

Title 20—DEPARTMENT OF COMMERCE AND INSURANCE
Division 4240—Public Service Commission
Chapter 4—Standards of Conduct

ORDER OF RULEMAKING

By the authority vested in the Public Service Commission under section 386.410, RSMo 2016, the commission amends a rule as follows:

220 CSR 4240-4.015 General Definitions is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on July 15, 2026 (51 MoReg 886-887). 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 August 14, 2026, and the commission held a public hearing on the proposed amendment on August 20, 2026. The commission received four (4) written comments generally in support of the amendment but with requests for clarification and five (5) verbal comments at the hearing generally in support of the amendment with requests for clarification.

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 proposed amendments were 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. Staff also noted that it was in support of the commission's written response issued prior to the hearing.

RESPONSE: The commission thanks its staff for its comments. No changes were made as a result of this comment.

COMMENT #2: Lindsay VanGerpen on behalf of the Office of Public Counsel (OPC) commented at the hearing that OPC had reviewed the written comments and the commission's written response to those comments and had nothing further to add.

RESPONSE: The commission thanks OPC for its participation in the rulemaking process. No changes were made as a result of this comment.

COMMENT #3: Diana Carter on behalf of Union Electric Company d/b/a Ameren Missouri commented in writing and at the hearing. Ameren Missouri generally proposed further amendment to the definitions to clarify the roles of the technical advisory staff and the commission's consumer services staff. Specifically, Ameren Missouri suggested that the definition of "Office of the Commission" at section 20 CSR 4240-4.015(10) be amended to put "technical" before "advisory Staff" and add "personal advisors." Ameren Missouri also suggests that a definition of "technical advisory staff" be added to the rule to clarify that "technical advisory staff" within the definitions of "commission staff" and "Office of the Commission" includes both the technical advisory staff authorized by section 386.135.1, RSMo, and the Bulk Regional Transmission Unit employees, if that is the commission's intent. Lastly, Ameren Missouri commented that the proposed definition of "commission staff" in 20 CSR 4240-4 (Chapter 4) excludes the commission's administrative division and that the administrative division includes the Consumer Services Department employees who handle informal utility customer complaints. As such, Ameren Missouri suggested that the proposed definition for "commission staff" at 20 CSR 4240-4.015(4) be amended to exclude those employees from the administration division in the definition.

RESPONSE: The commission thanks Ameren Missouri for its comments. As noted in Ameren Missouri's comments, the commission also has a pending rulemaking regarding 20 CSR 240-3 (Chapter 3). The commission's intent for this proposed amendment was to clarify that the commission's technical advisory staff are excluded from rules requiring action by "commission staff." The commission will remain consistent with the amendments it has made in the pending Chapter 3 rulemaking so that the rule definitions are consistent. Therefore, the Commission will not make the addition. Minor organizational changes have been taking place recently at the commission and the commission's online phone lists, organizational charts, and website will be amended accordingly to reflect the changes and to clarify who stakeholders may contact regarding substantive issues without violating the Chapter 4 *ex parte* rules. Regarding adding the exclusion of the Consumer Services Department employees from the administration division in the exclusionary group in the definition of commission staff, the commission's intent is that the Consumer Services Department employees are not part of commission staff under this definition. Making Ameren Missouri's proposed change would be a double exclusion and, thereby, include them as part of commission staff under the

definition which is incorrect. Nor is it correct to include the Consumer Services Department employees under the Office of the Commission and that should not be implied by the commission not accepting this proposed change. The commenters' concerns are that the utilities be able to freely discuss informal complaints and other matters with the Consumer Services Department employees. The commission intends for those communications to continue to take place as they do now. Additionally, the commission intends that employees and commissioners in the Office of the Commission should be able to have open communications with the Consumer Services Department employees. Therefore, for purposes of these rules, the commission is excluding the entire administration division (including the Consumer Services Department) from the definition of commission staff. Thus, the commission will not make any changes to this proposed amendment as a result of these comments.

COMMENT #4: Roger W. Steiner on behalf of Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (collectively, "Evergy") filed written comments and Jim Fischer on behalf of Evergy commented at the hearing about seeking clarification of the definition of "commission staff" and how the Bulk Regional Transmission Unit employees were to be treated for purposes of the *ex parte* rules in Chapter 4.

RESPONSE: The commission thanks Evergy for its comments. Minor organizational changes have been taking place recently at the commission and the commission's online phone lists, organizational charts, and website will be amended accordingly to reflect the changes and to clarify who stakeholders may contact regarding substantive issues without violating the Chapter 4 *ex parte* rules. The commission does not intend for its amended definition of "commission staff" to alter how its Bulk Regional Transmission Unit employees or any other employees communicate with the utilities.

COMMENT #5: Rachel L. Niemeier on behalf of Missouri-American Water Company (MAWC) filed a written comment and Dean Cooper on behalf of MAWC commented at the hearing indicating general support of the proposed amendment. MAWC also agreed with Ameren Missouri's comment that it is important to have clarity about which persons at the commission fall under the *ex parte* provisions in Chapter 4.

RESPONSE: The commission thanks MAWC for its participation in the rulemaking process. No changes were made as a result of these comments.