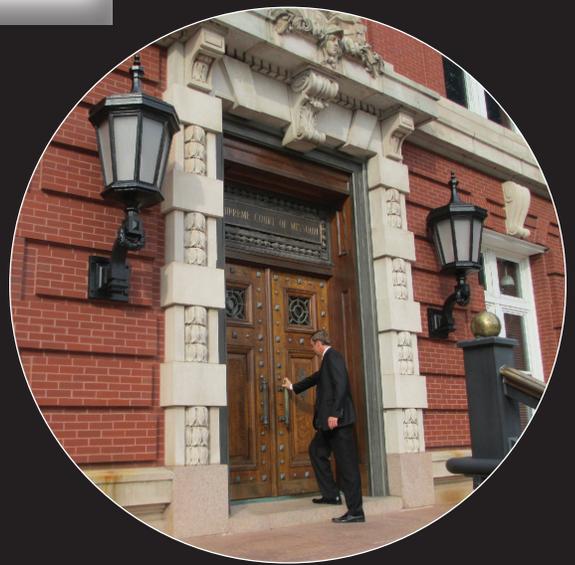


PSC *Connection*

Missouri Public Service Commission Publication VOL. 6, NO. 11 — FALL 2016



MISSOURI PUBLIC SERVICE COMMISSION



WHO WE ARE

WHAT WE DO

Chairman's Corner

Welcome to another edition of the *PSConnection* magazine.

Our mission at the Public Service Commission is to ensure that consumers receive safe and reliable service at rates that are just and reasonable. To achieve these goals, many of our actions or decisions involve hearings in contested cases.

These hearings are held in a trial-like setting in hearing rooms located in the Governor Office Building in Jefferson City. A Commission Regulatory Law Judge presides over those hearings. In this edition of the *PSConnection*, we examine **“What is a Regulatory Law Judge?”** Regulatory Law Judges are responsible for managing all cases filed with the Commission.



When the Commission reaches a decision in a case before it, that decision is articulated in a written Report and Order. That decision can be appealed to the courts by any party in the case, with the exception of the Public Service Commission Staff.

If a case is appealed, the Commission is represented in court by attorneys in the General Counsel's Office. In the article **“The Commission's General Counsel Office: Keeping Connected to the Law,”** you will also see how the Commission vigorously represents the interests of Missouri ratepayers on issues before federal regulatory bodies such as the Federal Energy Regulatory Commission (FERC). Through those efforts, we have been able to save Missouri ratepayers millions of dollars.

The Public Service Commission's Cold Weather Rule has been a part of our rules and regulations since 1977. The Cold Weather Rule is designed to help customers who are struggling to pay their heating bills. **“Programs to Help Missourians Stay Warm During the Winter,”** provides information on the Cold Weather Rule as well as a federal funding program called LIHEAP (Low Income Home Energy Assistance Program). In this issue, we also have an article on another assistance program, **“Low Income Weatherization Assistance,”** which celebrates 40 years this year.

In this edition of the magazine there are energy saving tips for the winter as well as information regarding what to do if you smell natural gas and suspect carbon monoxide poisoning.

Finally, take a look at **“Update on the Law Library”** for news about changes that will save our agency over \$50,000 annually. We often demand utilities spend ratepayer dollars wisely. I believe we should expect the same from ourselves, and the Law Library project is one example of how we are diligently pursuing efficient use of taxpayer and ratepayer funds.

I invite you to visit the Public Service Commission website (psc.mo.gov), which is a great source for consumer information and community outreach events. There you will find information on the Cold Weather Rule, budget billing, telecommunications Lifeline and Disabled Programs, and energy efficiency. If you have questions or seek additional information, please contact our Consumer Services Unit at **1-800-392-4211**.

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

— Daniel Y. Hall

PSConnection

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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

The Commission may hold local public hearings and formal evidentiary hearings in cases before it. Case decisions are made in an open Agenda meeting. The General Counsel's office represents the Commission if a case is appealed to the courts.

Our Mission

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

What is a Regulatory Law Judge?

The role of the five commissioners of the Missouri Public Service Commission is well defined by statute. Section 386.050, RSMo 2000 provides that the Commission is composed of five Commissioners, appointed by the Governor, with the advice and consent of the Senate. The statutes that establish the Commission's authority do not, however, describe the role of a regulatory law judge.

While not described by statute, the Commission's rules define a presiding officer as "a commissioner, or a law judge licensed to practice law in the state of Missouri and appointed by the commission to preside over a case or any portion of a case."¹ A commissioner has the authority to act as a presiding officer, but at least since the 1940s the Commission has exercised its authority under Section 386.240, RSMo 2000, to delegate its powers by appointing attorneys to act as presiding officer in their stead. Such presiding officers are currently given the title of regulatory law judge, but in the past, they have carried the title of hearing examiner, attorney-examiner, special examiner, or examiner.

