

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the Matter of the)
Proposed Amendments of the)
Commission's Rules Relating) Case No. OX-2026-0335
to Chapter 4 - Standards)
of Conduct)
In the Matter of the)
Proposed Amendments of the)
Commission's Rules Relating) Case No. TX-2026-0353
to Communications in)
Chapters 28, 29, 31, 34,)
and 36 of 20 CSR 4240)

August 20, 2026
10:00 a.m.

RULEMAKING HEARING

GOVERNOR OFFICE BUILDING
200 MADISON, JEFFERSON CITY, MISSOURI

VOLUME I

NANCY DIPPELL, Presiding
CHIEF REGULATORY LAW JUDGE
KAYLA HAHN, Chair,
MAIDA J. COLEMAN,
GLEN KOLKMEYER,
JOHN MITCHELL,
COMMISSIONERS

REPORTED BY:

Colin Wallis
Lexitas Legal
711 North Eleventh Street
St. Louis, Missouri, 63101
(314) 644-2191

* * * * *

(Starting time of the hearing: 10:00 a.m.)

JUDGE DIPPELL: Let's go ahead and go on the record. This is August 20th, 2026, and the Commission has set this time for a rule comment hearing in the files captioned as: In the Matter of the Proposed Amendments of the Commission's Rules Relating to the Chapter 4 Standards of Conduct, case number OX-2026-335 and In the Matter of the Proposed Amendments of the Commission's Rules Relating to Communications in Chapters 28, 29, 31, 34 and 36 of 20 CSR 4042, case number TX-2026-0353.

My name is Nancy Dippell. I'm the regulatory law judge conducting this hearing. And I would like to begin by asking everyone to please mute your phone or other mobile devices. And unless you are speaking online, to be sure to keep your online muted. This is a rulemaking hearing, so anyone can give comments, and you don't have to be represented by an attorney, and you do not have to be sworn in. It's not a contested case, so there's no cross-examination. The Commission may, however, have questions for the commenters, and

1 I may also allow responses to the comments
2 after they're made.

3 I ask that if you're going to comment,
4 that you make sure you come to a microphone and
5 that you identify yourself for the court
6 reporter, who's online; and that you speak
7 slowly and clearly. We will begin with any
8 attorneys that wish to make an entry of
9 appearance. Staff?

10 MR. STACEY: Scott Stacey, staff counsel.

11 JUDGE DIPPELL: OPC?

12 MS. VANGERPEN: Good morning, Lindsey
13 VanGerpen for OPC.

14 THE COURT: Ms. Carter.

15 MS. CARTER: Thank you, Diana Carter, for
16 Ameren Missouri.

17 JUDGE DIPPELL: And then Mr. Fischer?

18 MR. FISCHER: Thank you, James Fischer on
19 behalf of Evergy Missouri Metro and Evergy
20 Missouri West.

21 MR. COOPER: Dean Cooper on behalf of
22 Missouri American Water Company.

23 MR. KLOEPPEL: Thank you and good morning,
24 Brin Kloeppel on behalf of Spire Missouri.

25 JUDGE DIPPELL: Thank you. Are there any

1 other attorneys that wish to make an entry?
2 All right, we're going to begin with the
3 communications rules, and then we'll switch to
4 the Chapter 1 rules. The actual regulation on
5 these rulemaking hearings has a specific order,
6 but we're just going to take all comments, pro
7 and con, together, so we can begin with
8 TX-2026-0354, and I will ask Staff if they
9 would like to offer any comments.

10 MR. STACEY: Good morning, Judge, Chair
11 Hahn. Scott Stacey with Staff. We're in
12 support of the amendments to Chapters 28, 29,
13 31, 34 and 36 in TX-2026-0353. Thank you.

14 JUDGE DIPPELL: Thank you, and I forgot to
15 mention that if any commissioner has any
16 questions, I'll just let you jump in; and,
17 otherwise, we'll just keep going. Office of
18 Public Counsel?

19 MS. VANGERPEN: Good morning. Thank you.
20 The OPC appreciates the opportunity to be
21 involved in the rulemaking, but we have no
22 additional comments at this time.

23 JUDGE DIPPELL: Thank you. Is there
24 anyone else who would like to comment on the
25 communications rules? All right, seeing none,

1 then we can conclude that part of this hearing,
2 and we can move on to the Chapter 4 Standards
3 of Conduct rule in case number OX-2026-0335.
4 Does Staff have any comments that they would
5 like to offer on these rules?

