

**John R. Ashcroft**

Secretary of State  
Administrative Rules Division

**RULE TRANSMITTAL**

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APR 12 2018

SECRETARY OF STATE  
ADMINISTRATIVE RULES

**COPY**

Rule Number 4 CSR 240-28.015

Use a "SEPARATE" rule transmittal sheet for EACH individual rulemaking.

Name of person to call with questions about this rule:

Content Morris Woodruff Phone 573-751-2849 FAX 573-526-6010

Email address Morris.woodruff@psc.mo.gov

Data Entry Chris Koenigsfeld Phone 573-751-4256 FAX 573-526-6010

Email address Christine.koenigsfeld@psc.mo.gov

Interagency mailing address Public Service Commission, 9<sup>th</sup> Fl., Gov. Ofc. Bldg., JC, MO

**TYPE OF RULEMAKING ACTION TO BE TAKEN**

☐ Emergency rulemaking, include effective date

☒ Proposed Rulemaking

☐ Withdrawal ☐ Rule Action Notice ☐ In Addition ☐ Rule Under Consideration

☐ Request for Non-Substantive Change

☐ Statement of Actual Cost Order of Rulemaking

Effective Date for the Order \_\_\_\_\_

☐ Statutory 30 days OR Specific date \_\_\_\_\_

Does the Order of Rulemaking contain changes to the rule text? ☐ NO

☐ YES—LIST THE SECTIONS WITH CHANGES, including any deleted rule text:

Small Business Regulatory  
Fairness Board (DED) Stamp

SMALL BUSINESS  
REGULATORY FAIRNESS BOARD

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JOINT COMMITTEE ON

APR 12 201

ADMINISTRATIVE RULES



Commissioners

DANIEL Y. HALL  
Chairman

WILLIAM P. KENNEY

SCOTT T. RUPP

MAIDA J. COLEMAN

RYAN A. SILVEY

*Missouri Public Service Commission*

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://psc.mo.gov>

SHELLEY BRUEGGEMANN  
General Counsel

MORRIS WOODRUFF  
Secretary

LOYD WILSON  
Director of Administration

NATELLE DIETRICH  
Staff Director

April 12, 2018

John Ashcroft  
Secretary of State  
Administrative Rules Division  
600 West Main Street  
Jefferson City, Missouri 65101

Re: 4 CSR 240-28.015 211 Service

Dear Secretary Ashcroft,

CERTIFICATION OF ADMINISTRATIVE RULE

I do hereby certify that the attached is an accurate and complete copy of the proposed rule lawfully submitted by the Missouri Public Service Commission.

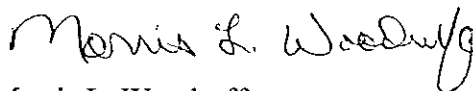
The Public Service Commission has determined and hereby certifies that this proposed rule will not have an economic impact on small businesses. The Public Service Commission further certifies that it has conducted an analysis of whether there has been a taking of real property pursuant to section 536.017, RSMo, that the proposed rule does not constitute a taking of real property under relevant state and federal law, and that the proposed rule conforms to the requirements of 1.310, RSMo, regarding user fees.

The Public Service Commission has determined and hereby also certifies that this proposed rule complies with the small business requirements of 1.310, RSMo, in that it does not have an adverse impact on small businesses consisting of fewer than fifty full or part-time employees or it is necessary to protect the life, health, or safety of the public, or that this rulemaking complies with 1.310, RSMo, by exempting any small business consisting of fewer than fifty full or part-time employees from its coverage, by implementing a federal mandate, or by implementing a federal program administered by the state or an act of the general assembly.

Statutory Authority: sections 386.040, 386.250 and 386.310, RSMo 2000, section 392.450, RSMo Supp. 2013, and section 392.461, RSMo Supp. 2014.

If there are any questions regarding the content of this proposed rule, please contact:

Morris Woodruff, Chief Regulatory Law Judge  
Missouri Public Service Commission  
200 Madison Street  
P.O. Box 360  
Jefferson City, MO 65102  
(573) 751-2849  
[Morris.Woodruff@psc.mo.gov](mailto:Morris.Woodruff@psc.mo.gov)

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive style with a large, stylized "M" and "W".

