

This section will contain the final text of the rules proposed by agencies. The order of rulemaking is required to contain a citation to the legal authority upon which the order or rulemaking is based; reference to the date and page or pages where the notice of proposed rulemaking was published in the *Missouri Register*; an explanation of any change between the text of the rule as contained in the notice of proposed rulemaking and the text of the rule as finally adopted, together with the reason for any such change; and the full text of any section or subsection of the rule as adopted which has been changed from that contained in the notice of proposed rulemaking. The effective date of the rule shall be not less than thirty days after the date of publication of the revision to the *Code of State Regulations*.

The agency is also required to make a brief summary of the general nature and extent of comments submitted in support of or opposition to the proposed rule and a concise summary of the testimony presented at the hearing, if any, held in connection with the rulemaking, together with a concise summary of the agency's findings with respect to the merits of any such testimony or comments which are opposed in whole or in part to the proposed rule. The ninety-day period during which an agency shall file its order of rulemaking for publication in the *Missouri Register* begins either: 1) after the hearing on the proposed rulemaking is held; or 2) at the end of the time for submission of comments to the agency. During this period, the agency shall file with the secretary of state the order of rulemaking, either putting the proposed rule into effect, with or without further changes, or withdrawing the proposed rule.

**Title 1—OFFICE OF ADMINISTRATION
Division 20—Personnel Advisory Board and Division of Personnel
Chapter 5—Working Hours, Holidays and Leaves of Absence**

ORDER OF RULEMAKING

By the authority vested in the Personnel Advisory Board under section 36.070, RSMo Supp. 1999, the board amends a rule as follows:

1 CSR 20-5.010 is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on October 15, 1999 (24 MoReg 2578). Those sections with changes are reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: The Personnel Advisory Board, upon review and discussion, formulated changes to be consistent with SAM II and to increase the clarity and specificity of the proposed rule.

COMMENT: A number of agencies commented they did not want employees to use annual leave after they were terminating employment. However, if they had worked up to the last workday (Thursday) and Friday was a holiday, most agencies said a person should be paid for the holiday.

RESPONSE AND EXPLANATION OF CHANGE: Based on comments from the agencies, the Board modified subsection (2)(C) to allow a terminating employee to be paid for a holiday if they work the scheduled workday before the holiday.

COMMENT: It was requested that wording regarding monthly pay that was deleted in the proposed rulemaking be put back in because not all state agencies are going to semi-monthly pay at the same time.

RESPONSE AND EXPLANATION OF CHANGE: The Board agreed to put this wording back in. This addition caused extensive renumbering.

COMMENT: The Office of the Adjutant General requested that the rules accommodate the work schedule of their firefighters as it relates to holidays and holiday compensation.

RESPONSE AND EXPLANATION OF CHANGE: The Board agreed with this request and added paragraph (2)(D)3. which allows employees who work twenty-four (24) hour shifts to be exempt from the provisions of section (2). The Appointing Authority may establish a procedure that must be approved by the Personnel Advisory Board.

1 CSR 20-5.010 Hours of Work and Holidays

(2) Holidays shall be governed by the following provisions:

(C) An employee shall be credited for a holiday only if it falls during the employee's period of employment and the employee is in pay status. An employee whose effective date of appointment or return to pay status is before or on the day of a holiday shall receive credit for the holiday. An employee whose appointment or return to pay status is effective after a holiday will receive no credit for the holiday, except when the holiday occurs at the start of a month and the employee's appointment or return to pay status is effective the first scheduled working day following the holiday. An employee shall not receive credit for a holiday which occurs after they have ceased active duty preliminary to separation from the service except that an employee who is terminating employment and who has worked the last scheduled working day before the holiday shall receive credit for the holiday;

(D) All full-time employees, regardless of such schedule, shall receive credit for the same number of paid holidays as employees whose regular work schedule is Monday through Friday.

1. Part-time employees, paid on a monthly pay period, who are in pay status from eighty to one hundred nineteen (80-119) hours in a month, including one-half (1/2) credit for those eligible holidays, shall receive one-half (1/2) credit, and those employees who are in pay status from one hundred twenty to one hundred fifty-nine (120-159) hours in a month, including three-fourths (3/4) credit for those eligible holidays, shall receive three-fourths (3/4) credit. Part-time employees who are in pay status one hundred sixty (160) or more hours in a month, including full credit for those eligible holidays, shall receive full credit. Other part-time employees are not entitled to compensation or credit for holidays not worked.

2. Part-time employees, paid on a semi-monthly pay period, who are in pay status from forty to fifty-nine (40-59) hours in a semi-monthly pay period, including one-half (1/2) credit for those eligible holidays, shall receive one-half (1/2) credit, and those employees who are in pay status from sixty to seventy-nine (60-79) hours in a semi-monthly pay period, including three-fourths (3/4) credit for those eligible holidays, shall receive three-fourths (3/4) credit. Part-time employees who are in pay status eighty (80) or more hours in a semi-monthly pay period, including full credit for those eligible holidays, shall receive full credit. Other part-time employees who are scheduled to work less than one-half (1/2) time

in a semi-monthly pay period or who are paid on a per-diem basis are not entitled to compensation or credit for holidays not worked. A terminating part-time employee shall receive pro-rated credit for a holiday as described in this section, if s/he is in pay status through the last scheduled working day before the holiday and has worked during the semi-monthly pay period.

3. Personnel whose normal duties require them to remain on duty at their workstation for shifts of twenty-four (24) hours or longer shall be exempt from the provisions of this section. Their holidays and holiday compensation shall be as established by the appointing authority, subject to review and approval by the personnel advisory board, consistent with the work schedule necessary to accommodate the safety and convenience of the public;

Title 1—OFFICE OF ADMINISTRATION
Division 20—Personnel Advisory Board and Division of Personnel
Chapter 5—Working Hours, Holidays and Leaves of Absence

ORDER OF RULEMAKING

By the authority vested in the Personnel Advisory Board under section 36.070, RSMo Supp. 1999, the board amends a rule as follows:

1 CSR 20-5.015 Definition of Terms is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on October 15, 1999 (24 MoReg 2578-2579). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 1—OFFICE OF ADMINISTRATION
Division 20—Personnel Advisory Board and Division of Personnel
Chapter 5—Working Hours, Holidays and Leaves of Absence

ORDER OF RULEMAKING

By the authority vested in the Personnel Advisory Board under section 36.070, RSMo Supp. 1999, the board amends a rule as follows:

1 CSR 20-5.020 is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on October 15, 1999 (24 MoReg 2579-2580). Those sections with changes are reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: The Personnel Advisory Board, upon review and discussion, formulated changes to be consistent with SAM II and to increase the clarity and specificity of the proposed rules.

COMMENT: It was requested that wording regarding monthly pay that was deleted in the proposed rulemaking be put back in because not all state agencies are going to semi-monthly pay at the same time.

RESPONSE AND EXPLANATION OF CHANGE: The Board agreed to put this wording back in. This addition caused extensive renumbering.

COMMENT: The Office of the Adjutant General requested that the rules accommodate the work schedule of their firefighters as it relates to annual and sick leave.

RESPONSE AND EXPLANATION OF CHANGE: The Board agreed with this request and added subparagraph (1)(A)3.C. and subsection (2)(G) which allows employees who work twenty-four (24) hour shifts to be exempt from the provisions of sections (1) and (2). The Appointing Authority may establish a procedure that must be approved by the Personnel Advisory Board.

COMMENT: Several agencies did not agree with adding spouse's sibling to paragraph (8)(B)3.

RESPONSE AND EXPLANATION OF CHANGE: The Board agreed to remove spouse's sibling from paragraph (8)(B)3.

1 CSR 20-5.020 Leaves of Absence

(1) Annual leave or vacation with pay shall be governed by the following provisions:

(A) Employees who are employed on a full-time basis in positions of a continuing or permanent nature shall be entitled to annual leave or vacation with full pay as follows:

1. If they are paid on a monthly pay period, computed at the rate of ten (10) hours for each calendar month of service in which they are in pay status for one hundred sixty (160) or more hours, until they complete ten (10) years of total state service. Employees who have completed ten (10) years of total state service shall earn annual leave at the rate of twelve (12) hours per month. Employees who have completed fifteen (15) years of total state service shall earn annual leave at the rate of fourteen (14) hours per month;

2. If they are paid on a semi-monthly pay period, computed at the rate of five (5) hours for each semi-month of service, in which they are in pay status for eighty (80) or more hours, until they complete ten (10) years of total state service. Employees who have completed ten (10) years of total state service shall earn annual leave at the rate of six (6) hours per semi-month. Employees who have completed fifteen (15) years of total state service shall earn annual leave at the rate of seven (7) hours per semi-month;

3. For the purposes of this rule—

A. For employees paid on a monthly pay period, this shall mean, any month during which an employee is eligible to earn any annual leave credit under this and subsequent sections shall be a month of state service. For employees paid on a monthly pay period, annual leave will be credited at the rate of one-half (1/2) the full-time accrual rate for months in which the employee is in pay status from eighty to one hundred nineteen (80-119) hours and three-fourths (3/4) the full-time rate for months in which they are in pay status from one hundred twenty to one hundred fifty-nine (120-159) hours;

B. For employees paid on a semi-monthly pay period, any semi-month during which an employee is eligible to earn any annual leave credit under this and subsequent sections shall be a semi-month of state service. For employees paid on a semi-monthly pay period annual leave will be credited at the rate of one-half (1/2) the full-time accrual rate for semi-months in which the employee is in pay status from forty (40) hours and pro-rated for all hours in which they are in pay status from forty to eighty (40-80) hours;

C. Personnel whose normal duties require them to remain on duty at their workstation for shifts of twenty-four (24) hours or longer shall be exempt from the provisions of this section. Their annual leave compensation shall be as established by the appointing authority, subject to review and approval by the personnel advisory

board, consistent with the work schedule necessary to accommodate the safety and convenience of the public;

4. Annual leave shall not be credited to employees who have ceased active duty preliminary to separation from the state service.

5. Except when granted in accordance with subsection (1)(E), annual leave or vacation with pay shall be granted at the times public service will best permit and only on written application approved by the appointing authority;

6. Annual leave shall not be credited to any employee while on a paid leave of absence for educational purposes when that leave is for a period of three (3) or more months;

(D) Accumulation of Annual Leave.

1. For employees paid on a monthly pay period, at the end of any calendar month, unliquidated accumulation of annual leave which exceed twenty-four (24) times that employee's current full-time monthly accrual rate shall lapse and credit for the excess leave shall not be carried forward to the next calendar month.

2. For employees paid on a semi-monthly pay period, at the end of any semi-month, unliquidated accumulation of annual leave which exceeds forty-eight (48) times that employee's current full-time semi-monthly accrual rate shall lapse and credit for the excess leave shall not be carried forward to the next calendar month;

(2) Sick leave shall be governed by the following provisions:

(B) Employees who are employed on a full-time basis in positions of a continuing or permanent nature shall be allowed sick leave with full pay as follows:

1. If they are paid on a monthly pay period, computed at the rate of ten (10) hours for each calendar month of service in which they are in pay status for one hundred sixty (160) or more hours. Sick leave will be credited at the rate of one-half (1/2) the full-time accrual rate for months in which they are in pay status from eighty to one hundred nineteen (80-119) hours and three-fourths (3/4) the full-time rate for months in which they are in pay status from one hundred twenty to one hundred fifty-nine (120-159) hours.

2. If they are paid on a semi-monthly pay period, computed at the rate of five hours for each semi-month of service in which they are in pay status for eighty (80) or more hours. For employees paid on a semi-monthly pay period sick leave will be credited at the rate of one-half (1/2) the full-time accrual rate for semi-months in which the employee is in pay status from forty (40) hours and pro-rated for all hours in which they are in pay status from forty to eighty (40-80) hours. Sick leave will be credited for semi-months in which they are in pay status;

3. Sick leave shall not be credited to employees who have ceased active duty preliminary to separation from the state service;

4. In all cases where an employee has been absent on sick leave, the employee immediately upon return to work shall submit a statement in a form the appointing authority may require indicating that the absence was due to illness, disease, disability or other causes for which sick leave is allowed under these rules. The appointing authority shall establish and advise employees of required procedures for initial and continuing notification by the employee to the appointing authority regarding absence due to illness and for submission of a written request for allowance of sick leave together with proof of illness as the appointing authority deems necessary;

5. Sick leave shall not be credited to any employee while on a paid leave of absence for educational purposes when that leave is for a period of three (3) or more months;

(G) Personnel whose normal duties require them to remain on duty at their workstation for shifts of twenty-four (24) hours or longer shall be exempt from the provisions of this section. Their sick leave compensation shall be as established by the appointing authority, subject to review and approval by the personnel advisory board, consistent with the work schedule necessary to accommodate the safety and convenience of the public;

(H) All accumulated and unused sick leave shall be credited to any employee returned to employment in the state service within five (5) years of leaving the service, transferred to or employed in another division of service or returning from leave of absence. Leave shall not be accepted in an amount exceeding that which would have been accumulated and transferred under these rules, and an appointing authority shall require that each employee submit a written statement from the former employing agency specifying the basis on which sick leave was earned, the period of service involved and the total unused leave accumulated. This rule will be applied retroactively with respect to those persons employed on the date this rule is effective who have not previously received credit for these sick leave credits;

(I) Sick leave shall be taken upon a workday basis. Holidays falling within a period of sick leave shall not be counted as workdays;

(J) Sick leave shall not accrue to any employee while on leave of absence without pay;

(K) Loss of time due to an illness of the employee's spouse, children, other relatives or members of the employee's household, which requires the employee's personal care and attention shall be charged against the employee's accumulated sick leave. The final decision concerning the granting of leave under this section shall rest with the appointing authority and shall be based upon the degree to which the employee is responsible for providing personal care and attention;

(L) Employees who are incapacitated from performing their jobs due to injury or disease covered by Chapter 287, RSMo (Workers' Compensation Law) shall be permitted to use accrued sick leave only to the extent necessary to make up the difference between disability benefits paid under Chapter 287, RSMo and their salary at the time of injury; and

(M) When an employee's personal care and attention is required in connection with the adoption of a child, loss of time that is supported by appropriate documentation will be referred to as adoption leave. Such leave will be charged against the employee's accumulated sick leave unless the employee elects to use annual leave or compensatory time. The final decision concerning the granting of leave under this section shall rest with the appointing authority and shall be based upon the degree to which the employee is responsible for providing personal care and attention.

(8) Time off with compensation shall be governed by the following provisions:

(B) With the approval of the appointing authority, an employee may be granted time off from duty, with compensation, for any of the following reasons:

1. Attendance at professional conferences, institutes or meetings when attendance, in the opinion of the appointing authority, may be expected to contribute to the betterment of the service. Proof of actual attendance at these meetings may be required by the appointing authority;

2. Attendance at in-service training and other courses designed to improve the employee's performance or to prepare the employee for advancement;

3. Absence, not to exceed five (5) consecutive workdays, due to the bereavement of an employee as a result of the death of the employee's spouse, child, sibling, parent, step-parent, grandparent or grandchild, and spouse's child, parent, step-parent, grandparent or grandchild, or a member of the employee's household. The final decision concerning the applicability and length of such leave under this section shall rest with the appointing authority. Other absences due to the death of loved ones, when approved by the appointing authority, shall be charged to an employee's accumulated annual or compensatory leave;

4. Leaves of absence for volunteers tutoring in a formal tutoring or mentoring program as defined in section 105.268, RSMo; and

5. Because of extraordinary reasons sufficient in the opinion of the appointing authority to warrant such time off with compensation.