6 MR. STACEY: Just briefly, Judge. Again,
7 Scott Stacey for Staff. We reviewed the
8 summary of responses or summary of comments
9 and responses from the Commission, and we're in
10 agreement with those. Nothing further.

11 JUDGE DIPPELL: Thank you. Is there
12 anything from Office of the Public Counsel?

13 MS. VANGERPEN: Again, we appreciate the
14 opportunity to be here. We have also reviewed
15 the Commission's responses and have no
16 additional comments. Thank you.

17 JUDGE DIPPELL: Thank you. Are there
18 others -- anyone else that would like to
19 comment? Ms. Carter?

20 MS. CARTER: Thanks, Judge. Yes, Ameren
21 Missouri filed written comments, and then I saw
22 this morning that summary response would still
23 suggest some clarification be done regarding
24 the consumer services employees. It appears,
25 based on the response filed by the Commission

1 this morning, those employees would neither be
2 Staff nor the Office of Commission, just making
3 them a separate category that's not defined or
4 addressed. I think then they would just be a
5 person, not a party to a case, which would then
6 trigger extra record communication filings, if
7 there were any discussions between someone that
8 was the Office of the Commission and someone
9 within the Consumer Services Department. I
10 suspect that's not the intent, but then, also,
11 if they were the Office of the Commission, if
12 they're not staff, then that would create an
13 issue I think for the utilities to be able to
14 have full communications with those employees
15 in any informal complaint situation; because
16 then we would be creating potentially ex parte
17 or extra record communications with those
18 employee, since those issues and informal
19 complaints so often overlap, especially with
20 general rate cases.

21 So, I think it would be helpful to have
22 further clarification beyond what was filed by
23 the Commission this morning regarding if those
24 employees are in a third category and how they
25 are to be treated then for extra record

1 communications and ex parte communications.

2 JUDGE DIPPELL: Thank you. Appreciate
3 your comments, and hopefully the Commission's
4 order will be clear.

5 MS. CARTER: Thank you.

6 JUDGE DIPPELL: Are there other comments?
7 Mr. Fischer?

8 MR. FISCHER: Thank you, Judge. Every
9 filed comments, and I understand from
10 the response from the Commission that they
11 carefully considered those already. I'll just
12 stand on those comments. I appreciate
13 particularly the consideration of changing the
14 look-back provisions and the notice provisions
15 on -- in the intent to file pleadings. But
16 that might be taken -- taken up at some future
17 rulemaking proceeding; we think that would be
18 helpful. Just following up on Ms. Carter's
19 comments, too, I don't -- I hope it's not the
20 Commission's intent to keep utilities from
21 visiting with the consumer services folks
22 whenever there are complaints pending. That
23 would -- that would be a big change from the
24 way it's been done historically. So, thank
25 you.

1 JUDGE DIPPELL: I guarantee that that is
2 not the Commission's intent.

3 MR. COOPER: Judge, on behalf of Missouri
4 American, if you're ready to move on?

5 JUDGE DIPPELL: Yes, go ahead.

6 MR. COOPER: Missouri American, of course,
7 is generally supportive of Ameren's comments,
8 and, again, while it's not necessarily a rule
9 change, does appreciate the Commission's
10 indication that there are changes ongoing that
11 will clarify which persons fall under the
12 Chapter 4 rules and believes that that would --
13 that is important.

14 Also, in regard today to Evergy's proposal
15 concerning the notice periods in 4.017,
16 Missouri American is not opposed to changes
17 that are identified by Evergy and certainly
18 would expect to participate that issue arises
19 in a future rulemaking. Thank you.

20 MR. WEITZEL: Good morning, Judge, Chair,
21 Commissioners. Scott Weitzel, VP of External
22 Affairs for Spire. My comments will be brief.
23 These are in regards to the notice
24 requirements. Read and understood and
25 appreciate the Commission's comments in this

1 case this morning. I also would like to
2 highlight Evergy's comments. The look-back
3 period, you know, we feel is pretty long; I
4 appreciate the research Evergy did in
5 identifying and looking at neighboring states
6 around ex parte. With, you know, market
7 dynamics, technology changes and customer
8 expectations, a year and a half is pretty
9 prohibitive; so I look forward to any
10 rulemaking in the future that the Commission
11 may consider around -- around this. Thank you
12 very much.

