

Denny Hoskins

Secretary of State / Administrative Rules
RULE TRANSMITTAL

000527

Administrative Rules Stamp

Received

APR 29 2026
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SECRETARY OF STATE
ADMINISTRATIVE RULES

RECEIVED

By JCAR at 4:11 pm, Apr 29, 2026

Rule number 20 CSR 4240-120.110

Use a SEPARATE rule transmittal sheet for EACH individual rulemaking.

Name of person(s) Administrative Rules can contact with questions about this rule:

Content Nancy Dippell Phone 573-751-8518 Fax 573-526-6010

Email address Nancy.Dippell@psc.mo.gov

Data Entry Kayla Kliethermes Phone 573-751-4256 Fax 573-526-6010

Email address Kayla.Kliethermes@psc.mo.gov

Interagency mailing address Public Service Commission, 9th Floor Gov. Office Bldg, JC, MO

TYPE OF RULEMAKING ACTION TO BE TAKEN

Emergency rulemaking > Rule Amendment Rescission Termination

Effective date for the emergency _____

Proposed rulemaking > Rule Amendment Rescission

Rule Action Notice

In Addition

Rule Under Consideration

Request for Non-Substantive Change

Statement of Actual Cost

Order of Rulemaking > Withdrawal Adoption Amendment Rescission

Effective date for the order _____

Statutory 30 days OR Specific date _____

Does the Order of Rulemaking contain changes to the rule text? NO

YES—LIST THE SECTIONS/SUBSECTIONS WITH CHANGES:



Mike Kehoe

GOVERNOR
STATE OF MISSOURI

April 20, 2026

Kayla Hahn, Chair
Missouri Public Service Commission
P O Box 360
Jefferson City MO 65102

Dear Ms. Hahn:

Our office has received the Proposed Amendment rulemakings for the following regulations:

- **20 CSR 4240-120.011** Definitions
- **20 CSR 4240-120.110** Complaints and Review of Manager Action(s)
- **20 CSR 4240-123.010** Definitions
- **20 CSR 4240-123.020** Administration and Enforcement

Executive Order 25-13 requires this office's approval before state agencies release proposed regulations for notice and comment, amend existing regulations, or adopt new regulations. After our review, we approve submission of the rule and the regulatory impact report (if required) to JCAR and the Secretary of State.

Sincerely,

A handwritten signature in cursive script that reads "Lowell Pearson".

Lowell Pearson
General Counsel



Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

GLEN KOLKMEYER
Commissioner

KAYLA HAHN
Chair

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

JOHN P. MITCHELL
Commissioner

VACANT
Commissioner

April 29, 2026

Denny Hoskins
Secretary of State
Administrative Rules Division
600 West Main Street
Jefferson City, Missouri 65101

Re: 20 CSR 4240-120.110 Complaints and Review of Manager Action(s)

Dear Secretary Hoskins,

CERTIFICATION OF ADMINISTRATIVE RULE

I do hereby certify that the attached is an accurate and complete copy of the proposed amendment lawfully submitted by the Missouri Public Service Commission.

The Public Service Commission further certifies it has conducted an analysis of whether or not there has been a taking of real property pursuant to section 536.017, RSMo, that the proposed amendment does not constitute a taking of real property under relevant state and federal law.

The Public Service Commission has determined and hereby also certifies that if the proposed amendment does affect small business pursuant to sections 536.300 to 536.310, RSMo, a small business impact statement has been filed as required by those sections. If no small business impact statement has been filed the proposed amendment either does not affect small business or the small business requirements do not apply pursuant to section 536.300.4, RSMo.

Statutory Authority: *section 700.040, RSMo 2016.*

If there are any questions regarding the content of this proposed amendment, please contact:

Nancy Dippell
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102
(573) 751-8518
Nancy.Dippell@psc.mo.gov



Nancy Dippell

Nancy Dippell
Secretary

Enclosures



Missouri Public Service Commission

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JOHN P. MITCHELL
Commissioner

VACANT
Commissioner

April 29, 2026

Sarah Schappe
Director
Joint Committee on Administration Rules
State Capitol, Room B8A
Jefferson City, Missouri 65101

Re: 20 CSR 4240-120.110 Complaints and Review of Manager Action(s)

