

# Denny Hoskins

Secretary of State / Administrative Rules

## RULE TRANSMITTAL

Administrative Rules Stamp

JCAR Stamp

**RECEIVED**

**By JCAR at 12:12 pm, Oct 08, 2026**

Rule number 20 CSR 4240-34.020

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

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Data Entry Kayla Kliethermes Phone 573-751-4256 Fax 573-526-6010

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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:

\_\_\_\_\_  
\_\_\_\_\_



## *Missouri Public Service Commission*

**MAIDA J. COLEMAN**  
Commissioner

**KAYLA HAHN**  
Chair

**JOHN P. MITCHELL**  
Commissioner

**GLEN KOLKMEYER**  
Commissioner

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JEFFERSON CITY, MISSOURI 65102  
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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 4240-34.020 Definitions**

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: *sections 386.040, 386.250, and 392.200, RSMo 2016*

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

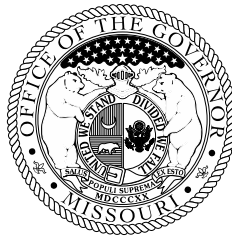
Nancy Dippell, Secretary  
Missouri Public Service Commission  
200 Madison Street, P.O. Box 360  
Jefferson City, MO 65102  
(573) 751-8518  
[Nancy.Dippell@psc.mo.gov](mailto:Nancy.Dippell@psc.mo.gov)

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

Nancy Dippell  
Secretary to the Commission



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



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*Mike Kehoe*

GOVERNOR  
STATE OF MISSOURI

October 6, 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 4240-29.100** Objections to Payment Invoices
- **20 CSR 4240-31.016** ETC Application Requirements
- **20 CSR 4240-34.020** Definitions
- **20 CSR 4240-34.090** Database Accuracy Standards

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 34— Emergency Telephone Service Standards**

**ORDER OF RULEMAKING**

By the authority vested in the Public Service Commission under sections 386.040, 386.250, and 392.200, RSMo 2016, the commission amends a rule as follows:

**20 CSR 4240-34.020 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 892). 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 one (1) written comment in support of the amendment and two (2) verbal comments 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 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.

RESPONSE: The commission thanks its staff for its work updating the Chapter 34 – Emergency Telephone Service Standards rules. No changes were made as a result of this comment.

COMMENT #2: Lindsay VanGerpen of the Office of Public Counsel (OPC) commented at the hearing in support of the proposed amendment.

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