13 JUDGE DIPPELL: Thank you. Any other
14 comments? Okay. Are there any other comments
15 with regard to these rules? Does anyone want
16 to make any responses to these previous
17 comments? All right, seeing nothing further,
18 we can adjourn. We can go off the record.
19 Thank you all.

20 (Ending time of the hearing: 10:11 a.m.)
21
22
23
24
25

1 I, Colin Wallis, in and for the State of
2 Missouri do hereby certify that the witness
3 whose testimony appears in the foregoing
4 Examination Under Oath was duly sworn by me;
5 that the testimony of the said witness was
6 taken by me to the best of my ability and
7 thereafter reduced to typewriting under my
8 direction; that I am neither counsel for,
9 related to, nor employed by any of the parties
10 to the action in which this examination was
11 taken, and further that I am not relative or
12 employee of any attorney or counsel employed by
13 the parties thereto, nor financially or
14 otherwise interested in the outcome of the
15 action.



17 within and for the State of Missouri
18
19
20
21
22
23
24
25

1	addressed 6:4	briefly 5:6	comments 2:21 3:1 4:6, 9,22 5:4,8,16, 21 7:3,6,9,12, 19 8:7,22,25 9:2,14,17	considered 7:11
1 4:4	adjourn 9:18	Brin 3:24		consumer 5:24 6:9 7:21
10:00 2:2	Affairs 8:22	C		contested 2:23
10:11 9:20	agreement 5:10	captioned 2:6	Commission 2:5,24 5:9,25 6:2,8,11,23 7:10 9:10	Cooper 3:21 8:3,6
2	ahead 2:3 8:5	carefully 7:11	Commission's 2:8,11 5:15 7:3,20 8:2,9, 25	counsel 3:10 4:18 5:12 10:8,12
20 2:13	amendments 2:7,10 4:12	Carter 3:14,15 5:19,20 7:5		court 3:5,14
2026 2:4	Ameren 3:16 5:20	Carter's 7:18	commissioner 4:15	create 6:12
20th 2:4	Ameren's 8:7	case 2:9,13, 23 5:3 6:5 9:1	Commissione rs 8:21	creating 6:16
28 2:12 4:12	American 3:22 8:4,6,16	cases 6:20	communicatio n 6:6	cross- examination 2:24
29 2:12 4:12	appearance 3:9	category 6:3, 24	communicatio ns 2:12 4:3,25 6:14,17 7:1	CSR 2:13
3	appears 5:24 10:3	certify 10:2		customer 9:7
31 2:12 4:13	appreciates 4:20	Chair 4:10 8:20	Company 3:22	Dean 3:21
34 2:12 4:13	arises 8:18	change 7:23 8:9	complaint 6:15	defined 6:3
36 2:13 4:13	attorney 2:22 10:12	changing 7:13	complaints 6:19 7:22	Department 6:9
4	attorneys 3:8 4:1	Chapter 2:8 4:4 5:2 8:12	con 4:7	devices 2:17
4 2:8 5:2 8:12	August 2:4	Chapters 2:12 4:12	conclude 5:1 5:3	Diana 3:15
4.017 8:15		clarification 5:23 6:22	Conduct 2:9 5:3	Dippell 2:3,14 3:11,17,25 4:14,23 5:11, 17 7:2,6 8:1,5 9:13
4042 2:13		clarify 8:11	conducting 2:15	direction 10:8
A	B	clear 7:4	consideration 7:13	discussions 6:7
a.m. 2:2 9:20	based 5:25	Colin 10:1		
ability 10:6	begin 2:16 3:7 4:2,7	comment 2:5 3:3 4:24 5:19		
action 10:10, 15	behalf 3:19, 21,24 8:3	commenters 2:25		
actual 4:4	believes 8:12			
additional 4:22 5:16	big 7:23			

