

Statutes, codes, and regulations

Missouri Administrati...



Chapter 13 - Service ...

Mo. Code Regs. tit. 20 § 4240-13.040

Current through Register Vol. 49, No. 16, August 15, 2024

Section 20 CSR 4240-13.040 - Inquiries

PURPOSE: This rule establishes procedures to be followed when customers make inquiries of utilities so customer inquiries are handled in a reasonable manner.

- (1) A utility shall adopt procedures which shall ensure the prompt receipt, thorough investigation and, where possible, mutually acceptable resolution of customer inquiries. The utility shall submit the procedures to the commission for approval and the utility shall notify the commission and the public counsel of any substantive changes in these procedures prior to implementation.
- (2) A utility shall establish personnel procedures which, at a minimum, ensure that-

(A) At all times during normal business hours qualified personnel shall be available and prepared to receive and respond to all customer inquiries, service requests, safety concerns, and complaints. A utility shall make necessary arrangements to ensure that customers unable to communicate in the English language receive assistance;

(B) At all times during normal business hours, qualified personnel responsible for and authorized to enter into written agreements on behalf of the utility shall be available to respond to customer inquiries and complaints;

(C) Qualified personnel shall be available at all times to receive and initiate response to customer contacts regarding any discontinuance of service or an emergency condition related to the utility's operations occurring within the utility's service area; and

(D) Names, addresses, and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the commission regarding customer inquiries, service requests and complaints shall be provided to the commission.

(3) A utility shall prepare, in written form, information in plain language, which summarizes the rights and responsibilities of the utility and its customers in accordance with this chapter. The form shall be submitted to the consumer services department of the commission, and to the Office of the Public Counsel. This written information shall be displayed prominently, and shall be available at all utility office locations open to the general public, and shall be mailed or otherwise delivered to each of the utility's residential customers upon request. The information shall be delivered or mailed to each new customer of the utility upon the commencement of service and shall be available at all times upon request. The written information shall indicate conspicuously that it is being provided in accordance with the rules of the commission, and shall contain information

concerning, but not limited to-

- (A) Billing and estimated billing procedures;
- (B) Methods for customer verification of billing accuracy;
- (C) Customer payment requirements and procedures;
- (D) Deposit and guarantee requirements;
- (E) Conditions of termination, discontinuance, and reconnection of service;
- (F) Procedures for handling inquiries;
- (G) Explanation of meter reading procedures which would enable a customer to read his/her own meter;
- (H) A procedure where a customer may avoid discontinuance of service during a period of absence;
- (I) Complaint procedures under 4 CSR 240-2.070;
- (J) The telephone number and address of a customer services office of the Missouri Public Service Commission, the commission's toll-free telephone number, and the statement that the company is regulated by the Missouri Public Service Commission;
- (K) The address and telephone number of the Office of Public Counsel (OPC) and OPC's toll-free telephone number, and a statement of the function of that office; and
- (L) If the utility is a gas distribution company, an explanation of the function of the purchased gas adjustment clause. If the utility is an electric company authorized to utilize a fuel adjustment clause, an explanation of the fuel

adjustment clause.

(4) At all of its public business offices, a utility shall make available for public inspection a copy of this chapter and the utility's tariffs. At these business offices, conspicuous signs shall be posted which indicate that this information is available for public inspection.

(5) A utility shall maintain records on its customers for at least two (2) years which contain all information concerning-

(A) The payment performance of each of its customers for each billing period;

(B) The number and general description of complaints registered with the utility;

(C) The number of settlement agreements made by the utility;

(D) The actual number of discontinuances of service due to each of the following categories of reasons:

1. The customer's failure to comply with a settlement agreement or cold weather rule payment agreement;

2. The customer's failure to make any other required utility payment;

3. Unauthorized interference, diversion, or use of utility service; and

4. All other reasons combined;

(E) Actual number of reconnections; and

(F) Actual number and amounts of refunds of deposits.

(6) The utility shall submit to the commission, upon request, a written summary of the information required by section (5) of this rule.

20 CSR 4240-13.040

AUTHORITY: sections 386.250(6) and 393.140(11), RSMo 2000.* This rule originally filed as 4 CSR 240-13.040. Original rule filed Dec. 19, 1975, effective Dec. 30, 1975. Amended: Filed Oct. 14, 1977, effective Jan. 13, 1978. Rescinded and readopted: Filed Sept. 22, 1993, effective July 10, 1994. Amended: Filed Aug. 1, 2013, effective March 30, 2014. Moved to 20 CSR 4240-13.040, effective Aug. 28, 2019.

**Original authority: 386.250(6), RSMo 1939, amended 1963, 1967, 1977, 1980, 1987, 1988, 1991 and 394.140(11), RSMo 1939, amended 1949, 1967.*

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