Morris L. Woodruff  
Chief Regulatory Law Judge

Enclosures



ERIC R. GREITENS  
GOVERNOR

GOVERNOR OF MISSOURI  
JEFFERSON CITY  
65102

P.O. Box 720  
(573) 751-3222

February 9, 2018

Daniel Hall  
Public Service Commission  
200 Madison Street  
P.O. Box 360  
Jefferson City, Missouri 65102

Dear Chairman Hall:

This office has received your proposed rulemaking relating to general provisions (rescission), 4 CSR 240-28.020; certification or registration requirements (rescission), 4 CSR 240-28.030; reporting requirements (rescission), 4 CSR 240-28.040; assessment requirements (rescission), 4 CSR 240-28.050; service requirements (rescission), 4 CSR 240-28.060; tariffs (rescission), 4 CSR 240-28.070; interconnection agreements (rescission), 4 CSR 240-28.080; 211 service (rescission), 4 CSR 240-28.090; definitions (proposed), 4 CSR 240-28.010; certificate of service authority and/or registration (proposed), 4 CSR 240-28.011; annual reports, statements of revenue and assessments (proposed), 4 CSR 240-28.012; tariff filings and interconnection agreements (proposed), 4 CSR 240-28.013; network configuration (proposed), 4 CSR 240-28.014; 211 service (proposed), 4 CSR 240-28.015; telephone numbering (proposed), 4 CSR 240-28.016; general provisions (rescission), 4 CSR 240-37.010; definitions (rescission), 4 CSR 240-37.020; thousands-block number pooling (rescission), 4 CSR 240-37.030; requests for review of the decisions of the North American numbering plan administrator or the thousands-block pooling administrator (rescission), 4 CSR 240-37.040; reclamation (rescission), 4 CSR 240-37.050; and reporting requirements (rescission), 4 CSR 240-37.060.

Executive Order 17-03 requires this office's approval before state agencies release proposed regulations for notice and comment, amend existing regulations, rescind regulations, or adopt new regulations. After our review, we approve the submission of these rule rescissions and proposed rules to JCAR and the Secretary of State.

Sincerely,

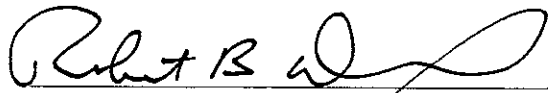
A handwritten signature in black ink, appearing to read "Justin D. Smith", with a long horizontal line extending to the right.

Justin D. Smith  
Deputy Counsel

**AFFIDAVIT  
PUBLIC COST**

STATE OF MISSOURI )  
                                  )  
COUNTY OF COLE    )

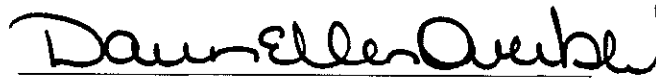
I, Rob Dixon, Director of the Department of Economic Development, first being duly sworn, on my oath, state that it is my opinion that the cost of proposed rule 4 CSR 240-28.015, is less than five hundred dollars in the aggregate to this agency, any other agency of state government or any political subdivision thereof.

  
\_\_\_\_\_  
Rob Dixon  
Director  
Department of Economic Development

Subscribed and sworn to before me this 14<sup>th</sup> day of March, 2018 I am  
commissioned as a notary public within the County of Moniteau State of  
Missouri, and my commission expires on Dec. 13, 2019



DAWN ELLEN OVERBEY  
My Commission Expires  
December 13, 2019  
Moniteau County  
Commission #15456865

  
\_\_\_\_\_  
Notary Public

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ADMINISTRATIVE RULES

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JOINT COMMITTEE ON

APR 12 2018

ADMINISTRATIVE RULES

**Title 4—DEPARTMENT OF  
ECONOMIC DEVELOPMENT  
Division 240—Public Service Commission  
Chapter 28—Communications**

**PROPOSED RULE**

**4 CSR 240-28.015 211 Service.**

*PURPOSE: This proposed rule identifies requirements for an entity providing Information and Referral Services accessible by dialing "211" in Missouri.*

(1) An entity may only provide information and referral (I&R) service if it is accredited by the Alliance of Information and Referral Systems and is authorized by the commission to provide I&R services accessible by callers dialing "211" in Missouri. Only one (1) I&R provider shall be authorized per area. An application to provide I&R service shall be electronically filed as a new case submission in EFIS. Application instructions may be found on the commission's website.

