

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held by telephone/internet  
audio conference on the 25th day of  
March, 2020.

In the Matter of the Reapplication of the       )  
United Way of Greater St. Louis, Inc. for       )  
an Order of the Commission Granting it       )  
Authority as an Information and Referral       )  
Provider for Purposes of Obtaining 2-1-1       )  
Service    )

**File No. AO-2020-0198**

**ORDER RENEWING AUTHORITY TO ACT AS  
2-1-1 INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: March 25, 2020

Effective Date: April 17, 2020

United Way of Greater St. Louis, Inc., seeks renewed authority as an Information and Referral Provider and assignment of the 2-1-1 abbreviated dialing code for specified exchanges. United Way's current authorization is set to expire on April 17, 2020. The Commission will grant United Way's application.

The 2-1-1 system uses an abbreviated telephone number to provide referrals to local organizations to provide assistance with services including employment, food, health care, legal services, shelter and transportation. Accredited entities may serve as Information and Referral Providers with Commission approval, pursuant to 20 CSR 4240-28.015.

On January 10, 2020, United Way filed its *Reapplication for 2-1-1 Authority* seeking renewal of its authority as an Information and Referral Provider for 2-1-1 services on exchanges in St. Louis City and nearly 100 Missouri counties. The Commission most recently authorized United Way to serve as a 2-1-1 provider for a three-year period in an order issued in File No. AO-2017-0190, effective on April 17, 2017.

The Commission ordered notification to entities identified by Staff, as well as to

relevant county commissions, news media and members of the General Assembly. The Commission allowed until March 16, 2020, to receive pleadings in opposition. No applications to intervene or pleadings in opposition were received. Staff recommends approval of United Way's application.

The Commission will approve United Way's application. Because United Way's current authority expires on April 17, 2020, the Commission will make its order effective in fewer than 30 days.

**THE COMMISSION ORDERS THAT:**

1. The United Way of Greater St. Louis, Inc., is authorized to serve as an Information and Referral Provider assigned the 2-1-1 abbreviated dialing code for the exchanges listed in Exhibit 7 of United Way's application.
2. The Commission's data center shall provide notice of this order to all certified or registered telecommunications and interconnected voice over internet protocol providers in the exchanges listed in Exhibit 7 of United Way's application.
3. United Way's authority under this order is granted for a three-year period, as provided by Commission Rule 20 CSR 4240-28.015.
4. This order shall be effective on April 17, 2020.
5. This file shall be closed on April 20, 2020.



**BY THE COMMISSION**

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and  
Holsman CC., concur.

Jacobs, Regulatory Law Judge

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission,  
at Jefferson City, Missouri, this 25<sup>th</sup> day of March 2020.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**March 25, 2020**

**File/Case No. AO-2020-0198**

**Missouri Public Service  
Commission**

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Inc.**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

**Distributed to all Certified or Registered Telecommunications and Interconnected Voice over Internet Protocol Providers in the Exchanges Listed in Exhibit 7 of United Ways Application**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.