Dear Director Schappe,

CERTIFICATION OF ADMINISTRATIVE RULE

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Nancy Dippell

Nancy Dippell
Secretary

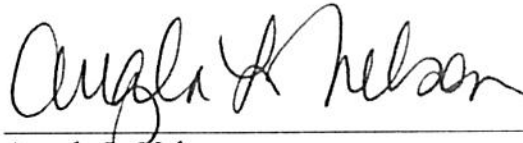
Enclosures

AFFIDAVIT

PUBLIC COST

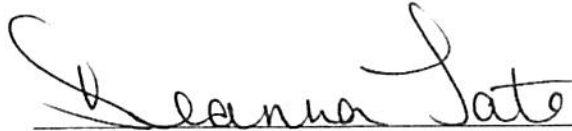
STATE OF MISSOURI)
)
COUNTY OF COLE)

I, Angela L. Nelson, Director of the Department of Commerce and Insurance, first being duly sworn, on my oath, state that it is my opinion that the cost of proposed amendment, 20 CSR 4240-120.110, is less than five hundred dollars in the aggregate to this agency, any other agency of state government or any political subdivision thereof.



Angela L. Nelson
Director
Department of Commerce and Insurance

Subscribed and sworn to before me this 28th day of April, 2020 I am commissioned as a notary public within the County of Cole, State of Missouri, and my commission expires on 1/17/2027.



Notary Public

DEANNA TATE
Notary Public, Notary Seal
State of Missouri
Callaway County
Commission # 18258816
My Commission Expires 01-17-2027

**Title 20—DEPARTMENT OF
COMMERCE AND INSURANCE
Division 4240—Public Service Commission
Chapter 120—New Manufactured Homes**

PROPOSED AMENDMENT

20 CSR 4240-120.110 Complaints and Review of Manager Action(s). The Missouri Public Service Commission is amending sections (1) and (2).

PURPOSE: This proposed amendment updates rule citations from 4 CSR 240-2.070 to the current rule location of 20 CSR 4240-2.070 and makes other grammatical edits.

(1) Any person aggrieved by a violation of this chapter or Chapter 700, RSMo, as it relates to new manufactured homes and the manufacturer, dealer, or installer of new manufactured homes, may file a formal or informal complaint with the commission under [4 CSR 240-2.070] **20 CSR 4240-2.070**.

(2) Any person aggrieved by the manager's decisions, directives, and interpretations of 24 CFR sections 3280, 3282, 3285, and 3286, this chapter, or Chapter 700, RSMo, as it relates to new manufactured homes, may file a written informal or formal complaint under [4 CSR 240-2.070] **20 CSR 4240-2.070**. In such a complaint the manager shall be denominated as the respondent.

*AUTHORITY: section 700.040, RSMo 2016. * This rule originally filed as 4 CSR 240-120.110. Emergency rule filed Nov. 12, 1976, effective Nov. 22, 1976, expired March 22, 1977. Original rule filed Nov. 12, 1976, effective Feb. 11, 1977. Amended: Filed Oct. 12, 1982, effective Jan. 13, 1983. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-120.110, effective Aug. 28, 2019. Amended: Filed _____, effective _____.*

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SECRETARY OF STATE
ADMINISTRATIVE RULES

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By JCAR at 4:11 pm, Apr 29, 2026

**Original authority: 700.040, RSMo 1973, amended 1976, 1978, 1982, 1984, 1989, 1993, 1995, 1999.*

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500.00) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500.00) in the aggregate.

NOTICE TO SUBMIT COMMENTS AND NOTICE OF PUBLIC HEARING: Anyone may file comments in support of or in opposition to this proposed amendment with the Missouri Public Service Commission, Nancy Dippell, Secretary of the Commission, P.O. Box 360, Jefferson City, MO 65102. To be considered, comments must be received at the commission's offices on or before June 30, 2026, and should include a reference to Commission Case No. MX-2026-0286. Comments may also be submitted via a filing using the commission's electronic filing and information system at [https://psc.mo.gov/General/Submit Comments](https://psc.mo.gov/General/Submit_Comments). A public hearing regarding this proposed amendment is scheduled for July 9, 2026, at 10 a.m., in Room 310 of the Governor Office Building, 200 Madison St., Jefferson City, MO. Interested persons may appear at this hearing to submit additional comments and/or testimony in support of or in opposition to this proposed amendment, and may be asked to respond to commission questions. Any persons with special needs as addressed by the Americans with Disabilities Act should contact the Missouri Public Service Commission at least ten (10) days prior to the hearing at one (1) of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829-7541.