



N A R U C
National Association of Regulatory Utility Commissioners



USAID
FROM THE AMERICAN PEOPLE

Public Information

*Presented To The Moldovan Delegation
By Kevin Kelly & Gregg Ochoa*

September 23, 2010



How We Get The Word Out

- Press Releases
- Information Sheet At Public Hearings
- Topic Information Sheets
- Newsletters
- Website
- Public Service Announcements
- Outreach Programs
- External Communications
- Annual Report



Press Releases

- Issue Approximately 275 A Year
- Posted On PSC Website
- List Service
- Sent To Media In Counties Served



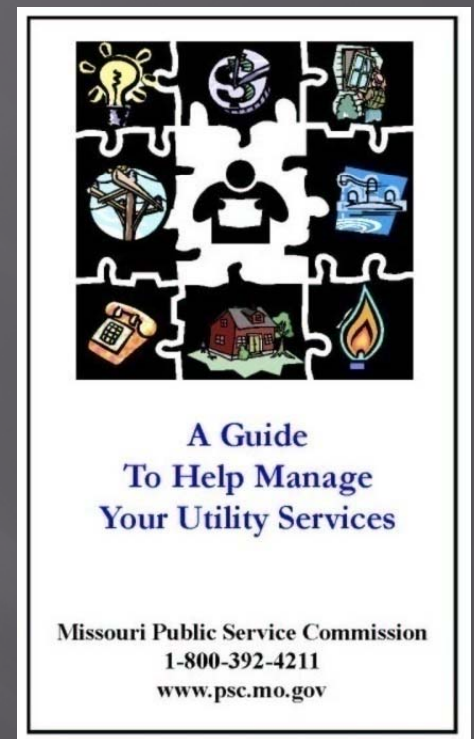
Information Sheets At Local Hearings

- Information About The Commission
- General Information On Rate Request
- Information On Local Public Hearing Process
- PowerPoint Presentation
- Question-and-answer session



Topic Information Sheets

- Cover Variety Of Topics
 - Budget Billing & Energy Savings Tips
- Items Taken To Outreach Venues
- Combined Into Handy Booklet



Newsletters

- Quarterly Publication
- Issue Oriented
- Has Subscription Rate Of More Than 1, 000

PSC Consumer Connection

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

Issue 33 - April 2010

A publication of the Missouri Public Service Commission
Public Information & Education Department

April is National Safe Digging Month

Spring means increased excavation activities around homes and businesses. April is National Safe Digging month and the Missouri Public Service Commission reminds everyone how important it is to call before doing any excavation activity.

"Careless excavation and digging causes underground utility lines of all types to be hit and damaged every day in Missouri," said PSC Chairman Robert M. Clayton III. "When these lines are hit, injuries or death could occur; customers may lose utility service due to an outage caused by the hit; and line repairs cost millions of dollars a year."

The PSC has also engaged stakeholders with proposed revisions to the state's damage prevention law to further reduce outages, injuries and expenses related to underground facility damages. The proposed revisions are the subject of on-going workshops with interested parties and may result in future legislation.

From 2006 through 2008, the underground facilities of companies regulated by the PSC were hit and damaged approximately 12,000 times a year. For calendar years 2006 through 2009, natural gas lines were hit an average of nearly 220 times a month.

MAKE THE CALL: Many utility company facilities, including natural gas pipelines, are located underground and out of sight. If you are planning any excavation work, from digging in your yard to a commercial project, Missouri law requires you to notify the Missouri One Call System at 1-800-DIG-RITE (1-800-344-7483) or dial 811, at least three days but not more than 10 working days in advance, except in the case of an emergency. After you make the call, Missouri law requires that all utilities with underground facilities affected by the excavation determine if the planned dig is near any underground facilities. If needed, they will survey and mark the area where utility lines are located. Do not begin digging until all of the utilities in the area have been located and marked.

"Safe Digging Month" Cont'd on Pg. 2



Commissioner Robert Kenney, Will and Roxanne Ward and Chairman Robert Clayton III.

St. Louis Family takes part in national energy efficiency contest

A St. Louis family is participating in a unique national energy efficiency challenge -- the "Anybody Can Serve, So Let's Conserve" campaign initiated by the National Association of Regulatory Utility Commissioners (NARUC).

The Ward family, a family of four living in St. Louis, has been selected as the Missouri representative in this national energy saving challenge that involves each of the 50 states, the District of Columbia and the Virgin Islands.

"We're excited about making our home more energy efficient and saving our energy dollars" said Will Ward.

Each family receives an energy efficiency toolkit to outfit their home. They will also receive a web cam and a blog to keep track of their savings and keep the public updated on their progress. Each participating family will submit their utility bills from April, May and June 2009 to establish a baseline cost for their utility services.

The family that wins the national energy efficiency challenge will get their utility bills (natural gas and electric) paid for the three-month period (April, May and June 2010).

"Energy efficiency is and should be an important part of our daily lives," said PSC Commissioner Robert Kenney. "We need to do all that we can to arm consumers with the information that they need in order to see the financial and environmental benefits that energy efficiency can bring."

Website

- Updated Frequently
- Contains A Wealth Of Information
 - ✓ Electronically Filed Documents
 - ✓ Energy Savings Tips
 - ✓ Contact information



Public Service Announcements

- Provide A Message At No Cost To Consumers
- Sent To Media By E-Mail
- Variety Of Topics



Outreach Programs

- Work With Consumer Services
- Go To Venues Across The State
- Provide Energy Efficient Materials
- Education
- Toll-Free Hotline



prepare • conserve • save

www.beenergyefficient.org

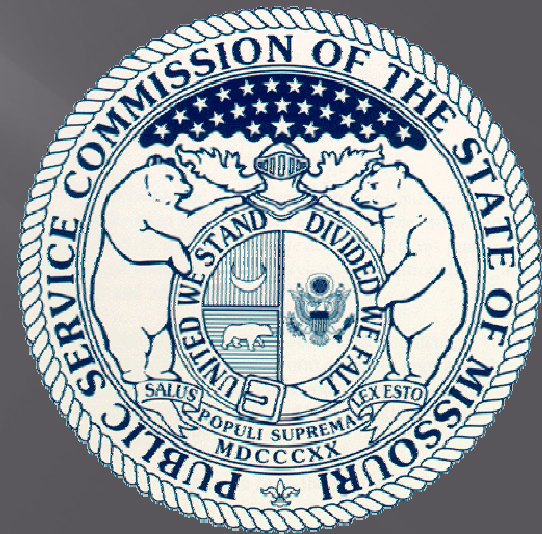
External Communications

- Quickly Respond To Media Requests
- Commissioners Can Talk To Media
- Law Judges Typically Don't Talk To Media
- Press Conferences
- Editorial Board Meetings
 - ✓ Typically Done By Chairman
 - ✓ Discuss Specific Topics



Annual Report

- Required By Law
- Contains Information About Commission
- Activity From Fiscal Year
- Good Information Source





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Any Questions?