(2) Authorization granted by the commission will be for a period of three (3) years. If an I&R provider seeks to maintain the 211 dialing arrangement beyond this time period, then the provider may reapply approximately ninety (90) days prior to the expiration of the provider's authorization.

(3) An I&R provider with authorization to receive 211 dialed calls shall file, into EFIS, a public report that provides call performance information by April 15<sup>th</sup> of each year. Specific instructions may be found on the commission's website.

*AUTHORITY: section 386.040, 386.250 and 386.310, RSMo 2000, section 392.450, RSMo Supp. 2013, and section 392.461, RSMo Supp. 2014. (Original authority: 386.040, RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991, 1993, 1995, 1996; 386.310, RSMo 1939, amended 1979, 1989, 1996; 392.450, RSMo 1987, amended 1996, 2008; and 392.461, RSMo 2011, amended 2013, 2014.) Original rule filed April 1, 2015, effective Dec. 30, 2015.*

*PUBLIC COST: This proposed rule will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.*

*PRIVATE COST: This proposed rule will not cost private entities more than five hundred dollars (\$500) in the aggregate.*

*NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to the proposed rule with the Missouri Public Service Commission, 200 Madison Street. P.O. Box 360, Jefferson City MO 65102-0360. To be considered, comments must be received at the commission's offices on or before July 2, 2018, and should include a reference to Commission Case No. TX-2018-0120. Comments may also be submitted via a filing using the commission's electronic filing and information system at <http://www.psc.mo.gov/efis.asp>. A public hearing regarding this proposed rule is scheduled for July 9, 2018, at 10:00 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, Missouri. Interested persons may appear at this hearing to submit additional*

*comments and/or testimony in support of or in opposition to this proposed rule, and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.*

# **Small Business Regulator Fairness Board Small Business Impact Statement**

**Date:** November 17, 2017

**Rule Number:** 4 CSR 240-28.015

**Name of Agency Preparing Statement:** Missouri Public Service Commission

**Name of Person Preparing Statement:** Kari Salsman

**Phone Number:** 573-526-5631      **Email:** kari.salsman@psc.mo.gov

**Name of Person Approving Statement:** Natelle Dietrich

**Please describe the methods your agency considered or used to reduce the impact on small businesses** *(examples: consolidation, simplification, differing compliance, differing reporting requirements, less stringent deadlines, performance rather than design standards, exemption, or any other mitigating technique).*

Proposed rule simplifies and streamlines rules, which will reduce any impact on small businesses.

**Please explain how your agency has involved small businesses in the development of the proposed rule.**

Feedback was solicited in Case No. TW-2018-0098.

**Please list the probable monetary costs and benefits to your agency and any other agencies affected. Please include the estimated total amount your agency expects to collect from additionally imposed fees and how the moneys will be used.**

None

**Please describe small businesses that will be required to comply with the proposed rule and how they may be adversely affected.**

The proposed rule applies to companies providing information and referral services. No company will be adversely affected by the proposed rule.

**Please list direct and indirect costs (in dollars amounts) associated with compliance.**

N/A

**Please list types of business that will be directly affected by, bear the cost of, or directly benefit from the proposed rule.**

Companies providing information and referral services.

**Does the proposed rule include provisions that are more stringent than those mandated by comparable or related federal, state, or county standards?**

Yes\_\_\_ No\_X\_\_

**If yes, please explain the reason for imposing a more stringent standard.**

*For further guidance in the completion of this statement, please see §536.300, RSMo.*