

**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 FOR COMMISSION ORDER  
PROVIDING NOTICE OF REQUEST FOR COMMENTS**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through Staff Counsel’s Office, and requests that the Missouri Public Service Commission (“Commission”) issue an Order providing Notice of a Request For Comments in response to a set of questions that were discussed or arose at the Customer Information Workshop that occurred on October 9, 2018 in the instant working proceeding. Staff welcomes responses from all interested entities, persons, and the public by filing in EFIS in File No. AW-2018-0393 no later than November 30, 2018.

The questions for which Staff would like to receive responses are as follows:

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, and how and when should this disclosure occur?

Along with the responses to the questions listed above, Staff invites stakeholders to offer any additional general comments on the proposed rule arising from discussions at the October 9, 2018, Customer Information Workshop and thoughts occurring thereafter. The Comments should be filed in EFIS in File No. AW-2018-0393 no later than November 30, 2018.

Respectfully submitted,

**/s/ Mark Johnson**

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