The Commission currently employs six regulatory law judges, led by a Chief Regulatory Law Judge and a Deputy Chief Regulatory Law Judge. The Chief Regulatory Law Judge assigns cases to the other judges as appropriate. By terms of the Commission's regulations, the regulatory law judges have a duty to "conduct full, fair and impartial hearings, to take appropriate action to avoid unnecessary delay in the disposition of cases, to maintain order, and shall possess all powers necessary to that end."² In essence, that means the regulatory law judges are responsible for managing all cases filed with the Commission.

Managing a case requires different actions by the regulatory law judge depending upon the complexity of the relief sought from the Commission, whether there is any opposition to the relief sought, and whether a hearing is required before the Commission can render a decision.

For the simplest cases in which the Commission exercises no discretion and acts in a ministerial role, the regulatory law judge may manage a case by simply ensuring that the required order or authority is issued in a timely manner.

For a more complicated case where the Commission may exercise its discretion, the regulatory law judge will direct the Commission's Staff to review the matter and to file a recommendation for the Commission's consideration. If no one disagrees with Staff's recommendation, the regulatory law judge will write an



A regulatory law judge presides over hearings held in Commission offices in Jefferson City.



appropriate order and submit it to the Commission's agenda meeting for approval by the Commission.

The Commission holds weekly agenda meetings to discuss various cases, policies and rulemakings, and to issue its decisions. Those meetings are open to the public and are webcast on the Commission's website at psc.mo.gov.

For the third type of case, a contested case that requires a hearing before the Commission can make a decision, the regulatory law judges' role is more complicated. The regulatory law judge is responsible for scheduling the hearing and any preliminary proceedings leading up to the hearing. As part of that process, the regulatory law judge must resolve any discovery or procedural disputes raised by the parties. Before the hearing, the regulatory law judge will also brief the Commissioners on the issues that will be addressed at the hearing and on the positions of the parties on those issues.

The regulatory law judge presides at the hearing; controlling the flow of testimony or cross-examination and ruling from the bench on any evidentiary objections or procedural matters that arise during the hearing. The regulatory law judge may also choose to question witnesses to clarify their testimony or to ensure that a complete evidentiary record is established.

Once the hearing is over, the regulatory law judge moves into the role of facilitating the Commission's decision and writing a report and order that embodies that decision. In that role, the regulatory law judge reviews the evidentiary record established at the hearing and the briefs submitted by the parties. He or she compiles the relevant facts and law and presents it to the Commission for its deliberation at a public agenda meeting. The regulatory law judge must note the consensus decisions reached by the Commissioners in their deliberations and then write a detailed report and order that explains and supports those decisions with reference to the law and to the facts established at the hearing.

In fiscal year 2016, 362 new cases were opened at the Public Service Commission. There were 9,024 filings in cases before the Commission during the 2016 fiscal year along with 631 tariff filings.

The role of a regulatory law judge is not established or defined by the statutes that created and empower the Public Service Commission. Nevertheless, the regulatory law judges play a vital role in moving the cases that come before the Commission to a successful conclusion.

— **Morris Woodruff**, PSC Secretary/Chief Regulatory Law Judge

¹ Commission Rule 4 CSR 240-2.010(14).

² Commission Rule 4 CSR 240-2.120(1).

PSC Cases Fiscal Year 2016

362 new cases opened
9,024 case filings
631 tariff filings



Commissioners and regulatory law judges discuss issues in a case during a Commission Agenda meeting.

GUIDE TO PSC LOCAL PUBLIC HEARINGS

Each year, the Missouri Public Service Commission holds several local public hearings across the state to give consumers an opportunity to speak directly to Public Service Commissioners who will be making decisions in pending cases. Local public hearings provide a forum for consumers to express their views, opinions and concerns about a case before the Commission. Consumers can also bring any service-related problems to the Commissioners' attention.

Who Participates In A Local Public Hearing?

- Affected customers
- Public Service Commissioners
- A PSC Regulatory Law Judge
- Parties to the case (which includes the PSC staff, the Office of the Public Counsel, representatives of utility companies, and others interested in the case)

How Will A Local Public Hearing Proceed?

A Commission regulatory law judge presides over the hearing. At the start, the judge will introduce the members of the Commission and explain how the local public hearing process works. Witnesses will be asked to testify. Witnesses appearing before the Commission are not allowed to ask questions of the Commissioners. Because the case is still pending, Commissioners are not allowed to comment on the proceedings.

Witnesses Who Testify

Witnesses are sworn in so their comments can be included as part of the official record in the case. Witnesses will be asked to state their name and address for the record. Local public hearing statements are considered evidence and part of the official record that the Commission considers when making its decision in the case.



