

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Establishment of a Working)
Case for the Writing of a New Rule on the Treatment)
of Customer Information by Commission Regulated) **File No. AW-2018-0393**
Electric, Gas, Steam Heating, Water, and Sewer)
Utilities and Their Affiliates and Nonaffiliates)

**STAFF MOTION TO EXTEND COMMENT PERIOD AND
EXPAND SCOPE OF THE WORKING CASE**

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through Staff Counsel’s Office, and for its *Motion to Extend Comment Period and Expand Scope of the Working Case*, states as follows:

1. On June 27, 2018, Staff filed its *Motion to Establish Working Case* requesting the Commission open a working case and issue an Order requesting comments within 30 days addressing the rescission of the Commission’s existing customer information rules,¹ and consideration of a new standalone rule regarding the treatment of customer information, applicable to all Missouri utilities.

2. On July 11, 2018, the Commission issued its *Order Opening a Working Case To Consider A New Rule Regarding the Treatment of Customer Information*, establishing the case as a repository for documents and comments regarding consideration of a rule regarding the treatment of customer information by Commission regulated electric, gas, steam heating, water, and sewer utilities, and setting a deadline of August 10, 2018, for comments from any interested stakeholders regarding the draft rules prepared by Staff.

¹ Presently, the Commission’s rules on the matter of the treatment of specific customer information being made available to affiliates and nonaffiliates only apply to Electric, Gas, and Steam Heating Corporations. They applicable rules appear at 4 CSR 240-20.01(2)(C) for Electric, 4 CSR 240-40.015(2)(C) for Gas, 4 CSR 240-40.016(3)(C) for Gas Marketing, and 4 CSR 240-80.015(2)(C) for Steam Heating Corporations.

3. Since filing its *Motion to Establish Working Case*, Staff has become aware of interest among stakeholders to instill more robust protections for utility customers in relation to the implementation of Advanced Meter Infrastructure (“AMI”), or “smart meters.” Smart meters can result in the collection of data that are extremely personal in nature, and could potentially be utilized to pinpoint the usage of specific appliances or devices. There is a potential that the gathering of this type of information *could* leave a utility customer vulnerable to the theft, sharing, or sale of this personal data. Staff has become aware of these concerns through national reporting and specific discussions arising out of the ongoing Kansas City Power & Light Company, and KCP&L Greater Missouri Operations Company, rate cases.²

4. This working docket is an appropriate venue to consider these concerns. Therefore, Staff respectfully requests that the comment period for this working case be extended by two weeks, to August 24, 2018, and the scope of this working case be expanded to allow for interested stakeholders to provide written comments and best practices related to the incorporation of language meant to address issues pertaining to customer privacy and data gathering through the use of AMI meters into Staff’s draft rule.

5. Staff believes a workshop to address these issues is appropriate and will file a future motion to establish a workshop once it reviews the comments and modifies the proposed rule as necessary.

6. Staff also requests that the Commission serve any subsequent order on the Office of Public Counsel, and all counsel of record for electrical corporations, gas

² Case Nos. ER-2018-0145 & ER-2018-0146.

corporations, heating companies, water corporations, and sewer corporations regulated by the Commission,

WHEREFORE, Staff respectfully submits its *Motion to Extend Comment Period and Expand Scope of the Working Case*, for the Commission's consideration, and requests the Commission order the comment period for this working case to August 24, 2018, and to expand the scope of this working case to allow for interested stakeholders to provide written comments and best practices addressing the issues surrounding customer privacy and data gathering through the implementation of Advanced Metering Technology; and grant such other and further relief as the Commission considers just in the circumstances.

Respectfully submitted,

/s/ Mark Johnson

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CERTIFICATE OF SERVICE

I certify that a true and correct copy of the foregoing was served electronically, or hand-delivered, or via First Class United States Mail, postage prepaid, on all parties of record herein on this 9th day of August, 2018.

/s/ Mark Johnson