

**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)

NOTICE OF WORKSHOP AGENDA

COMES NOW the Staff of the Missouri Public Service Commission and hereby notifies the Commission, all interested parties and the public that a Workshop in this matter will be held as follows:

DATE: October 9, 2018
TIME: 1:00 P.M. – 4:00 P.M.
LOCATION: Governor Office Building
200 Madison Street
Room 470
Jefferson City, MO 65101

Attached is the Agenda for the October 9, 2018, Workshop.

Respectfully submitted,

/s/ Mark Johnson

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 2nd day of October, 2018.

/s/ Steven Dottheim

**A New Rule on the Treatment of Customer Information by Commission Regulated
Electric, Gas, Steam Heating, Water and Sewer Utilities**

AW-2018-0393

October 9, 2018 Workshop

1:00 p.m. – 4:00 p.m.

1:00pm Opening Remarks

1:15pm New Rule – What is the objective for this proposed rule concept?

- Executive Order 17-03
- Technology Changes
- Open Discussion

Questions to Consider:

1. How should “customer information” be defined?
2. What do utilities use “customer information” for?
3. When and how should customers be given notice of information sharing?

2:00pm Smart Meters, Data Collection, and Privacy Concerns

- Speaker: Janine Anthony Bowen, industrial engineer and attorney who specializes in technology privacy and data protection; currently with the Atlanta law office of Baker Hostetler – Ms. Bowen appears courtesy of Missouri American Water Company
- Open Discussion

3:00 pm Customer Information – Legal Considerations

- Open Discussion

Questions to Consider:

1. Are there current laws that protect customer information?
2. Are there current Commission rules that apply to customer information?
3. Does this proposed rule concept implicate Constitutional concerns such as the Fourth Amendment or privacy?

3:45pm Closing Remarks