PSC Commissioners Maida Coleman, *left*, and Scott Rupp, with Regulatory Law Judge Kim Burton, listen to testimony at a local public hearing.

Making A Statement

Those wishing to make a statement before the Commission should sign the witness list before the public hearing begins. The regulatory law judge will call witnesses from this list during the local public hearing. Once a witness has testified, Commissioners may ask questions in order to clarify the comments and concerns.

The Commission's General Counsel Office

KEEPING CONNECTED TO THE LAW

When you flip on the light switch, you probably know that electricity flows through a vast network of transmission wires crisscrossing the land over hundreds and perhaps thousands of miles. But did you know that the electricity you use also flows through a multi-dimensional legal landscape on its way to your living room?

The General Counsel is the attorney authorized by statute to represent and advise the Commission regarding all matters in connection with the Commission's powers and duties. Attorneys in the General Counsel's Office (GCO) provide legal services and support the wide-ranging and varied areas of law in which the Commission does its work.

Missouri Laws

Much of the Commission's authority is governed by Missouri law. State statutes require the Commission to make sure that public utilities provide services that are "safe and adequate," and that utilities charge customers rates that are "just and reasonable." The Commission often holds lengthy hearings where multiple parties — including the utility, consumer advocates, employee unions and environmental groups — weigh in on the utility company's rates and service. As you might expect, these parties do not always agree about how the Commission should regulate the utility.

Parties who disagree with a Commission decision frequently appeal the Commission's orders to the state's appellate courts or to the Supreme Court of Missouri for judicial review of the lawfulness and reasonableness of the Commission's decisions. Attorneys in the General Counsel's Office defend those orders and decisions by researching, briefing and arguing the case to the court.

Missouri law also authorizes attorneys in the General Counsel's Office to enforce the Commission's regulations. When the Commission has determined that a violation of law, rule or order has occurred, it can direct the GCO to seek penalties against a regulated utility by filing an action in any of the state's circuit courts. Other enforcement actions are also filed by the GCO to pursue compliance. For instance, attorneys can file circuit court cases for a company's failure to produce documents or comply with Commission discovery orders, or for failure to pay assessments or submit annual reports.

If the Commission determines that a small water or sewer utility has been actually or effectively abandoned by its owners, or that the utility is unable or unwilling to provide safe or adequate service to its customers, the Commission is authorized to file a case in circuit court requesting the appointment of a receiver to manage the utility in order to provide service in the best interests of its customers.

Whether the matter involves multi-million dollar issues before the Missouri appellate courts, or a small sewer utility with just a handful of customers, attorneys in the GCO represent or coordinate litigation for the Commission at all stages of an action. The first stages of litigation may be



PSC External Litigation attorneys represent the Commission if decisions are appealed to the courts.

researching potential risks for litigation, or handling and responding to subpoenas served on the Commission for documents or testimony of its staff. Thereafter, depending on the type of proceeding, GCO will either file the action or defend the Commission by filing pleadings, motions, processing discovery, and preparing the case for trial through its conclusion.

Federal Laws

In addition, the utility rates that Missourians pay are affected by decisions made by a myriad of different national and regional organizations operating beyond the borders of

our state. Some entities, like the Federal Energy Regulatory Commission (FERC) or the Environmental Protection Agency (EPA), are well known. Other entities, like the Regional Transmission Organizations (RTOs), are not. The General Counsel's Office analyzes how this rapidly changing legal landscape affects the Commission, the utilities under its jurisdiction, and Missouri citizens. The General Counsel's Regulatory Analysis Department consists of a team of technical experts from multiple disciplines who monitor all types of federal and regional actions and issues that could impact Missouri utilities and their customers.

For example, transmission of electricity and natural gas across state lines is regulated by the FERC. The FERC has significant authority to regulate the transmission of both electric power and natural gas through wires and pipelines that cross from one state to another. FERC determines how much interstate natural gas pipeline companies can charge utility companies to ship natural gas from wells in the Gulf of Mexico or Pennsylvania to customers in Missouri.

These shipping charges are included in the amount the utility charges its customers, and will ultimately be borne by the Missouri citizens and businesses that pay the utility rates. As part of its mission to ensure just and reasonable rates for Missourians, the Commission is authorized to intervene in cases before the FERC, and, if necessary, to litigate in favor of reasonable gas and electric transmission rates.



Unlike other public utilities like natural gas and water, electricity cannot be stored for later use. Although there is much research in this area, presently electricity must be used as it is produced, or else it is wasted. At the same time, most people expect that they will be able to use all the power they need or want on demand. To help manage the complicated task of making sure that enough electricity is produced to



meet demand with a minimum of waste, the FERC has developed "regional transmission organizations" (RTOs).