Title 1—OFFICE OF ADMINISTRATION
Division 20—Personnel Advisory Board and Division of Personnel
Chapter 5—Working Hours, Holidays and Leaves of Absence

ORDER OF RULEMAKING

By the authority vested in the Personnel Advisory Board under section 36.070, RSMo Supp. 1999, the board amends a rule as follows:

1 CSR 20-5.025 ShareLeave is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on October 15, 1999 (24 MoReg 2580-2581). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 2—DEPARTMENT OF AGRICULTURE
Division 80—State Milk Board
Chapter 2—Grade A Pasteurized Milk Regulations

ORDER OF RULEMAKING

By the authority vested in the State Milk Board under section 196.939, RSMo, Supp. 1999, the board hereby amends a rule as follows:

2 CSR 80-2.180 Adoption of the Grade A Pasteurized Milk Ordinance with Administrative Procedures—Recommendations of the United States Public Health Service/Food and Drug Administration (PMO) is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2764). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telephone Utilities

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.010 General Provisions is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2347). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.010 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2347). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: One written comment was received regarding each of sections (2) and (3). Three written comments were received regarding section (4). One general written comment to this rule was received. A hearing was held to accept public comments for this rule on November 15, 1999. No comments on this rule were made at the hearing.

COMMENT: One written comment suggested that section (2) be amended to broaden the protection from the rights granted by this chapter to include the rights granted by all of the Commission rules.

RESPONSE AND EXPLANATION OF CHANGE: Section (2) as proposed was not altered from the current rule which was originally promulgated in 1977. However, the Commission finds that it is reasonable to prohibit discrimination because a customer or prospective customer has exercised any right granted by a Commission rule. Therefore, the Commission will amend section (2) as suggested in the comment.

COMMENT: One written comment was received which suggested that section (3) should be amended to require the rules adopted by the company to be filed as part of the company's tariff. The commenter stated that this would at least give the consumers implied notice of the rules. The commenter objected to the company being allowed to make such rules which would be given the force of law once the tariff is effective. As an alternative, the commenter suggested that the company be allowed to make rules but those rules not become part of the tariff.

RESPONSE: Telecommunications companies are permitted by Missouri statute to file tariffs setting out their rates and services. Those tariffs are given the force and effect of law by statute, unless the Commission takes action to prohibit it. However, the Commission does not "file" these tariffs in a docketed case unless there is a specific reason for doing so. In most instances a tariff is "submitted" to the Staff of the Commission which keeps those tariffs in the Commission's offices so that the general public has

access to them. The language of this section of the rule was not changed from the current rule which was promulgated in 1977 and the Commission intends to keep its current practice the same as it has been since this rule was originally promulgated in 1977. The Commission finds that no change is necessary to this rule as a result of the comments.

COMMENT: One written comment was received that suggested that section (4) be amended so that last part of the sentence reads, "shall file with the Commission a statement of such compliance." RESPONSE: The Commission made only minor technical changes to section (4) from the current rule as promulgated in 1977. The Commission finds that the rule does not need further clarification and no changes are necessary as a result of the comment.

COMMENT: One written comment was received which suggested that section (4) be amended to allow the time frame for compliance with Chapter 33 to be more flexible. The commenter suggested that its company could take as long as 2,000 working days to comply with the billing changes in Chapter 33. The commenter suggested that section (4) be written as follows: (4) All telecommunications companies shall submit a compliance plan to implement all requirements of this chapter within three (3) weeks after the effective date of this rule and shall also notify the commission when such compliance plan has been implemented.

RESPONSE: The Commission finds that six months is a reasonable amount of time for compliance with the new provisions of Chapter 33. Furthermore, the Commission finds that the proposed six month compliance period will be consistent with other rules of the Commission. Finally, the Commission notes that 4 CSR 240-2.060(11) sets out the procedure by which the company may request a variance from the Commission's rules.

COMMENT: One written comment was received which suggested that the changes to rule .010 were appropriate and that the six months allowed for compliance in section (4) was a reasonable amount of time. The commenter also stated that six months is consistent with a similar provision in 4 CSR 240-32.

RESPONSE: The Commission agrees with the commenter and finds that no changes to the proposed rule are necessary as a result of this comment.

COMMENT: One general written comment to rule .010 was received. That comment suggested that new rules on cramming and the privacy rights of customers be added to this chapter.

RESPONSE: The Commission finds that it is not appropriate to add additional rules during this rulemaking proceeding. However, the Commission notes the suggestions for future rulemaking and suggests that the commenter make any proposals for additional rules under the procedures set forth in 4 CSR 240-2.180.

4 CSR 240-33.010 General Provisions

(2) A telecommunications company shall not discriminate against a customer or prospective customer for exercising any right granted by any commission rule.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for
Telephone Utilities**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.020 Definitions is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2347-2348). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for
Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.020 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2348-2350). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: One written comment each to sections (9), (12), (13), (15), (16), (21) and (24) were received. Two written comments each were received to sections (5), (7), (20), and (23). One general written comment was received which resulted in a new section (20) being added. A hearing to receive public comments on this rule was held on November 15, 1999. No comments on this rule were given at the hearing.

COMMENT: One written comment was received which suggested that the definition of Bill Insert or Insert contained in section (4) be clarified. The commenter suggested that the definition be amended to exclude promotional materials, advertisements, or solicitations for service or products.

RESPONSE: The Commission rules which discuss bill inserts as defined by section (4) only address what must be included as a bill insert. Those rules do not address what cannot be included as a bill insert. Therefore, the Commission finds that this rule need not be amended to exclude promotional materials, advertisements, or solicitations. The Commission determines that no change to this rule is necessary as a result of this comment.

COMMENT: One written comment was received which indicated that section (4) should be amended to reflect the use of electronic billing.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter that the rules should apply to electronic notices which are attached to electronic bills sent to the customers. Therefore the Commission finds that section (4) should be amended to include electronic notices.

COMMENT: One written comment explains that the definition of "service," which is included in the current rules, was not included in these proposed rules. The commenter notes that the result of excluding this definition is that the rules in this chapter will be applicable to both residential and business customers. As the

commenter points out, the previous Chapter 33 rules had applied only to residential customers. The commenter supports the Commission's proposal that this rule apply to both residential and business customers.

RESPONSE: The Commission disagrees with the commenter. The Commission finds that Chapter 33 deals with only residential customers; therefore, the Commission will amend proposed section (7). No changes to this proposed rule are required as a result of this comment.

COMMENT: One written comment suggested that section (7) be amended to exclude all business and government entities. The commenter suggests that business entities do not need the protections of Chapter 33 and that these regulations may actually limit some businesses choices as to billing and settlement procedures.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that this rule should only apply to residential customers. Therefore, the Commission will amend proposed section (7) to clarify that a customer is only an individual.

COMMENT: One written comment suggested that section (9) should be amended to define a deposit as a money advance for the purpose of securing payment for telecommunications service rather than for securing payment of delinquent charges. The commenter states that with the expansion of services offered by telecommunications companies that the deposits should only be applicable to charges for telecommunications services.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter and finds that section (9) of the proposed rule should be amended as suggested.

COMMENT: One written comment suggested that the definition in section (12) "should be expanded to include a customer's claim that a charge is in error, unlawful, improper, excessive, or otherwise is improper or for service which were not ordered or authorized by the customer."

RESPONSE: The definition as proposed uses the broad language of "unresolved inquiry" whereas, the language suggested by the commenter, may actually limit the definition rather than expand it. Therefore, the Commission finds that no changes to the proposed rule are required as a result of the comment.

COMMENT: One written comment suggested that section (13) be amended to include electronic inquiries.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter and finds that the rule should be amended to include electronic means of communication.

COMMENT: One written comment was received which suggested that section (15) be moved so that the definition of "Access Line" be in alphabetical order in the definitions section.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the definitions should be in alphabetical order and will therefore move the definition of "Access Line" and renumber the sections accordingly.

COMMENT: A written comment was received which suggested that the definition of new customer in section (16) should be amended from a customer who has "no prior credit history" to one who has "no prior service history."

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the suggested amendment is reasonable. This rule is intended to focus on the customer's service history, not the customer's credit history. Therefore, the Commission will amend section (16).

COMMENT: One written comment suggested that the term "Prospective Customer" which is used in rule 33.010(2) should be defined.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that this term should be defined and will therefore amend the proposed rule to include a definition of "Prospective Customer" and renumber the remaining sections accordingly.

COMMENT: Two written comments were received indicating that section (20) should be amended to allow for methods of rendition of bills other than by regular U.S. mail. The commenters stated that some companies have made arrangements with their customers to send bills electronically and that the rule should reflect this practice.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the commenters' suggestions are reasonable and that the proposed rule should be amended to include bills which have been sent electronically to customers.

COMMENT: One written comment suggested that the definition of "Settlement Agreement" in section (21) should be changed to be more consistent with the definition in 4 CSR 240-13.010(1)(U) which pertains to the service and billing practices for residential customers of other utilities.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter and will amend section (21) to provide a consistent definition with other chapters of the Commission's rules.

COMMENT: Two written comments were received which stated that the proposed rules update the Commission's rules by inserting the term "telecommunications companies" where telephone utilities had been used in the past. The commenters also suggested that section (22) should be updated by replacing "communications company" with "telecommunications company."

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the suggested change should be made so that the language of the rules remains consistent.

COMMENT: One written comment suggested that the Commission define a "business day" as "any day on which the company's business office is open and regular U.S Mail is delivered."

RESPONSE: The Commission finds that this chapter of rules as proposed no longer uses the term "business day" and therefore that term need not be defined. Therefore, the Commission finds that no changes to the rule as proposed are necessary as a result of this comment.

4 CSR 240-33.020 Definitions

(1) Access line is the line associated with each service location to which a unique telephone number is assigned.

(2) Advance payment is money received by a telecommunications company from a customer for the purpose of securing payment of future charges accrued by a customer.

(3) Basic local telecommunications service is basic local telecommunications service as defined in section 386.020(4), RSMo Supp. 1998.

(4) Bill is a written or electronic demand for payment for service or equipment and the taxes, assessments, and franchise fees related thereto.

(5) Bill insert or insert is a written or electronic notice which is enclosed with or attached to a bill.

(6) Billing period is a normal usage period of not less than twenty-eight (28) nor more than thirty-one (31) days.

- (7) Complaint is a complaint as defined in 4 CSR 240-2.070.
- (8) Customer is any individual that accepts financial and other responsibilities in exchange for telecommunications service.
- (9) Delinquent account is an account which has undisputed charges that are not paid in full by the due date.
- (10) Deposit is a money advance to a telecommunications company for the purpose of securing payment for telecommunications services.
- (11) Discontinuance of service or discontinuance is a cessation of service not requested by a customer.
- (12) Guarantee is a written promise from a responsible party to assume liability.
- (13) In dispute is any matter regarding a charge or service which is the subject of an unresolved inquiry.
- (14) Inquiry is any written, electronic or oral comment or question regarding a charge or service.
- (15) Letter of agency is a letter or other document sent by a customer to a telecommunications company authorizing the telecommunications company to change the telecommunications service provider for that customer.
- (16) New customer is any customer who has no prior service history with the telecommunications company with whom service is being requested.
- (20) Prospective customer is any individual with whom or by whom service is being requested.
- (21) Rendition of a bill is the date a bill is mailed, posted electronically or otherwise sent to a customer.
- (22) Settlement agreement is an agreement between a customer and a telecommunications company which resolves any matter in dispute between the parties or provides for the payment of undisputed charges over a period longer than the customer's normal billing period.
- (23) Tariff is a statement by a telecommunications company that sets forth the services offered by that company, and the rates, terms and conditions for the use of those services.
- (24) Telecommunications company is a telephone corporation as defined in section 386.020(51), RSMo Supp. 1998.
- (25) Termination of service or termination is a cessation of service requested by a customer.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices
for Telephone Utilities**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under section 386.250(11), RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.040 Billing and Payment Standards is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2351). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for
Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.040 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2351-2354). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: One written comment was received to each of section (1), subsections (6)(C), subsection (6)(D), and subsection (6)(I). Two written comments were received to each of sections (3) and (4). Three written comments were received to section (2). Three written comments and one oral comment at the public hearing were received to section (5). Two written comments were received to subsection (6)(A). Two written comments and one oral comment at the public hearing were received to subsection (6)(F). Four written comments and one oral comment at the public hearing were received to subsection (6)(J). Comments regarding the rule in general were received in writing and orally at the public hearing.

COMMENT: One written comment suggested that section (1) of the rule require the company to render a bill to each customer for each billing period.

RESPONSE: The Commission has included in section (1) of the proposed rule a requirement that a bill be rendered for each billing period except when the bill has a zero balance. The commenter stated no reason why a company should be required to render a bill to a customer in months when there is no balance outstanding. The Commission finds that no changes to this proposed rule are required as a result of this comment.

COMMENT: One written comment was received suggesting that section (2) be amended to include the following: Billing cycles may be altered if the affected customers are sent an insert or other written notice explaining the alteration not less than thirty (30) days prior to the effective date of the alteration. This notification is not required when a customer requests a number change or when the customer disconnects and reconnects service or transfers service from one (1) premise to another. The commenter believes this change would allow the companies flexibility to change the billing cycle which exists under the current rule.

RESPONSE: The Commission finds that the rule as proposed may be inflexible in that it only allows customer bills to be rendered on

a monthly basis. However, it has been the Commission's experience that a notice to the customer indicating that a billing cycle will be altered does not give the customer flexibility if a company should decide to institute bi-monthly or quarterly billing cycles. Therefore, in order to balance the interests of both company and customer, the Commission will require that billing be done on a monthly basis unless the customer has otherwise agreed to change the billing cycle or as otherwise provided in these rules.

COMMENT: One written comment recommended that the rule require that the "billing period . . . be no less than 28 days and no more than 62 days unless the customer agrees to a different time in writing."

RESPONSE: The Commission finds that the rule as proposed may be inflexible in that it only allows customer bills to be rendered on a monthly basis. The commenter's proposal would allow the company the flexibility of lengthening billing cycles but would restrict billing cycles to no more than 62 days. The commenter did not state any reason for its suggestion that billing cycles be between 28 and 62 days. Therefore, in order to balance the interests of both company and customer, the Commission will require that billing be done on a monthly basis unless the customer has otherwise agreed to change the billing cycle or as otherwise provided in these rules.

COMMENT: One written comment suggested that the language in section (2) be amended so that the words "the bill is rendered" be used in place of the words "a customer receives the bill." The commenter states that since the term "rendition of bill" is defined in rule 33.020, this amendment will maintain consistency within this chapter.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter. The Commission finds that section (2) should be amended so that the cyclical basis of a bill is determined by when the bill is rendered rather than when the bill is received by a customer.

COMMENT: Two written comments and one oral comment at the public hearing on this rule were received which suggested that sections (3) and (4) as proposed should be replaced with sections (3) and (4) as they exist in the rule which is currently in effect. One of the commenters states that "[t]he removal of the ability to obtain prompt payment for an unusually high level of toll calling, coupled with the proposed removal of the ability to disconnect local service for non-payment of toll, will likely lead to higher uncollectibles and collection costs."

RESPONSE: The Commission finds that telecommunications companies have other means of protecting their interests in collecting payments from delinquent customers. The language suggested by the commenters would allow the telecommunications company to demand payment by telephone call of a customer whose toll charges for the current billing period exceed 400% of that customer's deposit or guarantee with the company. The Commission is not opposed to telecommunications companies collecting delinquent accounts and keeping the amount of its uncollectibles low. However, the Commission finds that amending the proposed rule to include the suggested language may create a situation where a customer is put in immediate collection status merely because that customer has had a family emergency which has required extraordinary toll charges and not because that customer is a "bad actor." The Commission finds that no changes to this rule are necessary as a result of these comments.

COMMENT: Three written comments were received which indicated support for section (5) of the Commission's proposed rule which allows a penalty charge to be assessed on a delinquent account. However, one written comment stated that the penalty charge should not be required to be tariffed because it is not a reg-

ulated telecommunications service. One oral comment (SWBT) was received at the public hearing on this rule as well. The commenter testified that he also did not believe that the penalty charges for a delinquent account were telecommunications services that must be included in the company's tariff. However, the commenter did state that the telecommunications company he represents currently does include these charges in its tariffs.

RESPONSE: The Commission finds that it is reasonable to require a telecommunications to include in its tariff any charges for delinquent accounts. A company's tariff may be the only method by which the general public is put on notice of such penalties. Furthermore, these types of charges are currently routinely included in tariffs submitted to the Commission by telecommunications companies. The Commission finds that no changes to this rule are necessary as a result of these comments.

