

**Denny Hoskins**  
Secretary of State / Administrative Rules  
**RULE TRANSMITTAL**

000532

Administrative Rules Stamp

Received

APR 29 2026  
JCAR Stamp  
SECRETARY OF STATE  
ADMINISTRATIVE RULES

**RECEIVED**  
*By JCAR at 4:13 pm, Apr 29, 2026*

Rule number 20 CSR 4240-123.090

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, 9<sup>th</sup> 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:  
\_\_\_\_\_  
\_\_\_\_\_

STATE CAPITOL  
201 W. CAPITOL AVENUE, ROOM 216  
JEFFERSON CITY, MISSOURI 65101



(573) 751-3222  
WWW.GOVERNOR.MO.GOV

*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 4240-123.030** Seals
- **20 CSR 4240-123.040** Approval of Manufacturing Programs
- **20 CSR 4240-123.090** Complaints and Review of Manager's Action(s)
- **20 CSR 4240-124.010** Definitions

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

**KAYLA HAHN**  
Chair

**JOHN P. MITCHELL**  
Commissioner

**GLEN KOLKMEYER**  
Commissioner

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

**VACANT**  
Commissioner

April 29, 2026

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

### **Re: 20 CSR 4240-123.090 Complaints and Review of Manager's 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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**VACANT**  
Commissioner

April 29, 2026

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

**Re: 20 CSR 4240-123.090 Complaints and Review of Manager's Action(s)**

Dear Director Schappe,

### CERTIFICATION OF ADMINISTRATIVE RULE

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*Nancy Dippell*

Nancy Dippell  
Secretary

Enclosures



Title 20—DEPARTMENT OF  
COMMERCE AND INSURANCE  
Division 4240—Public Service Commission  
Chapter 123—Modular Units

**PROPOSED AMENDMENT**

**20 CSR 4240-123.090 Complaints and Review of Manager’s Action(s).** The Missouri Public Service Commission is amending sections (1) and (2).

*PURPOSE: This proposed amendment updates the rule citations in the rule from 4 CSR 240-2.070 to the current location of 20 CSR 4240-2.070.*

(1) Any person aggrieved by a violation of this chapter or Chapter 700, RSMo as it relates to modular homes and the manufacturers or dealers of modular 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 the code, this chapter, or Chapter 700, RSMo as it relates to modular units, 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 240-123.090. Original rule filed Aug. 16, 1979, effective Dec. 15, 1979. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-123.090, effective Aug. 28, 2019. Amended: Filed \_\_\_\_\_, effective \_\_\_\_\_.*

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

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SECRETARY OF STATE  
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*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.*