Two RTOs operate in Missouri: the Midcontinent Independent System Operator (MISO) and the Southwest Power Pool (SPP). FERC allows RTOs to perform various functions within a region's energy market. For example, RTOs operate the Interstate Electric Transmission Grid, plan upgrades and expansions of the grid, manage wholesale electric markets through which utilities buy and sell electricity to one another, and work to ensure reliable supplies of electric power to the customers in the entire region. MISO and SPP each have established numerous committees and working groups to carry out each of these FERC mandates. Experts in the GCO's Regulatory Analysis Department not only monitor these organizations, but actively participate in many committees and key working groups.

FERC-approved electric transmission rates include the amount of investor profit (called the "return on equity," or "ROE") to be collected by the companies that build electric transmission lines. The ROE for a particular transmission company can be based on many different factors involving various aspects of the global energy market, so GCO experts and attorneys must work together to stay fully informed of current trends in order to effectively advocate for Missouri ratepayers in FERC proceedings.

Monitoring, and sometimes Commission participation in, FERC, RTO and EPA actions is necessary to ensure that Missouri consumers receive safe and reliable electric and natural gas service at reasonable rates. Missouri ratepayers have saved millions of dollars in energy costs because of the Commission's participation in various federal administrative cases.



Advising the Commission

As a large state agency operating in a complex legal landscape, there are many different types of lawsuits and legal matters in which the Commission may need to intervene; additionally, the Commission may be named as a party to a lawsuit in state or federal court. The GCO is charged with advising the Commission, or any Commissioner as requested,

Just as Missourians depend on a complex network of pipes and wires to provide their homes and businesses with public utility services, they also depend on the Commission to navigate the vast network of laws and rules that influence the rates Missourians pay for these essential services.

on any legal matter that may arise. In addition, the GCO provides other departments within the Commission with legal research and counsel in matters of employee relations, human resources, contractual matters, and other topics. GCO also analyzes Commission processes and procedures for compliance with applicable laws or regulations.

Just as Missourians depend on a complex network of pipes and wires to provide their homes and businesses with public utility services, they also depend on the Commission to navigate the vast network of laws and rules that influence

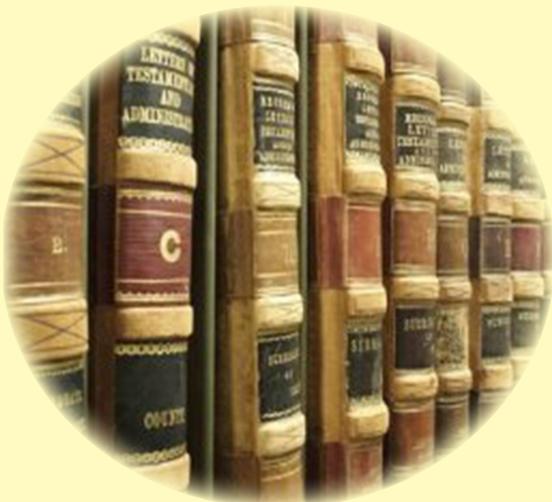


the rates Missourians pay for these essential services. The GCO attorneys and staff serve both the Commission and Missourians with critical evaluation, attention to detail, and broad knowledge of this dynamic legal landscape.

— **John Borgmeyer**, PSC Litigation Attorney
Cherlyn Voss, PSC Regulatory Analysis Manager
Rodney Massman, PSC Assistant General Counsel

Update on the PSC Law Library

This summer, the Commission continued the process of determining to what extent the Commission's Law Library provides valuable resources to the agency and its Staff in carrying out the Commission's duties to the public. The Commission surveyed the Commission's attorneys and determined that, in light of the increased availability of online resources, it is no longer necessary to keep and update all of the books, journals, and other publications that are currently maintained in hardcopy.



The process of reducing the Law Library collection began with the ultimate goal of retaining what is still of value while making room for conference and meeting space for Staff and others. According to the Commission's Budget & Fiscal Services Department, the changes that have been made and are planned will result in more than \$50,000 in annual savings for the Commission.

PROGRAMS TO HELP MISSOURIANS STAY WARM DURING THE WINTER



It may not seem like it now, but winter is just around the corner. It's never too early to start preparing for what can be a harsh Missouri winter. October breezes will soon be replaced with cold winds and falling temperatures, causing furnaces to be turned on to heat homes and businesses.

Winter is also a time when many customers struggle to pay their energy bills. The Missouri Public Service Commission's (PSC or Commission) Cold Weather Rule and federal funding through the Low Income Home Energy Assistance Program (LIHEAP) can help customers with heat-related utility bills.

What are these programs and how do they help keep utility service from being disconnected?

