

# Denny Hoskins

Secretary of State / Administrative Rules

## RULE TRANSMITTAL

Administrative Rules Stamp

JCAR Stamp

**RECEIVED**

**By JCAR at 1:23 pm, Aug 12, 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, 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:

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## ***Missouri Public Service Commission***

**MAIDA J. COLEMAN**  
Commissioner

**KAYLA HAHN**  
Chair

**JOHN P. MITCHELL**  
Commissioner

**GLEN KOLKMEYER**  
Commissioner

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**VACANT**  
Commissioner

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**

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

Statutory Authority: *section 700.040, RSMo 2016*

If there are any questions regarding the content of this order of rulemaking, please contact:

Nancy Dippell, Secretary  
Missouri Public Service Commission  
200 Madison Street  
P.O. Box 360  
Jefferson City, MO 65102  
(573) 751-8518  
[Nancy.Dippell@psc.mo.gov](mailto:Nancy.Dippell@psc.mo.gov)

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell  
Secretary to the Commission





*Mike Kehoe*

GOVERNOR  
STATE OF MISSOURI

August 5, 2026

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

Dear Ms. Hahn:

Our office has received the Final Order of 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 blue ink that reads "Lowell Pearson".

Lowell Pearson  
General Counsel

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

**ORDER OF RULEMAKING**

By the authority vested in the Public Service Commission under sections 386.250, 386.310, and 700.040, RSMo 2016, the commission amends a rule as follows:

20 CSR 4240-120.110 Complaints and Review of Manager Action(s) **is amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on June 1, 2026 (51 MoReg 710). No changes have been made to the text of the proposed rule, so it is not reprinted here. This proposed amendment becomes effective thirty (30) days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: The public comment period ended June 30, 2026, and the commission held a public hearing on the proposed amendment on July 9, 2026. The commission received one (1) written comment in support of the amendment and one (1) verbal comment at the hearing suggesting support for the amendment.

COMMENT #1: J. Scott Stacey on behalf of the staff of the commission filed written comments and commented at the hearing in support of the proposed amendment. Staff noted the majority of the proposed amendments are to update rules and statutory citations identified as needing correction during the commission's periodic rule review, and that some additions were also made to clarify or update requirements of dealers and installers.

RESPONSE: The commission thanks its staff for its work updating the manufactured housing rules. No changes were made as a result of this comment.

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