

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Reapplication of the)
United Way of Greater St. Louis, Inc. for)
an Order of the Commission Granting It) **Case No. OO-2026-0182**
Authority as an Information and Referral)
Provider for Purposes of Obtaining 211)
Service)

**ORDER RENEWING AUTHORITY TO ACT AS
211 INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: March 12, 2026

Effective Date: April 22, 2026

On January 15, 2026, the United Way of Greater St. Louis, Inc. (United Way) filed an application pursuant to Commission Rule 20 CSR 4240-28.015(2) seeking renewal of its authority as provider of Information and Referral (I&R) services and assignment of the abbreviated dialing code 211 for exchanges in the City of St. Louis and for exchanges in the 98 Missouri counties specified in its application.

The 211 system uses an abbreviated telephone number to provide referrals to local organizations to provide assistance with a full range of human services including, but not limited to: health; behavioral or mental health; basic needs services, such as housing, food, clothing and financial assistance; youth development programs; services for older adults, persons with disabilities, and families; and resources for individual household, employment, homeless coordinated entry, and community-wide disaster recovery.

Accredited entities may serve as I&R providers with Commission approval. The Commission most recently renewed the authority of United Way to serve as an I&R

provider for a three-year period in an order issued in Case No. AO-2023-0225, effective on April 22, 2023.

In the case at hand, the Commission ordered notification to the news media in the service area, set an intervention deadline, and directed the Staff of the Commission (Staff) to file a recommendation regarding the application. No intervention requests were filed.

On February 26, 2026, Staff recommended that the Commission renew the authority of United Way as an I&R service provider for the exchanges listed in its application. No responses to Staff's recommendation were received.

The Commission has reviewed the application and Staff's recommendation and determines that the requested authority should be granted.

THE COMMISSION ORDERS THAT:

1. The United Way of Greater St. Louis, Inc. is re-authorized to serve as an Information and Referral service provider, and is assigned the 211 abbreviated dialing code, for the exchanges listed in Exhibit 7 of its application..

2. The authorization as a 211 Information and Referral service provider is granted for a period of three years.

3. This order shall be effective on April 22, 2026.

4. This case shall be closed on April 23, 2026.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Kenneth J. Seyer, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

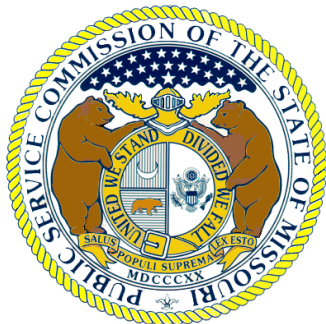
Dated at Jefferson City, Missouri
on this 12th day of March, 2026.

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 12th day of March 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 12, 2026

File/Case No. OO-2026-0182

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**United Way of Greater St.
Louis, Inc.**

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

Sincerely,



**Nancy Dippell
Secretary**

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