The Public Service Commission's **COLD WEATHER RULE** was first established in 1977 to help protect the health and safety of residential customers during the cold winter heating months. The rule is in effect from November 1 through March 31.

"Costs for heating a home during the coldest months of the year can present a significant challenge for some families," said Public Service Commission Chairman Daniel Hall. "The Cold Weather Rule is designed to help those struggling to meet that challenge."

Since 1977, the Cold Weather Rule has helped over two million Missourians keep their homes warm during the winter.

The rule applies to electric and natural gas utilities that provide heat-related service and are under the jurisdiction of the PSC. The Commission regulates four electric companies and six natural gas companies in Missouri. Municipally operated systems, cooperatives and those that provide propane delivered by truck are not under PSC jurisdiction.

A key component of the Cold Weather Rule prohibits the disconnection of heat-related service when the temperature is forecasted to drop below 32 degrees for the following 24-hour period. Forecasts are obtained from the National Weather Service between 6 a.m. and 9 a.m. to determine if disconnection of service is prohibited.

When customers are unable to pay their heating bill, the Cold Weather Rule can offer budget payment arrangements over 12 months and, if the payment arrangement is kept, customers may also avoid paying a deposit. In addition, if a customer has not been able to get service reconnected because of a past due balance, the Cold Weather Rule can help get service back on for less than the full amount owed.

A number of notification requirements exist under the Cold Weather Rule before service can be disconnected for non-payment. For example, the rule requires:

- (1) that customers be notified by mail 10 days before the date the utility intends to shut off service;
- (2) that an attempt be made to contact the customer within 96 hours before the shut-off;
- (3) that an attempt be made to contact the customer right before the shut-off; and
- (4) that notice is left at the home when service has been shut-off. In each instance, the company is required to notify the customer of possible financial help in paying the utility bill.

If a customer or someone in their household is 65 years of age or older or is disabled, the rule allows those customers to register with the utility company. This allows registered customers to receive additional notification before service is disconnected and it also helps provide information on how customers can obtain utility assistance from LIHEAP.

The **MISSOURI LIHEAP PROGRAM** has two components: Energy Assistance/Regular Heating (EA) and the Energy Crisis Intervention Program (ECIP).

EA is a one-time payment program operating in the winter season from November to March. Those who are either elderly or disabled may apply in October. The benefit level is based on the household size, income and the fuel type used for home heating. It is not necessary to be in crisis to receive assistance through EA.

ECIP has a winter and a summer season. Like EA, the winter season starts in October for families who are either elderly or disabled, and November for all other applicants, and runs through May. The summer season starts in June and runs through September. Applicants must have a disconnection notice or be shut off in order to receive ECIP assistance. The benefit received is based on the amount required to resolve the crisis and keep the family out of threat for 30 days. Clients may get assistance as many times as needed, provided they have a shut-off notice and have not reached their maximum benefit levels for that season.

Families who are interested in getting more information or applying are encouraged to contact their Community Action Agency in Missouri. For winter aid, applications are accepted from October through March. Seniors and the disabled can sometimes apply even earlier, such as September. Low-income seniors, families with children, and the disabled are given priority in Missouri.

Grant money and funds are disbursed on a first come, first serve basis to those who qualify. So do not wait to apply to the Low Income Home Energy Assistance Program. If you are facing a crisis or disconnection, those application and funds are expedited.

Both renters and homeowners can apply for utility bill assistance from LIHEAP. Families that live in public or government housing in Missouri can also qualify if they meet the typical income levels.

Last year in Missouri, approximately 133,268 households received funding assistance through the federal LIHEAP program. Those households received approximately \$35.7 million. The availability of LIHEAP assistance is not guaranteed. Applications are accepted in the 19 Community Action Agency offices that distribute LIHEAP funding throughout the state.

Customers should be aware of a change regarding when they can apply for LIHEAP funding. Households with a member that is 60 years of age or older or with someone in the home who is disabled (including children), can begin applying for LIHEAP assistance funding beginning October 1, 2016. However, funds will not be distributed until November. For all other households, applications will be accepted beginning November 1, 2016, with funds being distributed starting on December 1, 2016.

It is important to note that if a customer receives LIHEAP assistance, funds will NOT be sent directly to that customer. Those funds will be pledged on behalf of that customer to the utility company who will apply those dollars directly to the customer's account.

If a customer is faced with a heat-related utility bill that he/she cannot pay in full, it is important that the customer:

- **Contact the utility company.**
- **State an inability to pay the bill in full.**
- **Provide income information either by month or annually.**
- **Make a minimum payment.**
- **Enter into a payment agreement.**

— Courtney Dunham, PSC Consumer Services Coordinator

WANT MORE INFORMATION?
Cold Weather Rule
Visit the Commission's website
psc.mo.gov or call the Commission's
Consumer Services hotline at
1-800-392-4211.
LIHEAP
Call the Missouri Community Action
Agency at **573-634-2969** or visit
communityaction.org.