COMMENT: Two written comments suggested that subsection (6)(A) should be revised to delete the term "main station" and replace it with "access lines." The commenters indicated that this amendment will be consistent with the current terminology and technology of the industry.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the subsection should be amended. The Commission will amend subsection (6)(A) to replace the term "main stations" with the term "access lines."

COMMENT: One written comment suggested that the rule require that the customer's bill state the date after which the bill becomes delinquent.

RESPONSE: Subsection (6)(C) as proposed requires that the bill clearly state "the date the bill becomes delinquent if not paid," therefore the Commission finds that no change to this proposed rule is necessary as a result of this comment.

COMMENT: One written comment was received which opposed including the words "and advance payments" in subsection (6)(D) and the words "and/or advance payments" in subsection (6)(J). The commenter indicated that within its company, the only advance payment will be for installation and will be applied to the first bill. The commenter stated that there will be no advance payment to show on any subsequent bill. The commenter stated that the advanced payments are only necessary to show on the first and last bills.

RESPONSE: Subsection (6)(D) clearly states that advance payments shall be included on the bill "if any" exist. Thus, if there is no advance payment, as the commenter suggests often happens, no advance payment will need to be included. Subsection (6)(J) is being revised as a result of other comments received. The changes to subsection (6)(J) and the addition of new section (7) should address the commenter's concerns. Therefore, Commission finds that no changes are necessary to the proposed rule as a result of this comment.

COMMENT: One telecommunications company submitted a written comment and had a representative testify at the public hearing opposing the requirement in subsection (6)(F) that the bill include "an itemization of the amount due." The commenter stated that it believes it would be confusing to customers to see such an itemization on their monthly bill because the charges for individual services that have been sold as a package will be more expensive than the charge for the package. At the hearing the company representative stated that it was his interpretation of the proposed rule that the companies would be required to break down each service for basic service even more than they do under the current rule.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the benefits to the customers of having an itemized list of services so that the customers are fully informed of what services they use and pay for are greater than the potential

confusion that a customer might experience by seeing those individual services itemized. However, the Commission did not intend to require that the separate rate for each component of a service be shown. The intent of this rule was to inform the customer of the services that are included in the package, such as caller ID, call forwarding, etc. Therefore, the Commission will amend subsection (6)(F) to require only the amount due for basic service. In addition, the Commission will add new subsections (6)(G) and (6)(H) to require an itemization of costs for each service provided individually, and an itemization of each service provided in a package. The Commission will also renumber subsections as necessary.

COMMENT: One oral comment was received from a representative of the Staff of the Commission at the public hearing on this rule. The Staff representative stated that Staff interpreted the proposed subsection (6)(F) as requiring the companies to breakdown what services were being billed to the customers but not a requirement that the individual rate for each of those services in the package.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the Staff interpretation of the rule and has made amendments to clarify this subsection as a result of this and other comments received.

COMMENT: One commenter submitted a written comment suggesting that the words "if the customer subscribes to the basic rate schedule" be added to the end of subsection (6)(F). The commenter indicated that this would allow the companies to provide call detail in optional calling plans at the customers request but also to charge the customer the cost of providing the detail. The commenter states that the Commission has previously approved this arrangement in Case No. TT-99-191.

RESPONSE: The Commission has made revisions to subsection (6)(F) as a result of other comments. Those revisions should address the concerns of the commenter. Therefore the Commission finds that no additional changes to this proposed rule are necessary as a result of this comment.

COMMENT: One written comment was received which stated that "[t]hird party billing aggregators should not be listed on the bill." The commenter indicated that this can be confusing to customers and that only the company that "engaged in the transaction with the customer" should be shown on the bill along with its address and toll free telephone number. The same commenter also stated that "[a] separate toll free number must be provided for each company making charges on the customer's bill and shall include not only the name and toll free number of any billing company or agent but also shall state the company and toll free number for the company who provided the service charged."

RESPONSE AND EXPLANATION OF CHANGE: The commenters statements appear to be inconsistent. The Commission agrees that customer bills for telecommunications service can be confusing. It is especially confusing when a billing agent with which the customer has had no interaction bills the customer for the service of another company. However, the Commission's rule, as proposed requires that the bill "clearly state. . .[t]he toll free telephone number(s) where inquiries and/or dispute resolutions may be made." Thus, the Commission finds that no further restrictions or requirements in this rule are necessary. The Commission will amend the proposed rule to attempt to clarify that a toll free telephone number where inquiries may be made shall be provided for each company making charges on the customer's bill.

COMMENT: Four written comments and one oral comment at the hearing were received regarding the requirements in section (6) that each month the bill state the amount of the customer's deposit and the accrued interest. The commenters suggested that subsection (6)(J) be deleted from the proposed rule because it would

require the companies to include confusing or redundant information and require some companies to redesign their bills to include this information. One commenter stated that proposed rule 33.050(4)(F) requires that the company provide the deposit information to the customer upon request and therefore, it is unnecessary to provide this information to customers on a monthly basis. One of the commenters suggested that an alternative would be to require the companies to include deposit and interest information on the first bill after the deposit is received and on the customer's last bill. Other commenters recommended the information be provided on annual basis. Two commenters also opposed subsection (6)(K), stating that the amount of deposit and interest accrued will be on the customers last bill and need not be provided every month.

RESPONSE AND EXPLANATION OF CHANGE: The Commission has considered the comments provided by the telecommunications industry and has determined that requiring the amount of the deposit to be stated on the first and last bills and upon request as required in proposed rule 33.050(4)(F) will provide adequate information to customers and will avoid redundant and confusing information on the bill. The Commission also finds that proposed subsection (6)(D) requires that advanced payments be included on the customer's bill where necessary and thus, subsection (6)(J) referring to advanced payments is redundant. The Commission will delete subsection (6)(J), amend subsection (6)(K), and restate the new requirement as a new section (7). The Commission will also renumber subsections accordingly.

COMMENT: One written comment suggested that section (8) of the rule currently in effect should be added to the proposed rule. That language would require an itemization of charges for equipment and service during the first billing period. The commenter indicates that this itemization is important to help customers know which services they are being billed for and will help curb the problem of "cramming."

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that it is important for customers to be aware of the equipment and services for which they are being charged. The Commission also finds that by including a requirement that these charges be itemized on the first bill the customer receives may help to alleviate the problem of "cramming" (being charged for services the customer did not knowingly authorize). Therefore, the Commission will amend the proposed rule by adding a new section (8) that requires an itemization of equipment and services on the customer's first bill.

COMMENT: One written comment suggested that "[c]harges for different services should be separated from basic local and toll charges by symbol or separate pages." The commenter also suggested that the bill should include "a single page summary of the current status of the customer's services, including presubscribed interstate and intraLATA toll carriers, [local exchange company], other service providers and whether there are preferred carrier freezes or other blocking measures."

RESPONSE: The specific items that the commenter requests are included in the rule as proposed. The only exception is that the rule does not require the information to be set off by a symbol or separate page. The Commission finds that the rule as proposed requires the company to make its bill "clear" and therefore, the Commission need not require specific symbols or page breaks. Therefore the Commission finds that no change to this rule is necessary as a result of this comment.

COMMENT: One written comment was received which suggested that rule 33.040 should apply to business customers as well as residential. The commenter stated that small businesses did not have the economic resources or the bargaining power to negotiate

special discounts and therefore, business customers should be given the same rights and protections as residential customers.

RESPONSE: The Commission finds that this rule should not be uniformly applied to residential customers and to both large and small business customers. While it is true that not every business customer has the resources or bargaining power that a large business might have to protect itself, the Commission finds that applying this rule uniformly could result in a reduction in these competitive companies' abilities to negotiate a contract. The Commission also finds that it would want to seek comment on that specific proposal before adopting it as a rule, and therefore has determined that no change to this proposed rule should be made at this time. The Commission notes that this proposal would be better suited for a separate rulemaking proceeding where it can be subject to comment and scrutiny of the general public and the industry involved.

COMMENT: One written comment suggested that this rule include a prohibition on a category of charges titled "miscellaneous." The commenter stated that bills for telecommunications services were complex enough and should not include charges for any items other than telecommunication related services. The commenter also made a general statement that some interexchange companies incorrectly identify access costs for local exchange companies and universal support mechanisms as federally mandated charges. The commenter further suggested that the bills must use plain language to describe any service billed and that the rule should require that the bill include a statement informing the customer that the company, at the customer's request, must cancel any optional services without charge.

RESPONSE: The Commission agrees that customer bills should be as clear and concise as possible, yet still contain accurate and complete information. The Commission's rule as proposed requires that the bills be stated "clearly." The Commission finds that there are sufficient protections in the requirements and restrictions of this chapter to protect the residential customer and that no further restriction on a "miscellaneous" category is necessary. The Commission also finds that specific instances of false or misleading information on customer bills should be addressed through this Commission's or the Federal Communications Commission's complaint procedures. The Commission determines that no changes to this rule are necessary as a result of this comment.

COMMENT: A written comment was received which suggested that the customer's bill include a separate section titled, "Status Change." This section would show any changes in customer services, thereby helping customers to notice unauthorized charges more promptly.

RESPONSE: The Commission finds that customer bills are complicated. However, the Commission does not have sufficient information to determine that creating a new section on the bill, which may list charges that are shown elsewhere on the bill, will make those bills any less complicated or any less confusing. Therefore, the Commission finds that no change to this rule is required as a result of this comment.

COMMENT: One written comment made the following statement: "Where any undercharge in billing of a customer is the result of a company mistake, the company may not backbill in excess of 2 months and must allow the customer to pay any such backbilling in installments."

RESPONSE: The Commission assumes that the commenter is suggesting the rule be amended so that if a customer is undercharged due to a company mistake, that company must allow the customer to pay the bill in installments. The comment is not clear but it also appears that the commenter is suggesting that the customer should receive a windfall for any charges for which it has not been billed due to company error in excess of two months. The

Commission finds that these suggestions would require additional restrictions which have not been contemplated and for which the Commission would prefer to have public comment before implementing. Therefore, the Commission finds that no change is necessary as a result of this comment.

COMMENT: One written comment and one oral comment at the public hearing were received which generally objected to rule 33.040. The commenters, which represented a single telecommunication company, stated that "[e]ach telecommunications provider should be free to establish its own unique billing and payment procedures." The commenters stated that this ability was part of the competitive process.

RESPONSE: The Commission finds that it has an interest in regulating the billing and payment procedures of a public utility in order to assure that customers of those companies can interpret those bills and protect their interests where necessary. The Commission determines that no amendment to this rule is necessary as a result of this comment.

COMMENT: One person testified at the public hearing for this rule, that he found the information he received from long distance companies, in particular, confusing. The commenter stated that often when he received his bill for services after agreeing to the service during a telephone communication with the company, that the bill did not reflect what he understood the charges were going to be. The commenter questioned what authority the Commission had over the billing practices and charges of these companies and suggested by his comments that the Commission should regulate these activities more closely. The commenter stated that competition in the telecommunications industry has created much confusion to customers and that he preferred each company to have only one plan available for easy comparison.

RESPONSE: The Commission is aware of the confusion that has been caused by competition in the telecommunications industry. The rules proposed by the Commission are an attempt to standardize some of the billing practices of these companies so that customer confusion is minimized. The Commission's jurisdiction with regard to charges of long distance companies is limited. Therefore the Commission will continue to implement rules and procedures which it believes will best balance the interests of the customers and the interests of the companies. The Commission thanks the commenter for his comments. The Commission finds that no additional amendments to this rule are necessary as a result of this comment.

COMMENT: One oral comment was received from a representative of the Staff of the Commission at the public hearing on this rule. The commenter stated that many of the calls from telecommunications company customers received by the Commission are due to miscommunication and advertising of long distance carriers.

RESPONSE: The Commission agrees that advertising and marketing practices of some long distance companies can be confusing. However, the Commission does not have jurisdiction with regard to many of these practices. The rules as proposed in this chapter, are for the regulation of local exchange companies' billing practices that are within the Commission's jurisdiction. The Commission finds that no changes to the rule as proposed are necessary as a result of this comment.

4 CSR 240-33.040 Billing and Payment Standards for Residential Customers

(2) Except where otherwise authorized by these rules, a telecommunications company may render bills on a cyclical basis if the bill

is rendered on or about the same day of each month or as otherwise agreed to by the customer.

- (6) Every bill shall clearly state—
- (A) The number of access lines for which charges are stated;
 - (B) The beginning or ending dates of the billing period for which charges are stated;
 - (C) A statement of the date the bill becomes delinquent if not paid;
 - (D) Penalty fees and advance payments, if any;
 - (E) The unpaid balance, if any;
 - (F) The amount due for basic service;
 - (G) An itemization of the amount due for all other regulated or nonregulated services including the date and duration (in minutes or seconds) of each toll call if such service is provided as an individual service;
 - (H) The amount due for all other regulated or nonregulated services offered at a packaged rate and an itemization of each service included in the package;
 - (I) An itemization of the amount due for taxes, franchise fees and other fees and/or surcharges which the telecommunications company, pursuant to its tariffs, bills to customers;
 - (J) The total amount due;
 - (K) A toll free telephone number where inquiries and/or dispute resolutions may be made for each company with charges appearing on the customer's bill;
 - (L) The amount of any deposit, advance payments and/or interest accrued on a deposit which has been credited to the charges stated; and
 - (M) Any other credits and charges applied to the account during the current billing period.
- (7) The amount of any deposit held by the company and the interest accrual rate shall be stated on the first bill for which a customer received service and on the last bill for which the customer received service.
- (8) During the first billing period in which a customer receives service, a customer must receive a bill insert or other written notice that contains an itemized account of the charges for the equipment and service for which the customer has contracted.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices
for Telephone Utilities**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under section 386.250(11), RSMo Supp. 1999, the commission rescinds a rule as follows:

**4 CSR 240-33.050 Deposits and Guarantees of Payment is
rescinded.**

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2355). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for
Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.050 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2355-2358). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Seven written comments from various telecommunications companies and state agencies were received. In addition, four witnesses or representatives of companies or state agencies made comments at the public hearing held on November 15, 1999.

COMMENT: Two written comments objected to section (1) because it suggests that a deposit may not be required until after service is provided. One commenter suggested that the language be changed to mirror the language of the rule currently in effect. A representative of this same company made similar remarks at the public hearing on this proposed rule.

The second commenter stated that section (2) of this proposed rule addresses deposits that may be required for continued service and therefore, section (1) addresses deposits required in advance of obtaining service. The second commenter suggested amending section (1) by adding the words "prior to or" before the phrase "within thirty (30) calendar days."

RESPONSE AND EXPLANATION OF CHANGE: The rule as proposed was intended to give the company the option of requiring the deposit at any time within 30 days of providing service. Thus, the deposit could be required up to 30 days prior to service being provided, or up to 30 days after service had been provided. Upon review of the comments to this rule, the Commission determines that the rule should be amended to clearly state that a deposit may be required prior to service being provided. Therefore, the Commission will amend section (1) for clarification purposes.

COMMENT: One written comment suggested that section (1) be clarified. The commenter stated that the timing of the request for a deposit as a condition of new service was not as significant as those conditions being stated in the tariffs of the company. The commenter suggested alternative language for section (1) as follows: (1) A telecommunications company may require a deposit or guarantee as a condition of new service as stated in the company's tariff. The commenter explained that this alternative would allow the companies to set varying conditions for deposits with approval of the tariff by the Commission. The commenter also made statements at the public hearing in response to Commission questions. At the hearing, the commenter stated that there was no objection from the Staff of the Commission to the companies collecting a deposit before service was provided.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees that section (1) should be clarified. The rule as proposed was intended to give the company the option of requiring the deposit at any time within 30 days of providing service.

Thus, the deposit could be required up to 30 days prior to service being provided, or up to 30 days after service had been provided. In addition, the Commission finds that the time period for requiring a deposit as a condition of new service should be established in each company's tariff. Therefore, the Commission will amend section (1) for clarification purposes and to require these provisions be tarified by the company.

