

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Establishment of a Working )  
Case for the Writing of a New Rule on the )  
Treatment of Customer Information by )  
Commission Regulated Electric, Gas, Steam )  
Heating, Water, and Sewer Utilities and their )  
Affiliates and Non-Affiliates )

**File No. AW-2018-0393**

**ORDER REQUESTING ADDITIONAL RESPONSES**

Issue Date: November 7, 2019

Effective Date: November 7, 2019

The Commission opened this file on July 11, 2018, to assist its Staff in its consideration of a new rule regarding the treatment of customer information by Commission-regulated electric, steam heating, water, and sewer utilities. At the direction of the Commission, Staff filed a draft rule on September 16, 2019. Interested stakeholders have asked that the draft rule be given additional informal consideration within this working case. On November 7, 2019, Staff filed a response indicating its agreement that the draft rule should be given further consideration within this working case.

Staff asks the Commission to allow interested stakeholders thirty days to file comments regarding Staff's draft rule or to propose additional changes to that draft rule. The Commission will do so.

**THE COMMISSION ORDERS THAT:**

1. Any stakeholder wishing to respond to Staff's draft rule or wishing to propose additional changes to that draft rule shall do so by December 9, 2019.

2. This order shall be effective when issued.

**BY THE COMMISSION**



*Morris L. Woodruff*

Morris L. Woodruff  
Secretary

Morris L. Woodruff, Chief Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 7<sup>th</sup> day of November, 2019.

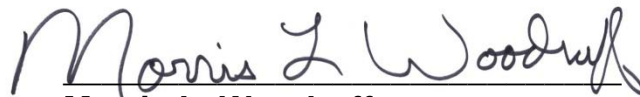
**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 7<sup>th</sup> day of November 2019.



  
Morris L. Woodruff  
Secretary

**MISSOURI PUBLIC SERVICE COMMISSION**

**November 7, 2019**

**File/Case No. AW-2018-0393**

**Missouri Public Service  
Commission**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

*Sincerely,*



**Morris L. Woodruff  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.