

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of a Proposed Rulemaking)
To Create a Small Formal Complaint)
Procedure)

File No. AX-2010-0249

NOTICE OF FINDING OF NECESSITY

Issue Date: March 4, 2010

The Commission is opening this file to amend 4 CSR 240-2.070, the existing rule regarding complaints, to create a new procedure to handle small formal complaints. The Commission finds that the subject rule is necessary to improve the process for addressing disputes between utilities and their customers by reducing formality and procedural barriers, by expediting Commission decisions, and by making the locations of hearings more convenient to the customer.

The Commission will seek comments from interested persons as to whether the rule is appropriate and properly designed and written.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 4th day of March, 2010.

Woodruff, Chief Regulatory Law Judge