COMMENT: One written comment suggested that section (1) should be amended so that it is "limited to a customer who has no prior credit history with the telecommunications company when new service is requested." The same commenter made remarks at the public hearing. At the public hearing the commenter stated that there was no objection to deposits being required prior to service being provided, so long as the criteria for requiring that deposit was set out in the Commission's rules.

RESPONSE: The Commission has amended its definition of "new customer" in proposed rule 33.020(16) so that the emphasis in determining a "new" customer is placed on the service history rather than the credit history with the customer. This amendment was made at the suggestion of this same commenter. The Commission agreed with the commenter in rule 33.020(16) and for the same reason must now disagree with the comment in this rule. The Commission finds that this rule was intended to focus on the customer's service history, not the customer's credit history. Therefore, the Commission determines that no further amendment to the proposed rule is necessary as a result of this comment.

COMMENT: One written comment objected to subsection (2)(A) of the proposed rule. The commenter stated that the new rule shifts the burden of proving credit worthiness from the customer to the company. The commenter stated that this is inappropriate and will "create the incentive for carriers to not serve customers that would otherwise be served under the" rules as they are currently in effect. The commenter suggested that the rule should be withdrawn and the current rule allowed to remain in effect. A representative of the same telecommunications company made similar remarks at the public hearing on this rule.

RESPONSE: The commenter directed his comments to subsection (2)(A). However, subsections (2)(A) and (B) are substantially similar to the provisions in the current rule and no shifting of the burden to prove creditworthiness has occurred in these subsections. The change in section (2) is that subsection (2)(C) of the current rule was not included in this proposed rule. The Commission responds below to the comments related to subsection (2)(C). The language that the commenter suggests can be found in subsections (1)(A) and (B) of the current rule. Those subsections set out the criteria a customer must meet for a telecommunications company to require a deposit as a condition of service. The Commission finds that the telecommunications companies are in a better position to provide proof of the customer's service, because the company is required by these rules to keep those records. In addition, while the proposed rule may narrow the conditions allowed for requiring a deposit for continued service, the proposed rule broadens the companies' ability to require a deposit for new service. The Commission finds that the rule as proposed is reasonable. Therefore, the Commission determines that no amendment to this rule is necessary as a result of the comment.

COMMENT: One written comment objected to the proposed section (2) because it deletes one option for requiring a deposit for continued service which is available under the current rule. The commenter suggested subsection (3)(C) from the rule currently in effect be added.

RESPONSE: The language suggested by the commenter would allow the telecommunications company to collect a deposit as a requirement of continued service for a customer whose toll or other charges for the current billing period exceed 400% of that

customer's deposit or guarantee previously required by the telephone company. The Commission finds that amending the proposed rule as suggested or withdrawing the proposed rule could create a situation where a customer is innocently put in the position of having to pay a deposit merely because that customer has had a family emergency or other unexpected situation which has required extraordinary toll charges for that customer, and not because that customer is a substantial credit risk or "bad actor." The Commission finds that no changes to this rule as proposed are necessary as a result of this comment.

COMMENT: One written comment was received in support of the conditions proposed for requiring a deposit for continued service.
RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as a result of this comment.

COMMENT: One written comment was received which indicated that section (4) should be more flexible by setting out the conditions for deposits in the rule, but also giving the companies the options of setting other conditions in the company's tariff.

RESPONSE: The Commission disagrees with the commenter. The Commission finds that the conditions for a deposit should be set out in the rule and that any exceptions to the rule should be made by request for a waiver. Therefore, the Commission determines that no change to this proposed rule is necessary as a result of this comment.

COMMENT: Three written comments were received which objected to the requirement in subsection (4)(B) that an annual adjustment of the interest rate occur on October 1. The commenters state that there is not sufficient time between the last business day in September and October 1 to make necessary tariff changes. One commenter suggests that the adjustment occur on January 1 and states that date will coincide with the commenter's current tariff language. A representative for that commenter made similar remarks at the public hearing for the rule. The same commenter also requested that the Commission "include language acknowledging that if a company has an approved tariff setting out the interest rate, the tariff governs."

A second commenter suggested either November 1 or January 1 as possible adjustment dates. The third commenter stated that the interest rate adjustment should be calculated based on the October 1 date but that a new subsection (C) should be added which allows the companies until December 1 to implement the new rate. All of the comments were received from telecommunications companies.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the telecommunications industry will need more time to make the necessary changes for its annual interest rate adjustment. Therefore, the Commission will amend this rule to change the annual adjustment date to December 1.

COMMENT: One written comment was received which suggested that subsection (4)(B) be amended to give the company the option of setting the deposit interest rate at nine percent or at the prime lending rate plus one percent. The commenter stated that this would make the proposed rule consistent with tariffs currently on file with the Commission. The commenter also made the same remarks at the public hearing for the rule.

RESPONSE: The Commission finds that the suggested language by the commenter would have the practical result of setting a cap on the interest rate. The companies would have no incentive to ever pay more than the nine percent allowed in the rule. However, if the prime rate dropped below eight percent the company would have an incentive to pay interest at the lower rate. The Commission finds that the best result is for the company and the customer to share the risk of interest rates. By tying the interest rate to the prime rate, both the company and the customer will share equally in the risk. Therefore, the Commission finds that no further

amendment to the proposed rule is necessary as a result of this comment.

COMMENT: Three written comments were received which objected to subsection (4)(G). The commenters stated that the companies are required to maintain a record of the deposit and to respond to the customer within ten days of a request for that information by rule 33.050(4)(F). The commenters further stated that requiring the amount of the deposit to be printed on the monthly bills is burdensome and unnecessary because of the requirements in rule 33.050(4)(F).

RESPONSE AND EXPLANATION OF CHANGE: The Commission has revised subsection (6)(J) of proposed rule 33.040 and added a new section (7). The amended version of proposed rule 33.040 requires the companies to state on the customer's first and last bill the amount of the deposit and the interest accrual rate. Proposed rule 33.040 also requires that the customer's monthly bill show any amount of the customer's deposit that has been credited to the charges stated. There is no longer a requirement that the amount of the deposit be on each monthly bill. The Commission determines that requiring the amount of the deposit held to be reported to the customer is adequately covered in proposed rule 33.040. Therefore, the Commission finds that proposed rule 33.050 is redundant and should be amended by deleting the first sentence of subsection (4)(G).

COMMENT: One written comment was received which objected to subsection (4)(H). The commenter stated that allowing a customer to pay a deposit in installments after service has begun is inconsistent with the purpose of requiring a deposit. The commenter suggested that this rule be withdrawn.

RESPONSE AND EXPLANATION OF CHANGE: The Commission's intent with regard to section (1) was to expand the ability of a company to require a deposit for new service prior to that service being provided. The Commission encourages companies to allow their customers the option of remitting deposits on an installment basis. However, the Commission finds that proposed subsection (4)(H) is inconsistent with proposed section (1) because it requires the company allow the payment of a deposit by installments. The Commission finds that a deposit required as a condition of continued service should still be allowed to be paid by the customer in two installments. Therefore, the Commission will amend subsection (4)(H).

COMMENT: One written comment suggested that section (6) be amended to delete the requirement that a company provide to the Commission upon request the interest rate for deposits.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees that this requirement, while not having the potential to cause any great harm to the company, is not necessary. Under the Commission's proposed rule, the Staff of the Commission can readily figure the interest rate for deposits. Therefore, the Commission will amend section (6) as suggested.

COMMENT: One written comment was filed in support of section (7). The commenter supported section (7) because it allows the companies to request advanced payment of some charges and gives the companies flexibility to modify the amount of charges by tariff. However, the commenter suggested that the section be clarified so that the Commission was not required to approve every application of the tariff.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the phrase "unless otherwise approved by the commission and specified in the telecommunications company tariff" needs clarification that only the differing amount of an advanced payment must be submitted by tariff to the Commission. The phrase "approved by the Commission" is also being deleted because most tariffs become effective by operation of law without

specific Commission approval. Therefore, affirmative Commission approval is not necessarily given to every tariff. The Commission is also amending the section grammatically by making the word "company" possessive near the end of the section.

COMMENT: One written comment was received which recommended a new section (8) be added as follows: (8) Nothing herein shall be interpreted to prohibit a company from imposing limited usage on toll including, but not limited to, toll restriction, if such plan is contained in a Commission approved tariff. A representative for the same company testified at the public hearing and stated that the purpose of this language is to allow a company's currently effective tariff that provides for toll restriction to continue to be in effect and in compliance with the rule. However, the commenter at the hearing stated that she did not believe the current tariffs would be in violation of proposed rule without this language.

RESPONSE: The subjects of proposed rule 33.050 are deposits and guarantees of payment. The subject of toll restrictions is found in Commission rule 33.070 and is being considered in conjunction with that proposed rule. The Commission finds that no amendment to this proposed rule is necessary as a result of this comment.

COMMENT: One general comment to the Commission's proposed rule 33.050 was received. The commenter stated that the proposed rules are too restrictive on a telecommunications company's ability to require a deposit. The commenter stated that if the telecommunications companies are not able to protect themselves from bad credit risks by securing a deposit, the companies are less likely to serve those high risk customers.

RESPONSE: The Commission must balance the interests of the companies with those of the customers and finds that the restrictions on the requirements for a deposit in these rules are reasonable. Therefore, the Commission determines that no amendment to this proposed rule is necessary as a result of the comment.

COMMENT: One general written comment was received that objected to the rule as proposed because it applies to residential customers and not to business customers. The commenter stated that not all business customers have the resources or economic ability to negotiate with telecommunications companies and should be given the same protections as residential customers.

The commenter also objected to the rule because it would "require a deposit or guarantee as a condition of new service without any criteria for the circumstances when such a deposit or guarantee would be required." The commenter suggested that the requirement of a deposit be limited to unacceptable telephone service credit history and that toll blocks or caps not be required as a condition of local service. The commenter stated that toll blocks should be allowed as an option for the customer in lieu of a deposit.

RESPONSE: The Commission finds that this rule should not be applied to both residential customers and to business customers. The Commission acknowledges that not every business customer has the resources or bargaining power of a large business, however, the Commission finds that applying this rule to business customers could result in a reduction in competitive companies' abilities to negotiate a contract.

In addition, the rule as proposed broadens the scope somewhat for when a company can require a deposit for new service. However, at the same time, other provisions of the proposed rule limit the scope of when a company can require a deposit for continued service. The Commission determines that this balance is reasonable and that no additional changes to this rule are necessary. The Commission did not explore the possibility of toll blocks in lieu of a deposit within the context of this proposed rule. The Commission finds that such a provision would require a separate rulemaking proceeding that would be subject to additional comment from the general public and the industry. Therefore, the

Commission finds that no changes to this proposed rule are required as a result of the comment.

COMMENT: One general comment in support of the proposed rule was received.

RESPONSE: No amendments to this proposed rule are necessary as a result of this comment.

4 CSR 240-33.050 Deposits and Guarantees of Payment for Residential Customers

(1) A telecommunications company may require a deposit or guarantee as a condition of new service. The deposit may be required prior to and no more than thirty (30) calendar days after the telecommunications company actually provides service as stated in the company's tariff.

(4) A deposit shall be subject to the following terms:

(A) It shall not exceed estimated charges for two (2) months' service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class;

(B) It shall bear interest at a rate which is equal to one percent (1%) above the prime lending rate as published in the *Wall Street Journal*. This rate shall be adjusted annually on December 1 using the prime lending rate, as published in the *Wall Street Journal* on the last business day of September of each year, plus one percent (1%). The interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer. Records shall be kept of efforts made to return a deposit;

(C) Upon discontinuance or termination, it shall be credited, with accrued interest, to the charge stated on the final bill and the balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of such final bill;

(D) Upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods, it shall with accrued interest be promptly refunded or credited against charges stated on subsequent bills. A telecommunications company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by such deposit;

(E) A telecommunications company shall maintain records which show the name of each customer who has posted a deposit, the current address of such customer, the date and amount of deposit, the date and amount of interest paid and the earliest possible refund date;

(F) A telecommunications company shall upon request provide within ten (10) days a receipt that contains the following information:

1. Name of customer;
2. Address where the service for which the deposit is required will be provided;
3. Place where deposit was received or a designated code which identifies the location;
4. Date when the deposit was received;
5. Amount of the deposit; and
6. The terms which govern retention and refund of the deposit;

(G) A telecommunications company shall maintain a record of the deposit refunded and interest paid on such deposit for a period of at least two (2) years after the refund is made; and

(H) A telecommunications company shall permit a customer to post a deposit required as a condition of continued service in two (2) equal monthly installments or as otherwise agreed upon. A company may bill these installments as a line-item on customer bills.

(6) A guarantor shall be released upon satisfactory payment of all undisputed charges during the last twelve (12) billing periods. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. All telecommunications companies shall provide to the commission upon request credit criteria and screening procedures, and standardized record keeping and verification procedures for uncollectible accounts.

(7) A telecommunications company may request an advance payment for the limited purpose of securing payment of installation charges, if applicable for that customer, and estimated charges for one (1) month of services requested by the customer unless a different amount is otherwise specified in the telecommunications company's tariff.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telephone Utilities**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.060 Inquiries is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2359). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.060 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2359-2361). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: One written comment to section (1) was received. One written comment and one comment at the public hearing held on November 15, 1999, to section (3) were

received. Three general written comments to this proposed rule were received.

COMMENT: One written comment suggested that the Commission require companies to submit the procedures required in section (1) to the Commission for approval before implementation.

RESPONSE: The Commission finds that it would be too burdensome on the telecommunications companies and on the limited resources of the Staff of the Commission to require every company procedure to be submitted to the Commission for review before implementation. The Commission finds that it is adequate to require the telecommunications companies to submit that information to the Commission upon request. Therefore, the Commission determines that no amendment to this proposed rule is necessary as a result of this comment.

COMMENT: One written comment was received which suggested that section (3) require the statement of rights of customers to be submitted to the Staff of the Commission for approval before being implemented. The commenter stated that a copy should also be submitted to the Office of the Public Counsel for its review and comment. The commenter also suggested that section (3) require the statement be placed in both the telephone directory and individual notice to customers.

RESPONSE: The rule as proposed requires the statement to be submitted to the Commission upon request. The Commission finds that it would be too burdensome on the limited resources of the Staff of the Commission to require every company to submit its statement of customer rights for review before implementation. The Commission also finds that it has insufficient information to determine that the statement in the directory and individual notice to customers would be cost effective. Therefore, the Commission determines that no amendment to the proposed rule is necessary as a result of this comment.

COMMENT: One witness testified at the public hearing that it is unclear whether or not a statement of rights and responsibilities must be published in the directory for each competitive carrier whose information is published in the directory or if one recitation of the statement is adequate. The witness suggested that the Commission may want to amend the rule to clarify that "if multiple phone companies are represented by a directory, these types of informational messages need only appear once."

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that if the statements prepared by the companies contain identical information, then only one copy of the statement is required to be published. The Commission also notes that the companies have the option of publishing the notice in the directory or sending individual notices to the customers. The Commission finds the company's suggestion to be reasonable and therefore amends section (3).

COMMENT: One general written comment was received which objected to the rule because the rule applies only to residential customers and does not extend to business customers. The commenter also made statements which the Commission interpreted as suggestions for additional requirements to be included in the rule. One of these suggestions is that the company "designate the name, company title, business address and telephone number of a provider employee who is designated to respond to commission inquiries and maintain this data on file with the commission and with the public counsel."

RESPONSE: The Commission finds that this rule should not be applied to both residential customers and to business customers. The Commission acknowledges that not every business customer has the resources or bargaining power of a large business. However, the Commission finds that applying this rule to business

customers could result in a reduction in competitive companies' abilities to negotiate contracts. In response to the additional requirements suggested by the commenter, the Commission states that most of those requirements are included in this proposed rule and other proposed rules of this chapter. The suggestion that the companies be required to file with the Commission and the Office of the Public Counsel the name and other information of a designated company employee is currently the subject of Commission review under another chapter of its rules. Therefore, the Commission will not include that requirement at this time. The Commission finds that no amendment to the proposed rule is necessary as a result of this comment.

COMMENT: One written comment from a telecommunications company was received which generally supported this rule as proposed. The commenter stated that the company did not object to this rule and already had procedures in place to process customer inquiries and inform customers of their rights.

RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as a result of this comment.

COMMENT: One general written comment in support of the rule as proposed was received.

RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as a result of this comment.

4 CSR 240-33.060 Residential Customer Inquiries

(3) A telecommunications company shall prepare a statement which in layman's terms describes the rights and responsibilities of both the telecommunications company and its customers under this chapter. This statement shall appear in the front part of the telephone directory or the telecommunications company will mail or otherwise deliver such statement to its existing and new customers. If multiple telecommunications companies are represented in a directory, and each has identical statements of rights and responsibilities, the information need only appear once. Upon request the statement shall be submitted to the commission, its staff, or Office of the Public Counsel. The statement shall include descriptions of:

- (A) Billing procedures;
- (B) Customer payment requirements and procedures;
- (C) Deposit and guarantee requirements;
- (D) Conditions of termination, discontinuance and reconnection of service;
- (E) Procedures for handling inquiries;
- (F) A procedure whereby a customer may avoid discontinuance of service during a period of absence;
- (G) Complaint procedures under 4 CSR 240-2.070;
- (H) The telephone number and address of all offices of the Missouri Public Service Commission and the statement that this company is regulated by the Missouri Public Service Commission; and
- (I) The address and telephone number of the Office of the Public Counsel and a statement of the function of that office.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT Division 240—Public Service Commission Chapter 33—Service and Billing Practices for Telephone Utilities

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.070 Discontinuance of Service is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2362). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.070 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2362-2366). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Seven written comments were received from representatives of the telecommunications industry and state agencies. In addition, comments from representatives of five different telecommunications companies and the Commission's Staff made comments at the public hearing for the rule held on November 15, 1999.

COMMENT: One written comment suggested that subsection (1)(D) be amended so that a customer's telecommunications service may only be disconnected for failure to comply "substantially" with the terms of a settlement agreement.

RESPONSE: The word "substantially" appears in the current rule that was originally promulgated in 1977. However, the Commission intends to remove some of the subjectivity of this rule. The subsection is already subject to interpretation in determining what constitutes a "failure to comply." The ambiguity of the rule is compounded by leaving open the interpretation of "substantial compliance." Therefore, the Commission finds that no amendment to this rule is necessary as a result of the comment.

COMMENT: One written comment opposed section (2) to the extent that "the proposed rule . . . exempts the failure to pay charges, other than those for basic local, as grounds for disconnection." The commenter stated that it "is inappropriate to exempt customers from disconnection for failure to pay non-basic local services . . . or toll services." The commenter also indicated that the Commission's rules on "slamming" should eliminate customer fears of being disconnected for failure to pay for services that the customer did not authorize. The commenter suggested amendments to section (2).

RESPONSE: The Commission finds that basic local service should not be disconnected for failure to pay charges for non-basic local telecommunications services. The Commission determines that the rule as proposed is consistent with recent Federal

Telecommunications Commission decisions and the Commission's duties to balance the interests of both the customers and the telecommunications industry in Missouri. Therefore, the Commission finds that no amendment to this rule is necessary as a result of this comment.

COMMENT: One written comment was filed by a telecommunications company that objected to section (2). The commenter stated that "[b]ased upon [its] experience in states with and without rules similar to the proposal, prohibiting the disconnection of basic local telecommunications service for nonpayment of non-basic services substantially increases uncollectibles and other administrative costs." The commenter stated that if the "Commission decides to implement toll blocking as a substitute for the existing rule, it should allow local exchange carriers to block access to all long distance providers." The commenter urged the Commission to retain section (2) of the current rule.

A representative of the same company made comments at the public hearing for this rule. The commenter at the hearing stated that in other states that have prohibited disconnection of basic local telecommunications service and that also do not allow global toll blocking, the levels of uncollectible accounts have increased. The commenter at the hearing also stated that adding global toll blocking was the second best solution; however, discontinuance of dial tone is the company's first preference.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that basic local service should not be disconnected for failure to pay charges for non-basic local telecommunications services. The Commission determines that the rule as proposed is consistent with recent Federal Telecommunications Commission decisions and the Commission's duties to balance the interests of both the customers and the telecommunications industry in Missouri. The Commission also finds that it is in the public interest to continue basic local service to customers. However, the Commission finds that toll blocking is a reasonable safeguard of the interest of the telecommunications companies. Therefore, the Commission will add a new section (3) to allow "global toll blocking" and the elimination of any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service. The Commission will also renumber the remaining sections of the proposed rule accordingly.

COMMENT: One written comment was received from a telecommunications company which objected to section (2). The commenter stated that the proposed "local service disconnection policy will adversely affect the movement toward a more competitive market, rather than fostering competition." The commenter stated that the policy is contradictory to the spirit of the Telecommunications Act of 1996. The commenter also stated that if the discontinuance of service policy is implemented as proposed, consumers will have the ability to "move from one long distance carrier to another without providing payment for their use of the network." The commenter stated that this will increase costs for the providers and create a disincentive for providers to serve high risk customers.

The commenter stated that if the Commission determines that basic local service cannot be discontinued for nonpayment of non-basic local telecommunications services, then global toll blocking must be allowed. The commenter suggested language for the Commission to use in implementing a global toll blocking provision.

RESPONSE AND EXPLANATION OF CHANGE: For reasons discussed in the response to the previous comment, the Commission has determined that a new section (3) allowing global toll blocking is appropriate. The Commission is amending this rule by adding a new section (3) using the language suggested by the commenter.

The Commission will also renumber the remaining sections accordingly and change section number references as necessary.

COMMENT: One written comment was filed by a telecommunications company which objected to section (2). The commenter stated that the elimination of full service denial will increase the uncollectible accounts of his company. The commenter suggested two alternatives for allowing the customer to retain basic local service. The first alternative was that the customer must agree to a payment plan for past due balances. The second alternative was that the Commission allow companies to institute toll blocking. The same commenter made similar remarks at the public hearing for this rule.

RESPONSE AND EXPLANATION OF CHANGE: For reasons discussed in the response to the previous comments, the Commission has determined that a new section (3) allowing global toll blocking is appropriate.

COMMENT: One general written comment was filed by the Staff of the Commission in support of the proposed rule. The commenter stated that the rule should be adopted as proposed. The commenter stated that the basic premise of the proposed rule "is that basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications services." The commenter stated that the Federal Communications Commission (FCC) in an April 15, 1999, order in CC Docket No. 98-170, concluded that telecommunications companies should distinguish between "deniable" and "non-deniable" charges. The commenter argued that the statements of the FCC indicate support for the "concept whereby non-payment of certain charges on a telephone bill may not result in a complete discontinuance of telecommunications service." The commenter listed eight states that have implemented similar provisions limiting the discontinuance of basic local telecommunications service for nonpayment of other than basic local telecommunications service charges.

The commenter also recommended that the purpose clause of the rule be amended by inserting the word "establishes" before the word "procedures."

A representative for the Staff of the Commission also testified at the public hearing for the rule. The commenter stated that global toll blocking "might be a step in the right direction."

RESPONSE AND EXPLANATION OF CHANGE: The Commission has addressed the comments of its Staff in its responses to the comments of the telecommunications industry. The Commission has made amendments as appropriate including the addition of a provision for global toll blocking. In addition, the Commission agrees with its Staff's suggestion that the purpose clause of the rule be amended.

COMMENT: One written comment suggested that the term "discontinued" be added to section (2) because that term is defined in this chapter.

RESPONSE AND EXPLANATION OF CHANGE: The Commission has determined upon review of the proposed rule that section (2) should be amended by replacing the word "disconnected" with the word "discontinued." This amendment will make the language in the proposed rule consistent.

COMMENT: One written comment was received which suggested that it would be in the customers' best interest to amend section (3) to include the first sentence of the rule that is currently in effect.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the suggested amendment is reasonable. The Commission will amend section (3) as suggested.

COMMENT: One written comment was received which suggested that section (3) include a requirement that "service shall not be

disconnected for nonpayment of a delinquent charge until five days after a charge has been delinquent." The commenter stated that this requirement is in the current rule.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter that the deletion of this requirement which was formerly in the rule could leave the customer open to discontinuance of service on the day after a charge is delinquent. However, this proposed rule provides that multiple notices must be given to the customer before discontinuance. In addition, the rules prohibit the discontinuance from taking place except during certain business days. Therefore, the Commission finds that the risk of abuse of this rule by the company is so small that no further amendment to the rule is warranted.

COMMENT: The Staff of the Commission filed a written comment in support of section (4). The commenter stated that section (4) mirrored requirements for other types of utilities in 4 CSR 240-13.050(5) with regard to notice to the customer. The commenter stated the proposed rule also provides that a telecommunications company may deliver a written notice by hand to the customer. A representative of the Staff testified at the public hearing that one reason for the change from five to ten days notice was a recent trend for these notices to be mailed from another state.

RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as a result of the comment.

COMMENT: Four written comments were received which opposed section (4) because it changes the time period for mailing of the notice of discontinuance of service from five days to ten days. One commenter stated that the increased mailing time would require it to change its procedures and therefore it would incur the costs of that change. The second commenter stated that five days was sufficient because the customer already has 21 days from the date of billing to pay the bill and should not need more time. The third and fourth commenters stated that increasing the number of days before discontinuance may increase the amount of uncollectibles for the companies. The third commenter also stated that the rule should be modified to permit electronic delivery of notices as an option. One of the company representatives testified at the hearing that his company had not conducted any studies to show that the costs would increase.

RESPONSE: The Commission finds that the proposed rule provides options for either mailing the notice of discontinuance of service or for hand delivering that notice. It has been brought to the Commission's attention that many of these notices are being mailed from out of state and therefore, five days may not be sufficient time for mailing and for customer response. The Commission finds that ten days in conjunction with the option of hand delivering notice is sufficient time and is a reasonable requirement.

The Commission also appreciates the comment on electronic notices and believes that this may be an option for notifying customers of discontinuance of service in a future rulemaking. At the suggestion of comments on other proposed rules in this chapter, the Commission did make provisions for electronic billing. However, the Commission is not comfortable allowing notices of disconnection to be given by electronic methods without more discussion and comment by the general public as to the adequacy of that method. The Commission encourages companies to send electronic notices in addition to the requirements of this rule as a service to their customers. Therefore, the Commission determines that no amendment to this rule is necessary as a result of these comments.

COMMENT: One written comment suggested that section (4) should be amended to include a requirement that "A notice of discontinuance shall not be effective if a customer has pending with the telephone utility a complaint concerning the charge upon which the notice is based." The commenter states that this requirement

is in the current rule and is in the public interest. The commenter stated that the language "sent or delivered" in section (4) is confusing. The commenter also objected to the option for hand delivery of a notice because of the shortened time frame. The commenter suggested that if service is by mail the customer should be given ten business days advance notice and that if service is by hand the customer should be given five business days advance notice.

RESPONSE AND EXPLANATION OF CHANGE: This proposed rule provides many safeguards for customers to guard against discontinuance of service without proper notice to the customer. Rule 33.110 states that the subject matter of any complaint filed with the Commission shall not constitute a basis for discontinuance. In addition, the Commission has added a provision in proposed rule 33.080 indicating that a customer cannot have service discontinued as a result of charges which are in dispute. Therefore, no changes are necessary to this rule.

The time period for mailing of the notice will be lengthened by this proposed rule from five to ten days. In addition, the Commission has established an alternative for the companies to mailing notices. The Commission finds that the language "sent or delivered" is confusing and will amend section (4) to clarify that the notice shall be served on the customer at least 10 days prior to discontinuance of service or as an alternative, the company can hand deliver the notice at least 96 hours in advance of the discontinuance.

COMMENT: One written comment in support of section (6) was received. The commenter stated that the proposed section (6) was consistent with requirements for other types of utilities in 4 CSR 240-13.070(6) and clarifies what is considered a "reasonable effort." This commenter also testified at the public hearing for this rule that section (6) is consistent with the notice provisions for disconnection of other utility services under the provisions of Chapter 13 of the Commission's rules.

RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as a result of the comment.

COMMENT: One written comment was received from a telecommunications company which objected to the portion of section (6) which defines reasonable efforts as a written notice, a door hanger, or two attempted telephone calls. The commenter stated that these "reasonable efforts" were cost prohibitive and encouraged the customer to wait until this final notice to pay delinquent charges. The commenter stated that in her company's experience a substantial number of delinquent accounts "are habitually delinquent." The commenter recommended that the proposed rule include a provision requiring the "additional notice only if the customer has not been delinquent in the previous 12 months." Similar comments were made by a representative of the same company at the public hearing for the rule.

RESPONSE AND EXPLANATION OF CHANGE: The requirement of this proposed rule to make a reasonable effort to contact the customer at least 24-hours prior to discontinuance of service is not a new requirement. The current rule has the same requirement which was originally promulgated in 1977. The difference is that the Commission has attempted to define what constitutes a "reasonable effort" so that the provision is not so subjective. The Commission finds that its use of the term "reasonably calculated" has caused confusion. The Commission did not intend for this rule to require the companies to hire additional after-hours staff in order to comply with this notice requirement. What the Commission did intend was for the companies to give written notice which would actually be delivered to the customer at least 24 hours in advance of discontinuance or to make two attempts to actually speak to the customer on the telephone. Because the term "reasonably calculated" is just as ambiguous as the term "reasonable efforts" the Commission will delete this language from the proposed rule.

The Commission finds that the requirements of the rule as written are too burdensome for the companies. Therefore, the Commission will amend the definition of "reasonable efforts" to allow the companies to make only one telephone call attempt to reach the customer.

COMMENT: Four written comments were filed by three individual telecommunications companies and a group of telecommunications companies which objected to a portion of section (6). Representatives of the individual telecommunications companies also made remarks at the public hearing on this rule.

The commenters indicated that a "reasonable effort" should be considered only one telephone call attempt rather than two attempts. One commenter states that it is not opposed to the option of door hangers but states it believes some customers may find door hangers to be a privacy concern. At the public hearing a representative of that company stated that if only one call was required the burden on the company would be reduced.

Another commenter stated that the phrase "reasonably calculated to reach the customer" if interpreted to mean that a call must be attempted after business hours, could lead to substantial costs for the company.

RESPONSE AND EXPLANATION OF CHANGE: The Commission has addressed these comments in its response to the prior comments and has made amendments to the proposed rule as appropriate.

COMMENT: A representative of one telecommunications company made comments at the public hearing on this proposed rule. During his remarks, the commenter stated that the concern of this company with regard to section (6) was that the Commission may be defining reasonable efforts too narrowly. The commenter indicated that the company was concerned about this provision, but was not objecting to it strongly.

RESPONSE AND EXPLANATION OF CHANGE: The Commission has addressed this comment in its response to the previous comments and has made amendments to the proposed rule as appropriate.

COMMENT: One written comment stated that section (6) should include as a possible "reasonable effort" a written notice which is hand delivered to the customer. The commenter indicates that section (6) when it refers to section (4) is unclear and inconsistent.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that section (6) is not inconsistent but does need clarification. Therefore the Commission will amend the reference to section (4).

COMMENT: One written comment suggested that section (7) needs to be amended to state that the postponement due to medical assistance of a discontinuance will be for a period of "at least 21 days." The commenter stated that as proposed the rule limits the company from extending the discontinuance beyond 21 days and does not require any continuance of service for medical assistance purposes.

RESPONSE AND EXPLANATION OF CHANGE: This section of the proposed rule had only minor nonsubstantive changes from the current rule. However, the Commission agrees that the amendment as suggested should be made. The intent of the rule is to postpone discontinuance for at least 21 days if the service is necessary. Therefore, the Commission will amend the rule to reflect this intent.

COMMENT: One written comment was received which suggested that section (9) should be amended to specifically require that payment be accepted by personal check except where the customer had a recent dishonored check.

RESPONSE: The Commission does not have sufficient information on the numbers of dishonored checks used to pay delinquent accounts to implement a rule this restrictive at this time. Therefore, the Commission will not make an amendment to this rule as a result of this comment.