HELPING YOUR NEIGHBOR

During the winter, please remember to check on your neighbors, especially the elderly and disabled to ensure their homes are adequately heated. Perhaps you can visit or check on those at-risk twice a day and watch for signs of hypothermia. In addition, did you know that infants and young children may need more frequent watching given they lose body heat more easily than adults?

Low Income Weatherization Assistance

HOME HEATING IS A BASIC NECESSITY.

In 2010, Americans spent approximately \$231 billion on residential energy according to a 2010 Oak Ridge National Laboratory study. Many people are not aware low-income households spend nearly 14 percent of their total annual income on energy costs while other households spend only 3 percent of their annual income, on average, on energy costs.

In order to keep up with heating cost, low-income families often cut back on other necessities to pay their energy bills. For low-income households, the decision to pay the utility bill may mean deciding between being warm in the winter and eating complete meals or having prescription medication. It is common to see low-income households living in older homes with little to no insulation or their homes may have older, less efficient appliances. The weatherization program is a long-lasting solution to these problems.

Over the last 40 years, The U.S. Department of Energy (DOE) Weatherization Assistance Program has provided grants to states, territories, and some Indian tribes to improve the energy efficiency of the homes of

low-income families. These governmental entities, in turn, contract with local governments and nonprofit agencies to provide weatherization services to those in need, using the latest technologies for home energy upgrades. Since the program began in 1976, DOE has helped improve the lives of more than 7 million families by reducing their energy bills.

In 1977, the Missouri Department of Natural Resources responded to the energy crisis of the early 1970s, establishing the Low-Income Weatherization Assistance Program (LIWAP) under the oversight of the Division of Energy. On August 28, 2013, the division was moved to the Department of Economic Development by an executive order signed by Governor Jay Nixon. The program provides cost-effective energy-efficient home improvements to Missouri's low-income households, especially the elderly, children, those with physical disadvantages, and others hit hardest by high utility costs. The program aims to lower utility bills and improve comfort while ensuring health and safety. Today, weatherization is the nation's largest residential energy efficiency program.

In the early years, the LIWAP used volunteer labor to install temporary energy saving measures. However, changes in technology, federal regulations, and the needs of Missourians have led to a more holistic approach to

WEATHERIZATION PROGRAM FACTS

The Missouri Division of Energy administers federal funds to a statewide network of 19 local weatherization agencies. Allocations to these agencies are based on the percentage of the state's total low-income households within each service area. These agencies provide weatherization services to eligible clients, as well as training and guidance.

- Newspaper, radio, television, utility bill stuffers and other advertising methods are used to publicize the services.
- The program saves clients dollars and stimulates the state and local economy.
- The agencies use their own crews or contract the work to area businesses.
- Most products used are purchased from state and regional manufacturers. Indirectly, through an economic multiplier effect, weatherization funds are used and reused, stimulating the state's businesses, economy and creating jobs.
- According to the Division of Energy, since 1977, more than 180,000 Missouri homes have been weatherized through the LIWAP.

Weatherization.....

- ... **reduces** residential and power plant emissions of carbon dioxide by 2.65 metric ton/year per home.
- ... **decreases** national energy consumption by the equivalent of 24.1 million barrels of oil annually.
- ... **saves**, on average, \$437 per house in heating and cooling costs annually at current prices.¹

¹ [https://energy.mo.gov/energy/communities/assistance-programs/low-income-weatherization-assistance-program-\(liwap\)](https://energy.mo.gov/energy/communities/assistance-programs/low-income-weatherization-assistance-program-(liwap))

Tips to saving money by making your home more energy efficient ...

AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA) Accomplishments

The Numbers

\$6 million to **\$128 million**
growth from 2009-2012

22,000 homes weatherized

\$2,500 to **\$7,100**
assistance level
per eligible applicant

585 jobs created or retained

- The Missouri weatherization program grew from administering approximately \$6 million per year in funds to approximately \$128 million over the ARRA grant period from 2009-2012.
- Approximately 22,000 homes were weatherized with ARRA funding.
- ARRA allowed Missouri to weatherize nine times more homes than were weatherized prior to the ARRA funding.
- The assistance level per household increased from a \$2,500 cap to a current cap of \$7,100. This increase allows for more energy efficiency upgrades per applicant.
- ARRA increased the income limit for eligible applicants from 150 percent to 200 percent of the federal poverty guidelines.
- ARRA provided increased funding for training and technical assistance.
- During the ARRA funding period, more than 585 Missouri jobs were created or retained.

residential energy efficiency. Weatherization has evolved into a sophisticated program, which addresses whole-house energy efficiency and promotes a whole-community approach.

