

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 12<sup>th</sup> day of April, 2023.

In the Matter of the Reapplication of the )  
United Way of Greater St. Louis, Inc. for )  
an Order of the Commission Granting it )  
Authority as an Information and Referral )  
Provider for Purposes of Obtaining 2-1-1 )  
Service )

**File No. AO-2023-0225**

**ORDER RENEWING AUTHORITY TO ACT AS  
2-1-1 INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: April 12, 2023

Effective Date: April 22, 2023

United Way of Greater St. Louis, Inc., seeks renewed authority as an Information and Referral Provider and assignment of the 2-1-1 abbreviated dialing code for specified exchanges. The Commission will grant United Way's application.

The 2-1-1 system uses an abbreviated telephone number to provide referrals to local organizations to provide assistance with services including employment, food, health care, legal services, shelter, and transportation. Accredited entities may serve as Information and Referral Providers with Commission approval, pursuant to 20 CSR 4240-28.015.

On January 13, 2023, United Way filed its *Reapplication for 2-1-1 Authority* seeking renewal of its authority as an Information and Referral Provider for 2-1-1 services on exchanges in St. Louis City and nearly 100 Missouri counties. The Commission most recently renewed the authority of United Way to serve as a 2-1-1 provider for a three-year period in an order issued in File No. AO-2020-0198, effective on April 17, 2020.

The Commission ordered notification to entities identified by Staff, as well as to

relevant county commissions, news media and members of the General Assembly. The Commission allowed until February 21, 2023, to receive pleadings in opposition. No applications to intervene or pleadings in opposition were received. Staff recommended approval of United Way's application.

The Commission will approve United Way's application. Because United Way's needs prompt authority to continue to provide 2-1-1 services, the Commission will make this order effective in less than thirty days.

**THE COMMISSION ORDERS THAT:**

1. The United Way of Greater St. Louis, Inc., is authorized to serve as an Information and Referral Provider assigned the 2-1-1 abbreviated dialing code for the exchanges listed in Exhibit 7 of United Way's application.

2. The Commission's Data Center shall provide notice of this order to all certified or registered telecommunications and interconnected voice over internet protocol providers in the exchanges listed in Exhibit 7 of United Way's application.

3. United Way's authority under this order is granted for a three-year period, as provided by Commission Rule 20 CSR 4240-28.015.

4. This order shall be effective on April 22, 2023.

5. This file shall be closed on April 23, 2023.



**BY THE COMMISSION**

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

Nancy Dippell  
Secretary

Rupp, Chm., Coleman, Holsman, and  
Kolkmeier CC., concur.

Pridgin, Deputy Chief Regulatory Law Judge

**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 12<sup>th</sup> day of April, 2023.**



*Nancy Dippell*  
\_\_\_\_\_  
**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**April 12, 2023**

**File/Case No. AO-2023-0225**

**Missouri Public Service Commission**  
Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**  
Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opcservice@opc.mo.gov

**AT&T Missouri**  
Legal Department  
1010 Pine Street, Room 19W-C-01  
St. Louis, MO 63101

**BPS Telephone Company**  
Legal Department  
120 Stewart Street  
P.O. Box 550  
Bernie, MO 63822

**Brightspeed of Missouri, LLC**  
Legal Department  
1120 South Tryon St., Suite 700  
Charlotte, NC 28203

**CenturyLink (Embarq Missouri)**  
Legal Department  
1120 South Tyron ST.  
Charlotte, NC 28203  
ted.hankins@brightspeed.com

**CenturyLink (Spectra)**  
Legal Department  
1120 South Tyron ST.  
Charlotte, NC 28203  
ted.hankins@brightspeed.com

**Chariton Valley Telephone Corporation**  
Legal Department  
1213 E. Briggs Drive  
P.O. Box 67  
Macon, MO 63552  
notices@charitonvalley.com

