Denny Hoskins

Secretary of State / Administrative Rules

RULE TRANSMITTAL

001171

Received

NOV 10 2026

SECRETARY OF STATE
ADMINISTRATIVE RULES

Administrative Rules Stamp

JCAR Stamp

RECEIVED
By JCAR at 11:42 am, Oct 08, 2026

Rule number **20 CSR 4240-4.015**

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, 9th 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

GLEN KOLKMEYER
Commissioner

KAYLA HAHN
Chair

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
http://psc.mo.gov

JOHN P. MITCHELL
Commissioner

VACANT
Commissioner

Sarah Schappe
Director
Joint Committee on Administration Rules
State Capitol, Room B8A
Jefferson City, Missouri 65101

Re: 20 CSR 4240-4.015 General 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: *section 386.410, 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

Nancy Dippell

Nancy Dippell
Secretary to the Commission

Missouri Public Service Commission

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Denny Hoskins
Secretary of State
Administrative Rules Division
600 West Main Street
Jefferson City, Missouri 65101

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Nancy.Dippell@psc.mo.gov

Nancy Dippell

Nancy Dippell
Secretary to the Commission

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

(573) 751-3222
WWW.GOVERNOR.MO.GOV

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 4240-4.010** Gratuities
- **20 CSR 4240-4.015** General Definitions
- **20 CSR 4240-4.017** General Provisions
- **20 CSR 4240-4.040** Communications that are not Ex Parte or Extra-Record Communications

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,

Lowell Pearson

Lowell Pearson
General Counsel

001171

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SECRETARY OF STATE
ADMINISTRATIVE RULES

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.

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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.