Within the State of Missouri's LIWAP program, there are two funding sources. The primary funding for Missouri's weatherization efforts is federal funding by the U.S. Department of Energy's Weatherization Assistance Program. These funds are administered by the Division of Energy according to federal guidelines. Supplemental funding to LIWAP in Missouri is provided by the investor-owned utilities throughout the state.

In 1992, the Commission authorized the first ratepayer funding of a low-income weatherization program by approving an agreement including a short-term experimental program conducted by the Laclede Gas Company. The experimental program was proposed by the Office of the Public Counsel (OPC), the state agency which represents residential consumers before the Commission. The Commission Staff, the Division of Energy

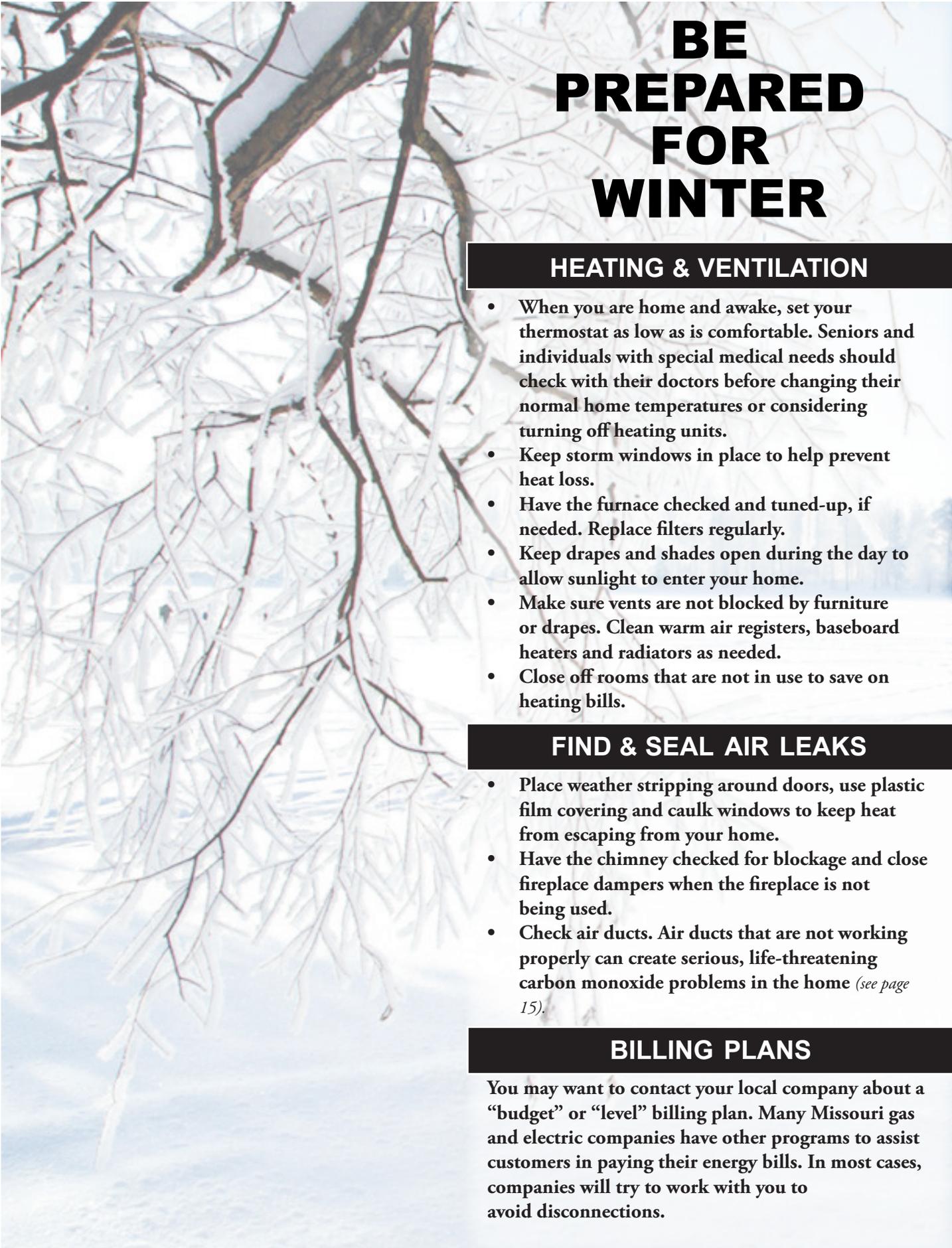
and OPC participated along with Laclede in the development of the experimental program. Since the authorization of that program, utility ratepayer funded low-income weatherization programs have helped enable a number of low-income houses to be weatherized. The Commission's authorization of Laclede's program paved the way for other investor-owned electric and natural gas utilities within the state to develop their own low-income weatherization programs as each was authorized by the Commission through individual rate cases over the years.