COMMENT: One written comment was received which suggested that sections (10) and (11) of the rule that is currently in effect should be added to the proposed rule. The commenter stated that these sections are important to protect the rights of the companies. The commenter stated that a "company should not be required to continue to provide service to a customer who does not intend to pay for services or who has damaged or intends to damage telephone company equipment."

RESPONSE: Proposed section (1) provides authorization for telecommunications companies to discontinue service for the possibility of damage or destruction to equipment, nonpayment of delinquent charges, and for any other reason authorized by state or federal law. The Commission finds that the provisions of old section (10) are not necessary and may be redundant. Therefore, the Commission determines that no amendment to this rule is required as a result of this comment.

COMMENT: One written comment suggested that section (10) of the current rule be included. The commenter stated that that section was an effective tool "against a customer that intends to damage equipment or defraud the company, thereby driving up the cost for all customers."

RESPONSE: For the reason stated in the response to the prior comment, the Commission finds that no amendment to this proposed rule is necessary as a result of this comment.

COMMENT: One general written comment was received which objected to the rule because the rule applies only to residential customers and does not extend to business customers.

RESPONSE: The Commission finds that this rule should not be applied to both residential customers and to business customers. The Commission acknowledges that not every business customer has the resources or bargaining power of a large business. However, the Commission finds that applying this rule to business customers could result in a reduction in competitive companies' abilities to negotiate contracts.

4 CSR 240-33.070 Discontinuance of Service to Residential Customers

PURPOSE: This rule prescribes the conditions under which service to a residential customer may be discontinued and establishes procedures to be followed by telecommunications companies and residential customers regarding these matters so that reasonable and uniform standards exist for the discontinuance of service.

(1) Telecommunications service may be discontinued for any of the following reasons:

(A) Nonpayment of a delinquent charge except as limited by sections (2), (4) and (5) of this rule;

(B) Failure to post a required deposit or guarantee;

(C) Unauthorized use of telecommunications company equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;

(D) Failure to comply with terms of a settlement agreement;

(E) Refusal after reasonable notice to permit inspection, maintenance or replacement of telecommunications company equipment;

(F) Material misrepresentation of identity in obtaining telecommunications company service; or

(G) As provided by state or federal law.

(2) Basic local telecommunications service may not be discontinued for customer nonpayment of a delinquent charge for other than basic local telecommunications services. The failure to pay charges not subject to commission jurisdiction shall not constitute cause for a discontinuance of basic local telecommunication service.

(3) A telecommunications company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.

(4) Subject to the requirements of this chapter, service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Basic local telecommunications service shall not be discontinued on a day when the offices of a telecommunications company are not available to facilitate reconnection of basic local telecommunications service or on a day immediately preceding such day.

(5) Telecommunications service shall not be discontinued under section (1) of this rule unless written notice by first-class mail is served on the customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. As an alternative, a telecommunications company may deliver a written notice by hand to the customer at least ninety-six (96) hours prior to discontinuance.

(6) A notice of discontinuance shall contain the following information:

(A) The name and address and the telephone number of the customer;

(B) A statement of the reason for the proposed discontinuance and the cost for reconnection;

(C) The date after which service will be discontinued unless appropriate action is taken;

(D) How a customer may avoid the discontinuance;

(E) The customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one time;

(F) The telephone number where the customer may make an inquiry;

(G) A statement that this notice will not be effective if the charges involved are part of an unresolved dispute; and

(H) A statement of the exception for medical emergency under section (8) of this rule.

(7) At least twenty-four (24) hours preceding a discontinuance of basic local telecommunications service, a telecommunications company shall make reasonable efforts to advise the customer of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice in addition to the notice required in section (5), a door hanger or at least one (1) telephone call attempt to reach the customer.

(8) Notwithstanding any other provision of this chapter, a telecommunications company shall postpone a discontinuance for at least twenty-one (21) days if service is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency, if requested, shall provide the telecommunications company with reasonable evidence of such necessity.

(9) Upon the customer's request, a telecommunications company shall restore service consistent with all other provisions of this chapter when the cause of discontinuance has been eliminated.

(10) Payment by personal check may be refused if the customer, within the last twelve (12) months, has tendered payment in this

manner and the check has been dishonored, except when the dishonor is due to bank error.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telephone Utilities

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.080 Disputes is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2367). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.080 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2367-2370). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Written comments were received from four separate sources. Oral comments from one telecommunications company were received at the public hearing for this rule held on November 15, 1999.

COMMENT: One written comment was received from a telecommunications company that objected to rule 33.080 as proposed. The commenter specifically stated that section (1) should be revised to “remove [the] opportunity for customers to game the system and delay payment past the due date.” The commenter suggested that the rule be redrafted to anticipate frivolous complaints. A representative for the same company made remarks at the public hearing on the rule. The commenter at the hearing stated that it was more appropriate for a customer to be required to register his or her dispute on or by the delinquent date rather than up to 24 hours in advance of disconnection. The company representative

stated that the company’s concern was that the undisputed portion of the bill be paid by the due date.

RESPONSE AND EXPLANATION OF CHANGE: The rule currently in effect allows the customer to register a dispute anytime prior to the delinquent date of the charges. The Commission rules govern the length of time between the due date of a payment and the delinquent date. The company points out that an overlapping dispute period and disconnection period could be confusing to both the customer and the company and could cause inadvertent disconnection. The customer may register a dispute before the due date of the payment or at anytime before the delinquent date. The Commission finds that the proposed rule should be amended to require customers to register disputes prior to the delinquent date of payment.

COMMENT: One written comment was received from a telecommunications company which objected to section (1) of the proposed rule. The commenter stated that the rule currently in effect gives adequate protection to customers by allowing them to register a dispute before the payment delinquent date. The commenter suggested that unscrupulous customers may feign disputes in order to extend service. In addition, the commenter stated that the overlap between disconnection activities and dispute activities could lead to inadvertent disconnection of some customers.

RESPONSE AND EXPLANATION OF CHANGE: While the Commission does not necessarily agree that customers are registering frivolous complaints in order to maintain service, the Commission does agree that it is reasonable to require customers to register a complaint with the company prior to the delinquent date. The Commission determines that proposed section (1) should be amended.

COMMENT: One written comment to section (3) was received. The commenter objected to the customer being subject to discontinuance of service due to failure to cooperate in resolving the dispute. The commenter suggested that a more reasonable sanction would be to “provide that failure to cooperate ‘may result in the rejection of the disputed claim’ or that it may result ‘in the resolution of the dispute against the customer.’”

RESPONSE: The customer has many rights guaranteed to him or her under the rules of the Commission. The procedures for filing a complaint with the Commission are set out in the Commission’s rules. The Commission finds that a company cannot reasonably resolve a dispute without the cooperation of the customer and therefore, the company needs some guarantee that the customer will be required to at least take some reasonable measures toward resolution of the dispute. The Commission finds that the requirements in the rule and the sanctions provided are reasonable. Therefore, the Commission finds that no amendment to this rule is necessary.

COMMENT: One written comment suggested that the second sentence in section (4) be deleted because it was unnecessary. The commenter, a telecommunications company, stated that “[t]he dispute rarely centers on amount but rather on whether a charge is owed.”

RESPONSE: It has been the Commission’s experience in handling the complaints of customers, that some customers do dispute the amount of the charge as well as the charge itself. Even the commenter implies that the amount may be in dispute on “rare” occasions. The Commission finds that the second sentence of the rule will provide a procedure for those disputes over amount and therefore, no amendment to section (4) is necessary as a result of this comment.

COMMENT: One written comment to proposed rule 33.070 was also filed in this proposed rule and relates directly to it. In that

comment, the issue of discontinuance for nonpayment of charges which are subject to a dispute is raised.

RESPONSE AND EXPLANATION OF CHANGE: The Commission determines after reviewing the proposed rules and the comments that the prohibition against discontinuance of service for nonpayment of charges which are the subject of a dispute has been inadvertently removed from proposed Chapter 33. The prohibition is implied, and the comments to the proposed rule assume that it exists, but no specific prohibition is included in the rules. Therefore, the Commission will amend section (4) and (5) to explicitly state this prohibition.

COMMENT: One written comment was received which suggested that section (6) be amended. The commenter suggested that in order to have consistent time frames in this rule, “‘4 working days’ should be modified to ‘5 business days.’”

RESPONSE: The Commission interprets this comment to suggest that the term “working days” in section (6) be amended to read “business days.” The commenter made no statement as to why five days should be required instead of four days. The Commission finds that the term “business days” is not used elsewhere in this rule and therefore, is not inconsistent with any other provision of this rule. The Commission determines that no amendment to this proposed rule is necessary as a result of this comment.

COMMENT: One written comment suggested that interest should be included on any amount refunded to the customer.

RESPONSE: The Commission has insufficient information regarding the amount of charges that are refunded to customers, the length of time those amounts have been held by the company, or the frequency with which this occurs. The Commission finds that making such a requirement would not be reasonable without proposing this as a separate rulemaking proceeding where comments from the general public and the industry can be received and the fiscal impact can be studied. Therefore, the Commission determines that no amendment to this rule is necessary as a result of this comment.

COMMENT: One comment in support of section (9) was received from a telecommunications company. The commenter stated that section (9) “will increase efficiency and streamline complaint procedures.”

RESPONSE: The Commission finds that no amendment to this rule is necessary as a result of this comment.

COMMENT: One written comment suggested that section (9) be clarified by adding the phrase, “After the resolution of the customer complaint,” to the beginning of the section.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that this suggestion would clarify the intent of the section. Therefore, the Commission will amend section (9) as suggested.

COMMENT: One general written comment in support of the proposed rule was received. The commenter stated that section (5) was consistent with other Commission rules found in 4 CSR 240-13.045.

RESPONSE: The Commission finds that that no amendment to this rule is necessary as a result of this comment.

COMMENT: One general written comment was received which objected to the rule because the rule applies only to residential customers and does not extend to business customers. The commenter suggested that a new provision be added to the rule that would require the companies to keep records of consumer complaints and reports of billing errors. The commenter recommended that the rule require those records to be reported to the Commission on a quarterly basis. The commenter also objected to “the waiver of the right to continuance of service as a sanction for nonpayment of the undisputed amount.”

RESPONSE: The Commission finds that this rule should not be applied to both residential customers and to business customers. The Commission acknowledges that not every business customer has the resources or bargaining power of a large business. However, the Commission finds that applying this rule to business customers could result in a reduction in competitive companies’ abilities to negotiate contracts.

The Commission’s rules require that a company keep track of billing records for customers. In addition, the Commission has statutory authority to investigate companies and to audit records of the companies. The Commission’s rules also provide complaint procedures for customers. The Commission finds that there is not sufficient information to add additional record keeping requirements for the companies at this time. The Commission determines that this requirement would be more appropriate as a separate rule-making where comments from the public and the industry can be received and the fiscal impact of the rule can be studied.

Finally, some of the statements received from this commenter were unclear. However, the Commission finds that it is reasonable for a customer to be subject to discontinuance of service for nonpayment of undisputed charges. Therefore, Commission finds that that no amendment to this rule is necessary as a result of this comment.

4 CSR 240-33.080 Disputes by Residential Customers

(1) A customer shall advise a telecommunications company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the telecommunications company during normal business hours. A dispute must be registered with the utility prior to the delinquent date of the charge for a customer to avoid discontinuance of service as provided by these rules.

(4) If a customer disputes a charge, the customer shall pay an amount to the telecommunications company equal to that part of the total bill not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer’s prior usage, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. The telecommunications company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.

(5) If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to the telecommunications company, at the company’s option, an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. The telecommunications company shall not discontinue service to a customer for nonpayment of charges in dispute while that dispute is pending.

(9) After resolution of the customer complaint, a telecommunications company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already determined and is not required to comply with these rules more than once prior to discontinuance of service.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT Division 240—Public Service Commission Chapter 33—Service and Billing Practices for Telephone Utilities

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250

and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.090 Settlement Agreements is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2371). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.090 Settlement Agreements with Residential Customers is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2371). No changes have been made to the proposed rule, so it is not reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Three written comments to the proposed rule were received. No comments to this proposed rule were received at the public hearing held on November 15, 1999.

COMMENT: One general written comment was received that objected to the rule as proposed because the rule applies only to residential customers and not to business customers. The commenter also stated that “[c]ustomers should be advised in the collection process that cancellation of optional, non-basic services may assist them to retain basic local calling service.”

RESPONSE: The rule as proposed is substantially similar to the rule currently in effect that was originally promulgated in 1977. The Commission finds that this rule should not be applied to both residential customers and to business customers. The Commission acknowledges that not every business customer has the resources or bargaining power of a large business, however, the Commission finds that applying this rule to business customers could result in a reduction in these competitive companies’ abilities to negotiate a contract. Furthermore, the Commission finds that there is not sufficient information to determine that customers may be better able to retain basic local calling service by the cancellation of non-basic services. Therefore, the Commission finds that no changes to this proposed rule are required as a result of the comment.

COMMENT: Two written comments were received which generally supported the rule as proposed.

RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as result of the comment.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telephone Utilities**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.100 Variance is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2371–2372). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.100 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2372). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Three written comments to the proposed rule were received. No comments were received for this proposed rule at the public hearing held on November 15, 1999.

COMMENT: One written comment was received which suggested that section (2) be amended so that the requirements of a request for a variance in this chapter is similar to the requirements for a request for variance in Chapter 2 of the Commission’s rules. The commenter also suggested that the rule require a copy of the request for variance to be served on the Office of the Public Counsel.

RESPONSE: The proposed rule requires that requests for variances be filed with the Secretary of the Commission in accordance with rule 2.060. In addition, all pleadings, including a request for variance, are subject to all of the procedural rules in Chapter 2. The Commission has recently promulgated new rules in Chapter 2 that require all pleadings be served on the Office of the Public Counsel. Therefore, the Commission finds that no amendment to the proposed rule is necessary as a result of this comment.

COMMENT: One written comment was received in general support of the proposed rule. The commenter suggested two grammatical changes to the proposed rule. First the commenter suggested that

the word “variances” at the end of section (1) be changed to “that variance.” Second, the commenter suggested that the phrase “in compliance with 4 CSR 240-2.060” be moved to the end of the sentence.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the suggested grammatical changes should be made. Therefore, the Commission will amend sections (1) and (2) as recommended.

COMMENT: One written comment was received which suggested that section (3) be amended by adding the words “if applicable” at the end of the section. The commenter explains that not all variances granted by the Commission (e.g. extensions of time) will affect a company’s tariff.

RESPONSE AND EXPLANATION OF CHANGE: The Commission agrees with the commenter. The Commission finds that some variances granted by the Commission are purely procedural and do not affect a company’s tariff. Therefore, the Commission will amend section (3) to clarify that variances shall be reflected in the company’s tariff only where applicable.

4 CSR 240-33.100 Variance

(1) Any telecommunications company or customer may request authority for a variance from any provision of this chapter and the commission may grant that variance.

(2) A variance request shall be filed in writing with the secretary of the commission in compliance with 4 CSR 240-2.060.

(3) Any variance granted by the commission shall be reflected in a tariff if applicable.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telephone Utilities**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission rescinds a rule as follows:

4 CSR 240-33.110 Commission Complaint Procedures is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2372). No changes have been made in the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: This rescission was proposed in conjunction with a replacement proposed rule. The comments received were directed to the proposed rule.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250

and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.110 Commission Complaint Procedures is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2372–2373). No changes have been made in the text of the proposed rule, so it is not reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Four written comments were received. One comment to this proposed rule was received at the public hearing held on November 15, 1999.

COMMENT: One written comment was filed in which the commenter stated that the telecommunications company that she represented had no objection to the proposed rule due to its similarity to the rule which is currently in effect.

RESPONSE: The Commission finds that no amendment to this rule is necessary as a result of this comment.

COMMENT: One written comment from a telecommunications company was filed in response to section (3). A representative for the same company made oral comments at the public hearing held on November 15, 1999. The commenter stated that the requirement that service continue pending the “resolution” of a complaint is problematic for the telecommunications company. The commenter stated that when an informal complaint is filed with the Commission there may not be an easily identified date by which the complaint is resolved. At the hearing the commenter suggested revised language for section (4) which would “anticipate frivolous disputes.” The commenter stated that the telecommunications company that he represents is complying with the rule currently in effect which is very similar.

