

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office in  
Jefferson City on the 8<sup>th</sup> day of  
April, 2014.

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	)	<b><u>File No. AO-2014-0208</u></b>
and Referral Provider for purposes of obtaining	)	
211 service	)	

**ORDER GRANTING AUTHORITY TO CONTINUE SERVING AS AN  
INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: April 8, 2014

Effective Date: April 18, 2014

On January 14, 2014, The United Way of Greater St. Louis ("UWGSL"), filed an application, pursuant to Commission rule 4 CSR 240-32.200, for continuing authority as an Information and Referral Provider (I&R), for purposes of 211 service.<sup>1</sup> In File No. TO-2007-0312, the Commission authorized UWGSL to serve as a Missouri I&R Provider for a period of three years in those exchanges. The Commission extended that authority in File No. AO-2011-0155.

As required by the rule, the Commission issued an order directing that notice be sent. Specifically, the Commission directed that its Data Center notify all incumbent local and facilities-based alternative local exchange telecommunications companies, all county seats for the requested exchanges and all city governments in cities with the requested exchanges that have a population of 5,000 or more persons.

---

<sup>1</sup> As described in the rule, the purpose of 211 service is: [I]ntended to enhance the ability of the public to access services that provide free information and referral to community resources in situations that are not immediately life-endangering, but still represent a serious but less urgent threat to basic human needs and individuals' health and welfare.

The rule also requires service upon all human and social services organizations listed in the yellow pages for the exchanges to be served. To meet this requirement, the Commission directed Staff to give the Commission a list of all of those agencies. Staff complied. The Commission received no intervention requests.

On March 24, 2014, the Staff of the Commission filed its recommendation that the Commission grant the requested relief. No party responded to the Staff's recommendation, and the deadline for doing so has expired.<sup>2</sup>

Under Commission Rules 4 CSR 240-32.200(3)(A)(2)–(17), and (3)(B)(1)–(3), an applicant seeking authority to serve as a provider of 211 services must make a number of affirmations in the application. UWGSL has satisfied the Commission's requirements. Staff states that the application meets the requirements of 4 CSR 240-32.200 pertinent to a reauthorization of 211 service, and should be granted.

The Commission has reviewed the application and Staff's recommendation, and shall grant the requested relief.

**THE COMMISSION ORDERS THAT:**

1. The United Way of Greater St. Louis, Inc.'s application for continuing authorization to serve as a 211 Information and Referral Service Provider is granted.
2. The United Way of Greater St. Louis, Inc., shall comply with the statements set forth in the application.
3. The United Way of Greater St. Louis, Inc., is granted authorization as a 211 Information and Referral Service Provider for a period of three years.

---

<sup>2</sup> Commission Rule 4 CSR 240-2.080(13).

4. If The United Way of Greater St. Louis, Inc., wishes to continue as a provider after the three-year period, it shall reapply as required under Commission rule 4 CSR 240-32.200.

5. This order shall become effective on April 18, 2014.

6. This case may be closed on April 19, 2014.



**BY THE COMMISSION**

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris Woodruff  
Secretary

R. Kenney, Chm., Stoll, W. Kenney,  
Hall, and Rupp, CC., concur.

Pridgin, Deputy Chief Regulatory Law Judge