

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

In the Matter of a Working Case for )  
Commission Review and Consideration of ) **Case No. OW-2026-0085**  
Utility Assistance Programs and Special )  
Alternative Residential Customer Rates )

**ORDER SETTING WORKSHOPS AND REGISTRATION PROCESS**

Issue Date: May 7, 2026

Effective Date: May 7, 2026

The Commission opened this working case to review and address currently existing utility assistance programs and further gather information on how best to implement the special alternative residential customer rates or bill discounts contemplated by Section 393.1680, RSMo. The Commission directed regulated utilities to provide information regarding their utility assistance programs and requested information from other stakeholders, including stakeholders who administer utility assistance programs. The Commission and its Staff conducted follow-up meetings and additional information was filed in the case.

Additionally, the Commission will hold an in-person only workshop followed by a virtual workshop session. The in-person only workshop will be June 2, 2026, in Room 450 of the Governor Office Building, 200 Madison Street, Jefferson City, Missouri from 9:00 AM until 3:30 PM. This workshop will examine utility assistance programs including, but not limited to, eligibility, program administration and program design. A final detailed agenda including speakers and times will be forthcoming. The virtual workshop session will be held on June 30, 2026, from 9:00 AM to 4:00 PM, and will further expand on the information

gathered and questions raised during the June 2<sup>nd</sup> workshop. The Commission will issue a separate order setting the virtual workshop agenda.

**Preliminary In-Person Workshop Agenda:**

- Intro and Recap
- Eligibility and Verification: Understanding Challenges
- Program Design: Opportunities and Best Practices
- Improving Uniformity in Program Administration and Evaluation
- Improving Community Outreach

**Workshops Registration:** Workshop participants must register on the Commission's website under the “How Do I ...” section or use the following link: <https://psc.mo.gov/General/UtilityAssistanceWorkshops>. Registration for the in-person workshop will close on Wednesday, May 27. Registration for the virtual workshop will close on Friday, June 26. Virtual workshop participants will receive an email on Monday, June 29, with Webex information for the virtual workshop.

Questions related to the workshops should be sent to [Uaprograms@psc.mo.gov](mailto:Uaprograms@psc.mo.gov).

**THE COMMISSION ORDERS THAT:**

1. In-person workshop and virtual workshop sessions are scheduled as set forth in the body of this order.
- 2 This order shall be effective when issued.



**BY THE COMMISSION**

*Nancy Dippell*

Nancy Dippell  
Secretary

Ronald D. Pridgin, Deputy Chief  
Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 7<sup>th</sup> day of May, 2026.

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

Pursuant to 386.290, RSMo., 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 7<sup>th</sup> day of May, 2026.



*Nancy Dippell*

Nancy Dippell  
Secretary

# MISSOURI PUBLIC SERVICE COMMISSION

May 7, 2026

**Case No: OW-2026-0085**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).<sup>1</sup>**

Sincerely,



**Nancy Dippell  
Secretary**

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<sup>1</sup>

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