

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 27th day of January, 2021.

In the Matter of a Waiver of)
Commission Rule 20 CSR 4240-)
40.030(12)(S) for All Missouri Natural) **File No. GE-2020-0297**
Gas Distribution Companies And)
Municipal Gas Distribution Systems)

ORDER APPROVING WAIVER

Issue Date: January 27, 2021

Effective Date: February 6, 2021

On March 23, 2020, in response to the national COVID-19 emergency and Executive Order 20-02, the Staff of the Commission (Staff) filed a motion for application for a waiver from Commission Rule 20 CSR 4240-40.030(12)(S)1.B. This rule requires operators of intrastate natural gas pipelines in Missouri to visually inspect accessible customer gas piping and all connected equipment at the time an operator physically turns on the flow of gas to a customer. The Commission granted that request on March 25, 2020.

On June 22, 2020, Staff asked for an extension of the waiver until December 30, 2020. The Commission issued notice, received no responses, and, on July 15, 2020, granted Staff's request.

On December 30, 2020, Staff filed another motion to modify the Commission's March 25, 2020 order. In that motion, Staff proposes an extension of the waiver to March 31, 2021, to match the expiration date of Executive Order 20-02. Staff states it will

file a pleading by March 31, 2021 to recommend whether the waiver should be terminated or extended beyond that date.

The Commission issued notice to all Missouri natural gas distribution companies and all Missouri municipal natural gas distribution systems on January 4, 2021. Union Electric Company d/b/a Ameren Missouri supports Staff's motion. The Commission received no other responses.

Staff proposes the following conditions be required of natural gas system operators to qualify for waiver of 20 CSR 4240-40.030(12)(S)1.B.

A. The waiver shall only apply in instances where either the customer or the City/Company gas service technician has specific concerns related to COVID-19. Such concerns must be documented for each instance where the inspection required by 20 CSR 4240-40.030(12)(S)1.B. is not completed.

B. Beginning September 1, 2020, the waiver shall only apply in instances when the customer refuses entry to the gas service technician due to COVID-19 related concerns. Refusal of entry must be documented for each instance where the inspection required by 20 CSR 4240-40.030(12)(S)1.B. is not completed.

C. Documentation of decisions not to perform inspections required by 20 CSR 4240-40.030(12)(S)1.B. and customer refusal to allow entry shall be maintained by the operator for a minimum of five years, and shall be made available upon request to Commission Staff for inspection. Staff would prefer that the operator obtain written documentation from the customer, but realizes this may not be possible due to Covid-19 restrictions. Therefore, Staff recommends the City/Company receive written documentation from the customer whenever possible (i.e., customer has email). Where it is not possible to obtain written documentation from the customer, the City/Company shall document the date, time and name of customer along with a summary of the discussion.

D. Whenever an operator encounters a situation that requires the application of this waiver, the following additional actions shall be implemented to provide additional safety:

(1) If the meter turn on request is initiated by the customer contacting the operator, the operator must provide the customer with safety information during this initial contact. The information provided must include instructions on what to do if the customer smells gas, and an 800 or local phone number to call if customer has any questions after meter turned on.

(2) If the meter turn-on is required due to actions initiated by operator, the operator must either perform the inside inspections as required by (12)(S)1.B., or provide safety information including instructions on what to do if the customer smells gas and an 800 or local phone number to call if the customer has any questions using a door hanger or other method that avoids in-home contact.

(3) The operator shall conduct weekly odorant intensity tests, in accordance with the test requirements of 20 CSR 4240-40.030(12)(P)6, in areas where customer premises are not entered as required by 20 CSR 4240-40.030(12)(S)1.B.

The Commission finds good cause due to the COVID-19 emergency to grant the requested waiver. The Commission further finds that this order should be effective in less than 30 days.

THE COMMISSION ORDERS THAT:

1. Staff's Motion to Modify With Conditions The Commission's Waiver of 20 CSR 4240-40.030(12)(S)1.B For All Missouri Natural Gas Distribution Companies and Municipal Gas Distribution Systems is granted.

2. The waiver granted in this order shall be effective until March 31, 2021, or until otherwise ordered by the Commission.

3. This order shall be effective on February 6, 2021.



BY THE COMMISSION

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

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and
Holsman CC., concur.

Pridgin, Regulatory Law Judge