating or digging must notify all underground facility owners that may be affected. The Missouri One Call System will notify the facility owners who will determine if the planned dig is near any underground facilities.
- **The facility owner** will mark the site using paint, stakes or flags, according to specific guidelines and color codes.
- **Do not begin digging** until all of the utilities in the area have been located and marked.
- **Carefully avoid digging** near any of the flags or marks placed by the facility owner. If underground facilities are damaged, you could create a dangerous situation and you may be required to pay for the damage you cause.

# Summer Home Energy Saving Tips

## Living Spaces

- Add insulation and seal air leaks to help keep the cool air inside.
- Don't overload an electric circuit with high-wattage appliances. The normal limit for an electric circuit of 15 amps is 1600 watts. Overloaded circuits can blow fuses or trip circuit breakers as well as make any appliances on the circuit operate inefficiently.



## Living Spaces

- Turn off lights when they are not needed. Consider replacing burned out light bulbs with new energy efficient bulbs.
- Turn off computers, monitors, printers and televisions during periods of non-use.
- Close drapes, shades and blinds during the day to keep the sunlight from heating up your home.
- Caulk and weather strip doors and windows that leak air.

## Kitchen/Laundry Room

- Vacuum the coils of your refrigerator and check for frost buildup in refrigerators and freezers which causes an appliance to work harder.
- Shift the use of heat-producing and major appliances such as ovens, dishwashers, clothes dryers and irons from mid-day to early in the morning or later at night when possible.
- Try to wash full loads in the dishwasher, and use the short cycle. Except for very dirty dishes, short cycles work just as well as longer ones.
- Use your microwave, toaster oven, slow cooker, broiler oven or other energy saving appliances for cooking food. They use half the energy of a regular oven and keep your kitchen cooler.
- Turn down the temperature on your water heater to 115 degrees.
- Cover pans when cooking on a stove top and use exhaust fans periodically, as required, to reduce indoor humidity.
- Avoid using extension cords with appliances because they cut the efficiency of the appliance.
- Wash clothes in cold water with a cold water detergent. Wash full loads of laundry for maximum efficiency.

## Cooling System

- Don't move the thermostat up or down throughout the day as this will waste energy and money.
- Make sure furniture and draperies are not blocking cooling outlets. Blocked outlets restrict air circulation, overwork the cooling equipment and increase operating costs.
- Use ceiling fans to assist in cooling. In the summer, blades should rotate counter-clockwise when viewed from below.
- Consider using a programmable thermostat to raise the temperature when the home is unoccupied.
- Keep storm windows and doors in place to reduce the air conditioning load.
- Make sure your air conditioner filter is clean and replace filters as needed.

Source: U.S. Department of Energy - Energy Savers Tips

# E • M • P • L • O • Y • E • E

## SPOTLIGHT

**David Spratt**  
Technical Specialist  
PSC Water and Sewer Department

### **What are your main job duties?**

I am a Technical Specialist for the Water and Sewer Department. One of my duties is inspecting water and sewer facilities to ensure the utilities that are regulated by the PSC are providing safe and adequate service. I assist companies in navigating the regulatory process and I help customers by answering questions and investigating any issues or complaints that they may have.

### **What did you do before working at the PSC?**

After high school, I went to work in the family inventory business while earning my Bachelor's and Master's degrees. I also worked as an engineer assistant and as an investment advisor prior to coming to the Missouri Public Service Commission.

### **Why did you choose to work at the PSC?**

A downturn in the financial markets caused the investment world to slow down for several months so I looked for a job where I thought I would be able to help people.

### **What is the most interesting thing about your job?**

I enjoy working with and helping people. I love the diversity that my job offers. I am out in the field examining water and sewer systems ensuring those systems are in compliance with Commission rules and regulations and are providing safe and adequate service to customers one day and helping consumers with issues that they might have the next. It is fascinating to see how science and technology has evolved in waste water treatment.

**I love the diversity that my job offers – in the field examining water and sewer systems one day and helping consumers the next.**

### **What is one thing people do not know about you?**

I won a gold medal in Judo in the Show-Me State Games when I was in high school.



David Spratt



## Missouri Public Service Commission

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