

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Office of Public Counsel's Petition for)
Promulgation of Rules Relating to Billing and)
Payment Standards for Residential Customers)

File No. AX-2010-0061

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE RECOMMENDATION

Issue Date: October 2, 2009

Effective Date: October 2, 2009

On August 20, 2009, the Office of the Public Counsel filed a petition asking the Commission to promulgate rules to limit the ability of a utility to establish separate fees for bills and payment of bills, to place restrictions on the use of pay stations, and to increase the availability of customer service centers. The Commission heard the views of several organizations about Public Counsel's proposed rulemaking at its September 9 agenda meeting. Some of the speakers at the agenda meeting also described other problems, particularly problems posed by unauthorized pay agents.

Before deciding whether to grant Public Counsel's petition, the Commission will direct its Staff to investigate the circumstances described by Public Counsel and the other speakers at the September 9 agenda meeting, and to provide the Commission with its recommendation. In particular, the Commission wants specific information indicating whether the general problems described by Public Counsel and others are a problem in Missouri. Further, the Commission would like to know how many utility payments are made through authorized and unauthorized pay agents. If Staff believes there is a problem, the

Commission wants to know whether the Commission has both the authority and the practical ability to address that problem by promulgating a rule.

THE COMMISSION ORDERS THAT:

1. Staff shall investigate the problems described in Public Counsel's Petition for Promulgation of Consumer Protection Rules Relating to Billing and Payment and, no later than November 30, 2009, recommend whether the Commission should proceed with a rulemaking.
2. This order shall become effective immediately upon issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 2nd day of October, 2009.