

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

In the Matter of a Working File to  
Consider Changes to Chapter 13  
Service and Billing Practice Rules

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**File No. AW-2011-0252**

## **ORDER OPENING A REPOSITORY FILE CONCERNING STAFF'S REVIEW OF THE COMMISSION'S CHAPTER 13 SERVICE AND BILLING PRACTICE RULES**

Issue Date: February 10, 2011

Effective Date: February 10, 2011

The Commission is considering changes to its Chapter 13 rules that establish service and billing practice requirements for Missouri's utilities. Over the past several years, the Commission's Staff has been working with various stakeholders to prepare a draft revision of the rules. Staff's draft revision is available in this file.

To assist it in reviewing the rules and the draft revision prepared by Staff, the Commission will solicit informal comments from interested persons and companies. The Commission invites interested persons and companies to submit written comments and suggestions on Staff's draft revision and other possible changes to the rules. The Commission asks that any comments be submitted by March 1, 2011. After considering those comments, the Commission will determine whether to proceed with a rulemaking, with an attendant formal comment procedure.

This file shall serve as a repository for documents and comments. Using this file, any person with an interest in this matter may view documents and may submit any pertinent responsive comments or documents. As this is not a contested case, any person

may file a comment without counsel and without *ex parte* constraints (arising from this matter). Intervention requests are not necessary to submit comments or view documents.

The public is welcome to submit comments by forwarding electronic communications through the electronic filing and information system (EFIS) or by mailing written comments. You may submit electronic comments at the Commission's website at <http://www.psc.mo.gov>. (Click on the EFIS/Case filings link on the left side of the page. Scroll down and click on the public comment link. Please reference File No.AW-2011-0252.) Written comments in hard copy should be addressed to the Commission at P.O. Box 360, Jefferson City, Missouri 65102 and should reference File No. AW-2011-0252. The public can view the contents of the file by following the link at <http://www.psc.mo.gov>.

**THE COMMISSION ORDERS THAT:**

1. This case is established as a repository for documents and comments regarding Staff's review of the Commission's Chapter 13 rules.
2. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**



**Steven C. Reed**  
**Secretary**

( S E A L )

Dated at Jefferson City, Missouri,  
on this 10<sup>th</sup> day of February, 2011.

Woodruff, Chief Regulatory Law Judge