

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 1st day of
October, 2025.

In the Matter of a Working Case for)
Commission Review and)
Consideration of Utility Assistance)
Programs and Special Alternative)
Residential Customer Rates)

Case No. OW-2026-0085

ORDER OPENING WORKING CASE AND DIRECTING RESPONSES

Issued: October 1, 2025

Effective: October 1, 2025

The Commission will open this working case to review currently existing utility affordability programs and will direct regulated utilities to provide information on these programs. As part of this working case, representatives from the Commission, the Office of the Public Counsel, and any other interested stakeholders will have the opportunity to review the currently existing utility affordability programs designed for low-income and senior residential customers and may work to make recommendations or engage in further dialogue regarding the following:

- (1) Efficiencies or changes to current programs and the consideration of additional programs designed to address the affordability of utility rates for low-income and senior residential customers;
- (2) Establishing uniformity and simplification of programs;
- (3) Special alternative residential customer rates or bill discounts contemplated by Section 393.1680, RSMo, as a result of SB4¹; and
- (4) Community outreach and customer education.

Notice of this new working case will be provided to all investor-owned electrical, gas, water, and sewer corporations regulated by the Commission. As this is not a

¹ SS#2 SB4, First Regular Session of the 103rd General Assembly, effective August 28, 2025.

contested case, anyone may file a comment without counsel and without ex parte constraints (arising from this matter). Intervention requests are not necessary to submit comments or view documents.

THE COMMISSION ORDERS THAT:

1. This case is established as a repository for documents and comments regarding the Commission's consideration of utility assistance programs.
2. The Commission's Data Center shall provide a copy of this order to all the investor-owned electrical, gas, water, and sewer corporations subject to Commission regulation.
3. Any regulated utility corporation with a customer assistance program shall respond by completing the attached spreadsheet and returning it to the Commission no later than November 14, 2025. Responses may also include any relevant information that is not requested in the spreadsheet.
4. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Hahn, Ch., Coleman, Kolkmeier,
and Mitchell CC., concur.

Dippell, Chief 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 1st day of October 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 1, 2025

File/Case No. OW-2026-0085

MO PSC Staff

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

Sincerely,

A handwritten signature in black ink that reads "Nancy Dippell". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**Nancy Dippell
Secretary**

Distributed to all investor-owned electrical, gas, water and sewer corporations subject to Commission regulation

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