Each utility program has unique features, but all the programs, with participation from OPC, the Commission Staff and the Division of Energy are designed to enable the local weatherization agency to best serve customers in the company's service area. Several utilities have had their LIWAP independently evaluated, and the programs have been found to be generally cost effective.

— Kory Boustead, PSC Staff Rate & Tariff Examiner



Caulking ... Window Replacement ... Home Energy Efficiency Testing ... Weather Stripping



BE PREPARED FOR WINTER

HEATING & VENTILATION

- When you are home and awake, set your thermostat as low as is comfortable. Seniors and individuals with special medical needs should check with their doctors before changing their normal home temperatures or considering turning off heating units.
- Keep storm windows in place to help prevent heat loss.
- Have the furnace checked and tuned-up, if needed. Replace filters regularly.
- Keep drapes and shades open during the day to allow sunlight to enter your home.
- Make sure vents are not blocked by furniture or drapes. Clean warm air registers, baseboard heaters and radiators as needed.
- Close off rooms that are not in use to save on heating bills.

FIND & SEAL AIR LEAKS

- Place weather stripping around doors, use plastic film covering and caulk windows to keep heat from escaping from your home.
- Have the chimney checked for blockage and close fireplace dampers when the fireplace is not being used.
- Check air ducts. Air ducts that are not working properly can create serious, life-threatening carbon monoxide problems in the home (*see page 15*).

BILLING PLANS

You may want to contact your local company about a “budget” or “level” billing plan. Many Missouri gas and electric companies have other programs to assist customers in paying their energy bills. In most cases, companies will try to work with you to avoid disconnections.

What to do if you

... smell natural gas

Natural gas does not have an odor. An odorant is added so gas can be detected if a leak occurs. If you smell natural gas, don't stay inside your home or business. Leave immediately and contact your natural gas provider.

If you smell a strong, persistent odor ...

... Don't smoke, light any matches or use lighters or any other open flame.

... Don't operate any electrical lights or appliance switches.

... Don't use your phone as it may cause a spark.

... Don't start your car if it is in an attached garage.

... Go to a neighbor's house and call your local natural gas company to report the odor and its approximate location.

... Stay away from your home or building until you've been told that it is safe to return.

... suspect carbon monoxide poisoning

Carbon monoxide is an odorless and colorless gas. At moderate levels of carbon monoxide poisoning, you or your family can get severe headaches, become dizzy, mentally confused, nauseated, or faint. You can even die if these levels persist for a long time.

Low levels can cause shortness of breath, mild nausea, and mild headaches, and may have long-term effects on your health.

If you experience any of the above ...

... Get fresh air immediately.

... Open doors and windows, turn off combustion appliances and leave your home or building.

... Go to an emergency room. Carbon monoxide can often be diagnosed by a blood test done soon after exposure.



E • M • P • L • O • Y • E • E

SPOTLIGHT

Mark Johnson
Senior Counsel
Staff Counsel Office

What are your main job duties?

As Senior Staff Counsel my main job duties include representing and advocating for Staff in front of the Commission; sometimes serving as the lead attorney on assigned cases. This includes not only being in the hearing room, but also prepping witnesses for testimony in front of the Commission, developing case strategy, reviewing pre-filed testimony, participating in settlement discussions, and providing advice to Staff on matters before the Commission.

What did you do before working at the PSC?

Before coming to the PSC I was a Staff Attorney in the State Auditor's Office (SAO). While I was there I had a wide variety of duties ranging from litigating the sufficiency of fiscal notes and ballot summaries for initiative petitions, overseeing the property tax rate division, aiding in the development of audit reports, and performing various HR duties for the office. Prior to the SAO, I had a brief stint at the Administrative Hearing Commission, and before that law school.

Why did you choose to work at the PSC?

I interned for Staff Counsel while I was in law school and really enjoyed it. Last summer a position came open and I jumped at the opportunity. I enjoyed working at the SAO, but it was time for a change and the PSC afforded me an opportunity to grow as an attorney in a place that had some familiar faces.



Mark Johnson

What is the most interesting thing about your job?

I would say the most interesting thing about my job is the variety of cases I am assigned to. Not only variety in the different utility types, but also the different subject matters; be it a rate case, a complaint brought by a consumer, or even an application for a change of supplier. I feel like I am constantly learning, and it is great not to get bogged down doing the same thing every day.

I feel like I am constantly learning, and it is great not to get bogged down doing the same thing every day.

What is one thing people do not know about you?

I'm a huge fan of scented candles. I really enjoy the seasonal scents.



Missouri Public Service Commission

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