RESPONSE: The Commission finds that this rule is substantially similar to the rule currently in effect which was originally promulgated in 1977. The Commission received no other opposition to this rule and received one supportive comment to the rule from a separate telecommunications company. Therefore, the Commission determines that no change to the proposed rule is necessary as a result of this comment.

COMMENT: One general comment in support of this rule was filed which indicated that this rule was substantially similar to the current rule in effect.

RESPONSE: The Commission finds that no amendment to this rule is necessary as a result of this comment.

COMMENT: One written comment was filed with the Commission with regard to this proposed rule. The comment was very general as to the nature of competition and the focus of Chapter 33 of the Commission’s rules. The comment was not specific to rule 33.110 and neither expressed support for or opposition to the rule.

RESPONSE: The Commission finds that no amendment to the proposed rule is necessary as a result of the comment.

**Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250

and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.120 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2373-2375). The section with changes is reprinted here. The title of the proposed rule has been amended and is reprinted below. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Two written comments to this rule were received. No comments were received at the public hearing for this rule held on November 15, 1999.

COMMENT: One written comment was received that expressed general support for the proposed rule, however, the commenter stated that some amendment to the proposed rule was necessary. The commenter stated that “[i]f tariffs are to be required, the Commission should permit companies to protect their interests by including provisions that make the discount subject to the customer obtaining funds from the federal fund.”

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that the discounted rates to eligible schools and libraries should be tariffed. The Commission interprets the comment as requesting that if tariffs are required, the rule should require intrastate discounts only be available if that customer is also receiving funds from the federal fund. It was the intent of the Commission to include this requirement in the rule as proposed. However, the Commission finds that the first sentence of section (2) should be restated in order to clarify this rule. Therefore, the Commission will amend the first sentence of section (2).

COMMENT: One written comment generally supported the rule as proposed. The commenter suggested, however, that the title of the rule be amended to accurately reflect the content of the rule.

RESPONSE AND EXPLANATION OF CHANGE: The Commission finds that no changes are necessary to the text of the rule as a result of the comment. The Commission finds that the title to the rule should be amended to accurately reflect that the subject matter of the rule is “discounts” rather than “deferrals.”

4 CSR 240-33.120 Payment Discounts for Schools and Libraries that Receive Federal Universal Service Fund Support

(2) The intrastate discounts shall be available to the extent that the eligible schools and libraries also receive funds from the Federal Universal Service Fund and subject to the terms and conditions set forth in 47 CFR 54.500-54.517. Discounts on intrastate telecommunications services for eligible schools and libraries shall mirror the interstate discount as stated in the FCC Report and Order in CC Docket No. 96-45 (FCC 97-157), as adopted by the Missouri Public Service Commission in Docket No. TO-97-552. Any adjustments to the discount matrix shall be in accordance with the FCC’s Report and Order in CC Docket No. 96-45 (FCC 97-157), paragraphs 538 and 542, or as adjusted in any future FCC decision or federal legislation on the subject.

Title 4—DEPARTMENT OF ECONOMIC DEVELOPMENT

Division 240—Public Service Commission

Chapter 33—Service and Billing Practices for Telecommunications Companies

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250

and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.130 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2376). Those sections with changes are reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Two written comments to this rule were received. A hearing to receive public comments to this rule was held on November 15, 1999. One witness made comments to this rule at the hearing.

COMMENT: One written comment was received in opposition to section (8). The commenter objected to the section because it “requires operator service providers to provide information on how to reach interexchange carriers.” The commenter stated that operator service providers could not provide dialing instructions for all interexchange carriers and suggested that the section be amended to delete that requirement. The commenter supported the other sections of the rule.

RESPONSE AND EXPLANATION OF CHANGE: The proposed rule would require the operator service provider to “transfer calls to, or advise how to reach, other authorized interexchange carriers or the local exchange company. (emphasis added) Deleting the phrase “or advise how to reach” as suggested by the commenter, would actually make the rule more restrictive for the operator service provider. Even with the deletion, the rule would still require the operator service provider to transfer the call, but the option to provide dialing instructions would no longer be available. Therefore, the Commission finds that no amendment to this proposed rule is necessary as a result of this comment. The Commission has deleted the “s” from “carriers” in the last line of section (8) for grammatical purposes.

COMMENT: One general written comment was received in support of the rule as proposed. The commenter stated that the rule as proposed sets standards which were first applied in the Commission’s Case No. TA-88-218. The commenter stated that most telecommunications companies in Missouri currently follow these rules and include this language in their existing tariffs. The commenter stated that the rules are not burdensome and provide both guidance to the industry and protection for customers.

RESPONSE: The Commission agrees with the commenter and finds that no changes to the proposed rule are required as a result of this comment.

COMMENT: One witness testified at the public hearing on this rule. The witness stated that to the best of his knowledge most telecommunications companies in Missouri have already incorporated the terms of this proposed rule in their tariffs currently in effect.

RESPONSE: The Commission finds that no changes are necessary as a result of this comment.

4 CSR 240-33.130 Operator Service

(8) Upon request, the operator service provider will transfer calls to, or advise how to reach, other authorized interexchange carriers or the local exchange company. This service will be provided if billing can list the caller’s actual origination point and an agreement exists between the operator service provider and the interexchange carrier or local exchange company.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 240—Public Service Commission
Chapter 33—Service and Billing Practices for
Telecommunications Companies**

ORDER OF RULEMAKING

By the authority vested in the Missouri Public Service Commission under sections 386.040, RSMo 1994, and 386.250 and 392.200, RSMo Supp. 1999, the commission adopts a rule as follows:

4 CSR 240-33.140 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on October 1, 1999 (24 MoReg 2376–2377). The section with changes is reprinted here. This proposed rule becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: Two written comments were received to this proposed rule. No comments to this rule were received at the public hearing held on November 15, 1999.

COMMENT: One written comment informed the Commission that current Federal Communications Commission rules “permit interexchange carriers (IXCs) to block some originating traffic. For example, an IXC may choose to block calls from pay telephones to avoid payment of per call compensation to the pay telephone provider.”

RESPONSE AND EXPLANATION OF CHANGE: The Commission has reviewed the regulations of the Federal Communications Commission and has determined that section (6) should be amended to eliminate a potential conflict with federal regulations.

COMMENT: One general written comment was received in support of the proposed rule. The commenter stated that the proposed rule contained the same requirements with which private pay phone providers currently comply when they make application to the Commission for a certificate of service authority. The commenter stated that these rules will not hinder competition and will both provide guidance to the pay phone providers and protection for customers.

RESPONSE: The Commission finds that no amendment to this rule is necessary as a result of this comment.

4 CSR 240-33.140 Pay Telephone

(6) Pay telephone equipment shall not block access to any local or interexchange telecommunications company except as otherwise authorized by law.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.350 Applicability of Motor Vehicle Emission Inspection is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2770). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.360 Emission Fee is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2770–2771). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.370 Inspection Station Licensing is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2771). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.380 Inspector/Mechanic Licensing is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2771). No changes have been made to the proposed

rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.390 Safety/Emission Stickers is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2771). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.401 General Specifications is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2772). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.402 MAS Software Functions is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2772). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.403 Missouri Analyzer System (MAS) Display and Program Requirements is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2772). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.404 Test Record Specifications is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2772-2773). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.405 Vehicle Inspection Certificate, Vehicle Inspection Report and Printer Function Specifications is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2773). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.406 Technical Specifications for MAS is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2773). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.407 Documentation, Logistics, and Warranty Requirements is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2773). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.410 Vehicles Failing Reinspection is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2773-2774). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 50—Missouri State Highway Patrol
Chapter 2—Motor Vehicle Inspection Division**

ORDER OF RULEMAKING

By the authority vested in the superintendent of the Missouri State Highway Patrol under section 307.366, RSMo Supp. 1999, the superintendent rescinds a rule as follows:

11 CSR 50-2.420 Procedures for Conducting Only Emission Tests is rescinded.

A notice of proposed rulemaking containing the proposed rescission was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2774). No changes have been made to the proposed rescission, so it is not reprinted here. This proposed rescission becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 80—Missouri State Water Patrol
Chapter 5—Aids to Navigation and Regulatory
Markers**

ORDER OF RULEMAKING

By the authority vested in the Missouri Department of Public Safety under section 650.005, RSMo Supp. 1999, the department amends a rule as follows:

11 CSR 80-5.010 Approval of Aids to Navigation and Regulatory Markers is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2774-2775). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

**Title 13—DEPARTMENT OF SOCIAL SERVICES
Division 73—Missouri Board of Nursing Home
Administrators
Chapter 2—General Rules**

ORDER OF RULEMAKING

By the authority vested in the Board of Nursing Home Administrators under section 344.070, RSMo Supp. 1999, the board amends a rule as follows:

13 CSR 73-2.015 Fees is amended.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2813-2815). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 13—DEPARTMENT OF SOCIAL SERVICES
Division 73—Missouri Board of Nursing Home
Administrators
Chapter 2—General Rules

ORDER OF RULEMAKING

By the authority vested in the Board of Nursing Home Administrators under section 344.070, RSMo Supp. 1999, the board amends a rule as follows:

13 CSR 73-2.020 Procedures and Requirements for Licensure of Nursing Home Administrators is **amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2816-2818). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 13—DEPARTMENT OF SOCIAL SERVICES
Division 73—Missouri Board of Nursing Home
Administrators
Chapter 2—General Rules

ORDER OF RULEMAKING

By the authority vested in the Board of Nursing Home Administrators under section 344.070, RSMo Supp. 1999, the board amends a rule as follows:

13 CSR 73-2.070 Examination is **amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2819-2821). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 16—RETIREMENT SYSTEMS
Division 10—The Public School Retirement System of
Missouri
Chapter 4—Membership and Creditable Service

ORDER OF RULEMAKING

By the authority vested in the board of trustees under section 169.020, RSMo Supp. 1999, the board hereby amends a rule as follows:

16 CSR 10-4.014 Reinstatement and Credit Purchases is **amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2822). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment will become effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENT: No comments were received.

Title 16—RETIREMENT SYSTEMS
Division 10—The Public School Retirement System of
Missouri
Chapter 6—The Nonteacher School Employee
Retirement System of Missouri

ORDER OF RULEMAKING

By the authority vested in the board of trustees under section 169.610, RSMo Supp. 1999, the board hereby amends a rule as follows:

16 CSR 10-6.045 Reinstatement and Credit Purchases is **amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2823). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENT: No comments were received.

Title 19—DEPARTMENT OF HEALTH
Division 60—Missouri Health Facilities Review
Committee
Chapter 50—Certificate of Need Program

ORDER OF RULEMAKING

By the authority vested in the Missouri Health Facilities Review Committee under section 197.320, RSMo Supp. 1999, the committee amends a rule as follows:

19 CSR 60-50.470 Criteria and Standards for Financial Feasibility is **amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2825). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

Title 19—DEPARTMENT OF HEALTH
Division 60—Missouri Health Facilities Review
Committee
Chapter 50—Certificate of Need Program

ORDER OF RULEMAKING

By the authority vested in the Missouri Health Facilities Review Committee under section 197.320, RSMo Supp. 1999, the committee amends a rule as follows:

19 CSR 60-50.700 Post-Decision Activity is **amended**.

A notice of proposed rulemaking containing the text of the proposed amendment was published in the *Missouri Register* on December 1, 1999 (24 MoReg 2825-2836). No changes have been made in the text of the proposed amendment, so it is not reprinted here. This proposed amendment becomes effective thirty days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: No comments were received.

This section may contain notice of hearings, correction notices, public information notices, rule action notices, statements of actual costs and other items required to be published in the *Missouri Register* by law.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 100—Division of Credit Unions**

**ACTIONS TAKEN ON
APPLICATIONS FOR NEW GROUPS OR
GEOGRAPHIC AREAS**

Pursuant to section 370.081(4), RSMo 1998, the Director of the Missouri Division of Credit Unions is required to cause notice to be published that the director has either granted or rejected applications from the following credit unions to add new groups or geographic areas to their membership and state the reasons for taking these actions.

The following application has been granted. This credit union has met the criteria applied to determine if additional groups may be included in the membership of an existing credit union and have the immediate ability to serve the proposed new groups or geographic areas. The proposed new groups or geographic areas meet the requirements established pursuant to 370.080(2), RSMo 1998.

Credit Union	Proposed New Group or Area
Arsenal Credit Union 8651 Watson Road Webster Groves, MO 63119	Zip Codes 63049, 63052 and 63026

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT
Division 100—Division of Credit Unions**

**APPLICATIONS FOR NEW GROUPS OR
GEOGRAPHIC AREAS**

Pursuant to section 370.081(4), RSMo 1998, the Director of the Missouri Division of Credit Unions is required to cause notice to be published that the following credit unions have submitted applications to add new groups or geographic areas to their membership.

Credit Union	Proposed New Group or Geographic Area
CommunityAmerica Credit Union 11125 Ambassador Drive, Suite 100 Kansas City, MO 64195	Persons who live or work in St. Charles County of Missouri and the Zip Codes of 63005, 63141, 63132, 63017, 63146, 63043, 63042 and 63031

NOTICE TO SUBMIT COMMENTS: Anyone may file a written statement in support of or in opposition to any of these applications. Comments shall be filed with: Director, Division of Credit Unions, P.O. Box 1607, Jefferson City, MO 65102. To be consid-

ered, written comments must be submitted no later than ten business days after publication of this notice in the Missouri Register.

**Title 4—DEPARTMENT OF ECONOMIC
DEVELOPMENT**

Division 100—Division of Credit Unions

**APPLICATIONS FOR NEW GROUPS OR
GEOGRAPHIC AREAS**

Pursuant to section 370.081(4), RSMo 1998, the Director of the Missouri Division of Credit Unions is required to cause notice to be published that the following credit unions have submitted applications to add new groups or geographic areas to their membership.

Credit Union	Proposed New Group or Geographic Area
Kilowatt Credit Union 1021 Southwest Boulevard, Suite C-1 Jefferson City, MO 65109	Persons residing or working in Cole or Callaway Counties

NOTICE TO SUBMIT COMMENTS: Anyone may file a written statement in support of or in opposition to any of these applications. Comments shall be filed with: Director, Division of Credit Unions, P.O. Box 1607, Jefferson City, MO 65102. To be considered, written comments must be submitted no later than ten business days after publication of this notice in the Missouri Register.

Title 20—DEPARTMENT OF INSURANCE

IN ADDITION

Pursuant to section 537.610, RSMo 1999 regarding the sovereign immunity limits for Missouri public entities, the director of insurance is required to calculate the new limitations on awards for liability.

Using the Implicit Price Deflator (IPD) for Personal Consumption Expenditures (PCE), as required by section 537.610, RSMo, the two new sovereign immunity limits effective January 1, 2000 were established by the following calculations:

Index Based in 1996 Dollars	
Third Quarter 1999 IPD Index	104.49
Third Quarter 1998 IPD Index	102.77

$$\text{New Limit} = 1999 \text{ Limit} \times (1999 \text{ Index} / 1998 \text{ Index})$$

For all claims arising out of a single accident or occurrence:
2,033,473 = 2,000,000 × (1.0449/1.0277)

For any one person in a single accident or occurrence:
305,021 = 300,000 × (1.0449/1.0277)

**OFFICE OF ADMINISTRATION
Division of Purchasing**

BID OPENINGS

Sealed Bids in one (1) copy will be received by the Division of Purchasing, Room 580, Truman Building, P.O. Box 809, Jefferson City, MO 65102, telephone (573) 751-2387 at 2:00 p.m. on dates specified below for various agencies throughout Missouri. Bids are available to download via our homepage: <http://www.state.mo.us/oa/purch/purch.htm>. Prospective bidders may receive specifications upon request.

