Denny Hoskins

Secretary of State / Administrative Rules

RULE TRANSMITTAL

Received

NOV 10 2026

SECRETARY OF STATE
ADMINISTRATIVE RULES 001172

Administrative Rules Stamp

JCAR Stamp

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By JCAR at 11:43 am, Oct 08, 2026

Rule number **20 CSR 4240-4.017**

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 4240-4.017 General Provisions

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

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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
Secretary to the Commission

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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 4240-4.010** 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
General Counsel

001172

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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 4240-4.017 General Provisions **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 887-888). 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 three (3) 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: 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. Evergy suggested that the commission consider

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changing the look-back period for communications in 20 CSR 4240-4.017(1) even though that section is not currently being amended. Evergy proposes the commission consider shortening the time that communications of substantive issues must be reported. Evergy stated a shorter time period would be more in-line with the requirements of neighboring states, including Nebraska, Iowa, Arkansas, and Kansas, for which the reporting requirements are not as long or as strict as in Missouri.
RESPONSE: The commission thanks Evergy for its comments. However, since these proposed substantive changes to this section were not published for comment, the commission makes no changes as a result of these comments.

COMMENT #3: 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 stated it appreciated Evergy's comment regarding the look-back period and would participate in any future rulemaking to address that section.
RESPONSE: The commission thanks MAWC for its participation in the rulemaking process. No changes were made as a result of this comment.

COMMENT #4: 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 #5: Scott Weitzel on behalf of Spire Missouri Inc. commented at the hearing that it agreed with Evergy's comments regarding the need to review 20 CSR 4240-4.017(1). Spire stated that with current market dynamics, technology changes, and customer expectations, this rule should be further reviewed.
RESPONSE: The commission thanks Spire for its participation in the rulemaking process. No changes were made as a result of this comment.