

**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 Electric, Gas, Steam)
Heating, Water, and Sewer Utilities and their)
Affiliates and Non-Affiliates)

File No. AW-2018-0393

ORDER ESTABLISHING TIME TO FILE ADDITIONAL COMMENTS

Issue Date: October 23, 2018

Effective Date: October 23, 2018

The Commission opened this file on July 11, 2018, to assist its Staff in its consideration of a new rule regarding the treatment of customer information by Commission-regulated electric, steam heating, water, and sewer utilities. Several interested stakeholders have submitted written comments into this file, and a Customer Information Workshop was held on October 9.

On October 22, Staff filed a motion asking the Commission to notify stakeholders of a further opportunity to submit written comments in response to a set of questions that were discussed, or arose, at the Customer Information Workshop. The Commission will invite all interested entities, persons, and the public to respond to these questions:

1. What is an appropriate definition of “utility related services” for purposes of this rule?
2. What is an appropriate definition of “non-utility related services” for purposes of this rule?

3. In what situations, and for what purposes, is it appropriate for a utility company to share specific customer information with third parties without consent of the customer?
4. What is an appropriate definition of “customer information” for purposes of this rule?
5. How should a utility’s privacy statement be shared with the public?
 - (A) Appear on website – How frequently?
 - (B) Mailed to shareholders – How frequently?
 - (C) Mailed to customers – How frequently?
6. Should utilities advise their customers that their customer information is shared with other entities? If yes, what types of customer information sharing should be disclosed to customers? How and when should this disclosure occur?

The Commission also welcomes any other general comments on the proposed rule.

THE COMMISSION ORDERS THAT:

1. Any interested entity, person, or member of the public that wishes to file additional written comments regarding the draft rules prepared by Staff and the questions described in this order shall do so no later than November 30, 2018.
2. The Commission’s data center shall provide a copy of this order to all entities that were provided notice of the opening of this working case.

3. This order shall be effective when issued.

BY THE COMMISSION



A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 23rd day of October, 2018.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 23rd day of October 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 23, 2018

File/Case No. AW-2018-0393

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



Morris L. Woodruff
Secretary

Distributed to all Missouri Electric, Natural Gas, Steam Heating, Water, and Sewer Corporations.

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.