duly 10:4	financially 10:13	I	L	N
dynamics 9:7	Fischer 3:17, 18 7:7,8	identified 8:17	law 2:15	Nancy 2:14
E	folks 7:21	identify 3:5	Lindsey 3:12	necessarily 8:8
employed 10:9,12	foregoing 10:3	identifying 9:5	long 9:3	neighboring 9:5
employee 6:18 10:12	forgot 4:14	important 8:13	look-back 7:14 9:2	notice 7:14 8:15,23
employees 5:24 6:1,14, 24	forward 9:9	indication 8:10	M	number 2:9, 13 5:3
ending 9:20	full 6:14	informal 6:15, 18	made 3:2	O
entry 3:8 4:1	future 7:16 8:19 9:10	intent 6:10 7:15,20 8:2	make 3:4,8 4:1 9:16	Oath 10:4
Evergy 3:19 7:8 8:17 9:4	G	interested 10:14	making 6:2	offer 4:9 5:5
Evergy's 8:14 9:2	general 6:20	involved 4:21	market 9:6	Office 4:17 5:12 6:2,8,11
examination 10:4,10	generally 8:7	issue 6:13 8:18	mention 4:15	ongoing 8:10
expect 8:18	give 2:20	issues 6:18	Metro 3:19	online 2:18,19 3:6
expectations 9:8	good 3:12,23 4:10,19 8:20	J	microphone 3:4	OPC 3:11,13 4:20
External 8:21	guarantee 8:1	James 3:18	Missouri 3:16,19,20, 22,24 5:21 8:3,6,16 10:2, 17	opportunity 4:20 5:14
extra 6:6,17, 25	H	judge 2:3,15 3:11,17,25 4:10,14,23 5:6,11,17,20 7:2,6,8 8:1,3, 5,20 9:13	mobile 2:17	opposed 8:16
F	Hahn 4:11	jump 4:16	morning 3:12, 23 4:10,19 5:22 6:1,23 8:20 9:1	order 4:5 7:4
fall 8:11	half 9:8	K	move 5:2 8:4	outcome 10:14
feel 9:3	hearing 2:2,6, 15,20 5:1 9:20	Kloeppel 3:23,24	mute 2:17	overlap 6:19
file 7:15	hearings 4:5		muted 2:19	OX-2026-0335 5:3
filed 5:21,25 6:22 7:9	helpful 6:21 7:18			OX-2026-335 2:9
files 2:6	highlight 9:2			
filings 6:6	historically 7:24			
	hope 7:19			

P	Q	rule 2:5 5:3 8:8	suggest 5:23	utilities 6:13 7:20
part 5:1	questions 2:25 4:16	rulemaking 2:20 4:5,21 7:17 8:19 9:10	summary 5:8, 22	V
parte 6:16 7:1 9:6	R	rules 2:8,11 4:3,4,25 5:5 8:12 9:15	support 4:12	Vangerpen 3:12,13 4:19 5:13
participate 8:18	rate 6:20	S	supportive 8:7	visiting 7:21
parties 10:9, 13	Read 8:24	Scott 3:10 4:11 5:7 8:21	suspect 6:10	VP 8:21
party 6:5	ready 8:4	separate 6:3	switch 4:3	W
pending 7:22	record 2:4 6:6,17,25 9:18	services 5:24 6:9 7:21	sworn 2:22 10:4	Wallis 10:1
period 9:3	reduced 10:7	set 2:5	technology 9:7	Water 3:22
periods 8:15	regard 8:14 9:15	situation 6:15	testimony 10:3,5	Weitzel 8:20, 21
person 6:5	regulation 4:4	slowly 3:7	thereto 10:13	West 3:20
persons 8:11	regulatory 2:15	speak 3:6	time 2:2,5 4:22 9:20	written 5:21
phone 2:17	related 10:9	speaking 2:18	today 8:14	Y
pleadings 7:15	Relating 2:8, 11	specific 4:5	treated 6:25	year 9:8
potentially 6:16	relative 10:11	Spire 3:24 8:22	trigger 6:6	
pretty 9:3,8	reporter 3:6	Stacey 3:10 4:10,11 5:6,7	TX-2026-0353 2:13 4:13	
previous 9:16	represented 2:21	staff 3:9,10 4:8,11 5:4,7 6:2,12	TX-2026-0354 4:8	
pro 4:6	requirements 8:24	stand 7:12	typewriting 10:7	
proceeding 7:17	research 9:4	Standards 2:9 5:2	U	
prohibitive 9:9	response 5:22,25 7:10	starting 2:2	understand 7:9	
proposal 8:14	responses 3:1 5:8,9,15 9:16	State 10:1,17	understood 8:24	
Proposed 2:7, 10	reviewed 5:7, 14	states 9:5		
provisions 7:14				
Public 4:18 5:12				