**Choctaw Telephone Company**  
Legal Department  
221 West Main  
P.O. Box 429  
Halltown, MO 65664

**Craw-Kan Telephone Cooperative, Inc.**  
Legal Department  
200 N. Ozark  
P.O. Box 100  
Girard, KS 66762

**Ellington Telephone Company**  
Legal Department  
200 College Avenue  
P.O. Box 400  
Ellington, MO 63638

**Farber Telephone Company**  
Legal Department  
201 Main and Linn Streets  
Farber, MO 63345

**Fastwyre Broadband (Holway Tele)**  
Legal Department  
1605 Washington St.  
Blair, NE 68008-1655

**Fastwyre Broadband (KLM Tele)**  
Legal Department  
1605 Washington St.  
Blair, NE 68008-1655

**Fidelity Telephone LLC**  
Legal Department  
64 N. Clark Street  
P.O. Box 669  
Sullivan, MO 63080

**Goodman Telephone Company, Inc.**  
Legal Department  
816 Oneida St  
Seneca, MO 64865  
sgo@netins.net

**Granby Telephone Company**  
Legal Department  
126 S Beaver Ave.  
P.O. Box 200  
Granby, MO 64844

**Grand River Mutual Telephone Corporation**  
Legal Department  
1001 Kentucky Street  
Princeton, MO 64673  
grm@grm.net

**Green Hills Telephone Corporation**  
Legal Department  
7926 N.E. State Route M  
P.O. Box 227  
Breckenridge, MO 64625

**IAMO Communications, Inc.**  
Legal Department  
104 Crook St.  
P.O. Box 368  
Coin, IA 51636

**Kingdom Telephone Company**  
Legal Department  
211 South Main Street  
P.O. Box 97  
Auxvasse, MO 65231-0097

**Mark Twain Rural Telephone Company**  
Legal Department  
48054 State Highway 6  
P.O. Box 5  
Hurdland, MO 63547-0005  
gm@marktwain.coop

**McDonald County Telephone Company**  
Legal Department  
704 Main Street  
P.O. Box 207  
Pineville, MO 64856-0207

**Miller Telephone Company**  
Legal Department  
213 E Miller Street  
PO Box 7  
Miller, MO 65707

**Missouri Public Service Commission**  
Ron Irving  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
Ron.Irving@psc.mo.gov

**NEMR**  
Legal Department  
718 South West Street  
P.O. Box 98  
Green City, MO 63545

**Oregon Farmers Mutual Telephone Company**  
Legal Department  
118 East Nodaway  
P.O. Box 227  
Oregon, MO 64473

**Otelco, Inc.**  
Legal Department  
215 Roe Street  
P.O. Box 38  
Pilot Grove, MO 65276-0038

**Peace Valley Telephone Co., Inc.**  
Legal Department  
P.O. Box 9  
7101 State Rt. W  
Peace Valley, MO 65788-0009  
pvtelco@pvtelephone.com

**Rally Networks (New Florence LLC)**  
Legal Department  
101 N. Main Street  
P.O. Box 175  
New Florence, MO 63363

**Rally Networks (New London)**  
Legal Department  
501 S. Main Street  
P.O. Box 369  
New London, MO 63459

**Rally Networks (Orchard Farm)**  
Legal Department  
101 N. Main Street  
P.O. Box 175  
New Florence, MO 63363

**Rally Networks (Seneca Telephone)**  
Legal Department  
816 Oneida St.  
Seneca, MO 64865

**Rally Networks (Stoutland Telephone)**  
Legal Department  
101 N. Main Street  
P.O. Box 175  
New Florence, MO 63363

**Rock Port Telephone Company**  
Legal Department  
214 S. Main Street  
P.O. Box 147  
Rock Port, MO 64482

**STE Communications (Exchange)**  
Legal Department  
61 East Highway 8  
P.O. Box 370  
Steelville, MO 65565-0370

**United Way of Greater St.  
Louis, Inc.**  
Alicia E Turner  
601 Monroe Street, Ste. 301  
P.O. Box 537  
Jefferson City, MO 65102-0537  
turnera@ncrpc.com

**Windstream Communications,  
LLC**  
Legal Department  
4001 N. Rodney Parham Road  
Little Rock, AR 72212

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

***Sincerely,***

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

**Nancy Dippell  
Secretary**

---

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