B1Z00303 Paper, Office and Print Shop 3/15/00;
B1Z00326 Aluminum License Plate 3/15/00;
B1Z00274 Stage & Concession Pipe, Drape Rental 3/16/00;
B1Z00327 Aircraft Engines 3/16/00;
B1Z00316 Steel Tubing & Rods 3/17/00;
B3Z00130 Referral/Outreach & Interpreter Services 3/17/00;
B3Z00143 Trash Collection Services 3/17/00;
B1Z00334 Tractors 3/20/00;
B1Z00252 Appliances 3/21/00;
B1Z00283 Fish Food 3/21/00;
B1Z00321 Accordion Folding Partitions 3/21/00;
B1Z00336 Steel Products 3/21/00;
B3Z00129 Housing Assistance Services 3/21/00;
B1Z00254 Food Products: Soup, Sauce & Gravy Mixes 3/22/00;
B1Z00318 Food: Fish, Raw Breaded 3/22/00;
B1Z00339 Trucks: Tractor 3/23/00;
B1Z00344 Vehicles: ATV and Utility 3/23/00;
B3Z00140 Temporary Nursing Services 3/23/00;
B3Z00151 Trash Collection Services 3/23/00;
B1Z00314 Mail Inserting System 3/24/00;
B1Z00328 Sampler, Air Quality Monitor 3/24/00;
B2Z00065 IBM Printer & CD Media 3/24/00;
B3Z00135 Advertising Agency Services-Tourism 3/30/00;
B3Z00144 Elevator Maintenance Services 4/3/00;
B3Z00114 Seminars-Solid Waste Disposal 4/18/00.

Joyce Murphy, CPPPO,
Director of Purchasing

Rule Changes Since Update to Code of State Regulations

This cumulative table gives you the latest status of rules. It contains citations of rulemakings adopted or proposed after deadline for the monthly Update Service to the *Code of State Regulations*, citations are to volume and page number in the *Missouri Register*, except for material in this issue. The first number in the table cite refers to the volume number or the publication year—23 (1998), 24 (1999) and 25 (2000). MoReg refers to *Missouri Register* and the numbers refer to a specific *Register* page, R indicates a rescission, W indicates a withdrawal, S indicates a statement of actual cost, T indicates an order terminating a rule, N.A. indicates not applicable and RUC indicates a rule under consideration.

Rule Number	Agency	Emergency	Proposed	Order	In Addition
OFFICE OF ADMINISTRATION					
1 CSR 10	State Officials' Salary Compensation Schedule				23 MoReg 2473 24 MoReg 2535
1 CSR 10-15.010	Commissioner of Administration	25 MoReg 143	24 MoReg 2577	25 MoReg 298	
1 CSR 20-5.010	Personnel Advisory Board		24 MoReg 2578		This Issue
1 CSR 20-5.015	Personnel Advisory Board		24 MoReg 2578		This Issue
1 CSR 20-5.020	Personnel Advisory Board		24 MoReg 2579		This Issue
1 CSR 20-5.025	Personnel Advisory Board		24 MoReg 2580		This Issue
DEPARTMENT OF AGRICULTURE					
2 CSR 10-5.005	Market Development	24 MoReg 2269			
2 CSR 10-5.010	Market Development		23 MoReg 2676	25 MoReg 563	
2 CSR 30-2.020	Animal Health				This Issue
2 CSR 60-1.010	Grain Inspection and Warehousing		24 MoReg 2755		
2 CSR 60-4.011	Grain Inspection and Warehousing		24 MoReg 2755		
2 CSR 60-4.040	Grain Inspection and Warehousing		24 MoReg 2755R		
2 CSR 60-4.070	Grain Inspection and Warehousing		24 MoReg 2756		
2 CSR 60-4.110	Grain Inspection and Warehousing		24 MoReg 2756		
2 CSR 60-4.140	Grain Inspection and Warehousing		24 MoReg 2757		
2 CSR 60-4.150	Grain Inspection and Warehousing		24 MoReg 2758		
2 CSR 60-4.180	Grain Inspection and Warehousing		24 MoReg 2758		
2 CSR 60-5.010	Grain Inspection and Warehousing		24 MoReg 2759		
2 CSR 60-5.020	Grain Inspection and Warehousing		24 MoReg 2759R		
2 CSR 60-5.030	Grain Inspection and Warehousing		24 MoReg 2759		
2 CSR 60-5.040	Grain Inspection and Warehousing		24 MoReg 2760R		
2 CSR 60-5.040	Grain Inspection and Warehousing		24 MoReg 2760		
2 CSR 60-5.050	Grain Inspection and Warehousing		24 MoReg 2760		
2 CSR 60-5.070	Grain Inspection and Warehousing		24 MoReg 2761		
2 CSR 60-5.080	Grain Inspection and Warehousing		24 MoReg 2761		
2 CSR 60-5.100	Grain Inspection and Warehousing		24 MoReg 2762		
2 CSR 60-5.120	Grain Inspection and Warehousing		24 MoReg 2763		
2 CSR 80-2.180	State Milk Board	24 MoReg 2675	24 MoReg 2764		This Issue
2 CSR 80-5.010	State Milk Board		25 MoReg 357		
DEPARTMENT OF CONSERVATION					
3 CSR 10-1.010	Conservation Commission		24 MoReg 2764	25 MoReg 429	
			25 MoReg 477		
3 CSR 10-4.115	Conservation Commission		24 MoReg 2581	25 MoReg 50	
			25 MoReg 259		
3 CSR 10-4.116	Conservation Commission		24 MoReg 2582	25 MoReg 50	
			This Issue		
3 CSR 10-6.405	Conservation Commission		24 MoReg 2586	25 MoReg 51	
			25 MoReg 260		
3 CSR 10-7.440	Conservation Commission		N.A.	25 MoReg 298	
3 CSR 10-7.455	Conservation Commission				24 MoReg 2989
DEPARTMENT OF ECONOMIC DEVELOPMENT					
4 CSR 10-2.160	Missouri State Board of Accountancy		24 MoReg 2625	25 MoReg 429	
4 CSR 40-1.021	Office of Athletics	21 MoReg 2680			
4 CSR 40-5.070	Office of Athletics	21 MoReg 1963			
4 CSR 100	Division of Credit Unions				25 MoReg 116 25 MoReg 225 25 MoReg 225 This Issue This Issue This Issue
4 CSR 100-2.190	Division of Credit Unions		25 MoReg 261		
4 CSR 105-3.040	Credit Union Commission		25 MoReg 360		
4 CSR 110-2.001	Missouri Dental Board		25 MoReg 477		
4 CSR 110-2.130	Missouri Dental Board		25 MoReg 478R		
			25 MoReg 478		
4 CSR 120-2.100	Board of Embalmers and Funeral Directors		25 MoReg 261		
4 CSR 150-2.001	State Board of Registration for the Healing Arts		25 MoReg 485		
4 CSR 150-2.005	State Board of Registration for the Healing Arts		25 MoReg 485		
4 CSR 150-2.065	State Board of Registration for the Healing Arts		25 MoReg 485		
4 CSR 150-2.080	State Board of Registration for the Healing Arts		25 MoReg 261		

Rule Number	Agency	Emergency	Proposed	Order	In Addition
4 CSR 150-2.100	State Board of Registration for the Healing Arts	25 MoReg 486		
4 CSR 150-3.203	State Board of Registration for the Healing Arts	25 MoReg 486		
4 CSR 150-4.051	State Board of Registration for the Healing Arts	25 MoReg 487		
4 CSR 150-4.055	State Board of Registration for the Healing Arts	25 MoReg 487		
4 CSR 150-4.060	State Board of Registration for the Healing Arts	25 MoReg 488		
4 CSR 150-4.105	State Board of Registration for the Healing Arts	25 MoReg 488		
4 CSR 150-4.110	State Board of Registration for the Healing Arts	25 MoReg 489R		
			25 MoReg 489		
4 CSR 150-4.115	State Board of Registration for the Healing Arts	25 MoReg 490R		
			25 MoReg 490		
4 CSR 150-4.120	State Board of Registration for the Healing Arts	25 MoReg 491R		
			25 MoReg 491		
4 CSR 150-4.125	State Board of Registration for the Healing Arts	25 MoReg 496		
4 CSR 150-4.130	State Board of Registration for the Healing Arts	25 MoReg 496		
4 CSR 150-4.200	State Board of Registration for the Healing Arts	25 MoReg 496		
4 CSR 150-4.201	State Board of Registration for the Healing Arts	25 MoReg 497		
4 CSR 150-4.203	State Board of Registration for the Healing Arts	25 MoReg 497		
4 CSR 150-4.205	State Board of Registration for the Healing Arts	25 MoReg 498		
4 CSR 150-4.210	State Board of Registration for the Healing Arts	25 MoReg 503		
4 CSR 150-4.215	State Board of Registration for the Healing Arts	25 MoReg 503		
4 CSR 150-6.020	State Board of Registration for the Healing Arts	25 MoReg 507		
4 CSR 150-6.025	State Board of Registration for the Healing Arts	25 MoReg 507		
4 CSR 150-6.030	State Board of Registration for the Healing Arts	25 MoReg 512		
4 CSR 150-6.060	State Board of Registration for the Healing Arts	25 MoReg 512		
4 CSR 150-6.070	State Board of Registration for the Healing Arts	25 MoReg 517		
4 CSR 150-7.100	State Board of Registration for the Healing Arts	25 MoReg 517		
4 CSR 150-7.120	State Board of Registration for the Healing Arts	25 MoReg 517		
4 CSR 150-7.122	State Board of Registration for the Healing Arts	25 MoReg 518		
4 CSR 150-7.125	State Board of Registration for the Healing Arts	25 MoReg 518		
4 CSR 150-7.140	State Board of Registration for the Healing Arts	25 MoReg 519		
4 CSR 150-7.200	State Board of Registration for the Healing Arts	25 MoReg 521		
4 CSR 150-7.300	State Board of Registration for the Healing Arts	25 MoReg 521		
4 CSR 150-7.310	State Board of Registration for the Healing Arts	25 MoReg 527		
4 CSR 155-1.010	Office of Health Care Providers	25 MoReg 531		
4 CSR 155-1.020	Office of Health Care Providers	25 MoReg 531		
4 CSR 195-5.010	Workforce Development	24 MoReg 2314		
4 CSR 195-5.020	Workforce Development	24 MoReg 2315		
4 CSR 195-5.030	Workforce Development	24 MoReg 2318		
4 CSR 210-2.060	State Board of Optometry	22 MoReg 1443		
4 CSR 230-2.070	Board of Podiatric Medicine	25 MoReg 531		
4 CSR 240-2.010	Public Service Commission	24 MoReg 2318R	25 MoReg 563R	
			24 MoReg 2318	25 MoReg 563	
4 CSR 240-2.015	Public Service Commission	24 MoReg 2319	25 MoReg 565	
4 CSR 240-2.040	Public Service Commission	24 MoReg 2320R	25 MoReg 565R	
			24 MoReg 2320	25 MoReg 565	
4 CSR 240-2.050	Public Service Commission	24 MoReg 2320R	25 MoReg 566R	
			24 MoReg 2321	25 MoReg 566	
4 CSR 240-2.060	Public Service Commission	24 MoReg 2321R	25 MoReg 567R	
			24 MoReg 2321	25 MoReg 567	
4 CSR 240-2.065	Public Service Commission	24 MoReg 2324R	25 MoReg 569R	
			24 MoReg 2324	25 MoReg 569	
4 CSR 240-2.070	Public Service Commission	24 MoReg 2325R	25 MoReg 569R	
			24 MoReg 2325	25 MoReg 570	
4 CSR 240-2.075	Public Service Commission	24 MoReg 2326R	25 MoReg 570R	
			24 MoReg 2326	25 MoReg 570	
4 CSR 240-2.080	Public Service Commission	24 MoReg 2327R	25 MoReg 571R	
			24 MoReg 2327	25 MoReg 571	
4 CSR 240-2.085	Public Service Commission	24 MoReg 2328	25 MoReg 573	
4 CSR 240-2.090	Public Service Commission	24 MoReg 2329R	25 MoReg 574R	
			24 MoReg 2329	25 MoReg 574	
4 CSR 240-2.100	Public Service Commission	24 MoReg 2330R	25 MoReg 575R	
			24 MoReg 2330	25 MoReg 575	
4 CSR 240-2.110	Public Service Commission	24 MoReg 2330R	25 MoReg 576R	
			24 MoReg 2331	25 MoReg 576	
4 CSR 240-2.115	Public Service Commission	24 MoReg 2331R	25 MoReg 577R	
			24 MoReg 2332	25 MoReg 577	
4 CSR 240-2.116	Public Service Commission	24 MoReg 2332R	25 MoReg 577R	
			24 MoReg 2332	25 MoReg 577	
4 CSR 240-2.120	Public Service Commission	24 MoReg 2333R	25 MoReg 578R	
			24 MoReg 2333	25 MoReg 578	
4 CSR 240-2.125	Public Service Commission	24 MoReg 2333R	25 MoReg 578R	
			24 MoReg 2333	25 MoReg 578	
4 CSR 240-2.130	Public Service Commission	24 MoReg 2334R	25 MoReg 579R	
			24 MoReg 2334	25 MoReg 579	
4 CSR 240-2.140	Public Service Commission	24 MoReg 2336R	25 MoReg 581R	
			24 MoReg 2336	25 MoReg 581	
4 CSR 240-2.150	Public Service Commission	24 MoReg 2336R	25 MoReg 581R	
			24 MoReg 2336	25 MoReg 581	
4 CSR 240-2.160	Public Service Commission	24 MoReg 2337R	25 MoReg 581R	
			24 MoReg 2337	25 MoReg 582	
4 CSR 240-2.170	Public Service Commission	24 MoReg 2338R	25 MoReg 582R	
4 CSR 240-2.180	Public Service Commission	24 MoReg 2338R	25 MoReg 582R	
			24 MoReg 2338	25 MoReg 582	

Rule Number	Agency	Emergency	Proposed	Order	In Addition
4 CSR 240-2.200	Public Service Commission		24 MoReg 2339R	25 MoReg 583R	
4 CSR 240-32.110	Public Service Commission		24 MoReg 2339	25 MoReg 583	
4 CSR 240-32.120	Public Service Commission		24 MoReg 2341	25 MoReg 584	
4 CSR 240-33.010	Public Service Commission		24 MoReg 2344	25 MoReg 586	
4 CSR 240-33.020	Public Service Commission		24 MoReg 2347R	This IssueR	
4 CSR 240-33.040	Public Service Commission		24 MoReg 2347	This Issue	
4 CSR 240-33.050	Public Service Commission		24 MoReg 2347R	This IssueR	
4 CSR 240-33.060	Public Service Commission		24 MoReg 2348	This Issue	
4 CSR 240-33.070	Public Service Commission		24 MoReg 2351R	This IssueR	
4 CSR 240-33.080	Public Service Commission		24 MoReg 2351	This Issue	
4 CSR 240-33.090	Public Service Commission		24 MoReg 2355R	This IssueR	
4 CSR 240-33.100	Public Service Commission		24 MoReg 2355	This Issue	
4 CSR 240-33.110	Public Service Commission		24 MoReg 2359R	This IssueR	
4 CSR 240-33.120	Public Service Commission		24 MoReg 2359	This Issue	
4 CSR 240-33.130	Public Service Commission		24 MoReg 2362R	This IssueR	
4 CSR 240-33.140	Public Service Commission		24 MoReg 2362	This Issue	
4 CSR 240-33.150	Public Service Commission		24 MoReg 2367R	This IssueR	
4 CSR 250-8.020	Missouri Real Estate Commission		24 MoReg 2367	This Issue	
4 CSR 250-8.070	Missouri Real Estate Commission		24 MoReg 2371R	This IssueR	
4 CSR 250-8.090	Missouri Real Estate Commission		24 MoReg 2371	This Issue	
4 CSR 250-8.095	Missouri Real Estate Commission		24 MoReg 2371R	This IssueR	
4 CSR 250-8.096	Missouri Real Estate Commission		24 MoReg 2372	This Issue	
4 CSR 250-8.097	Missouri Real Estate Commission		24 MoReg 2372R	This IssueR	
4 CSR 250-8.160	Missouri Real Estate Commission		24 MoReg 2372	This Issue	
4 CSR 250-8.210	Missouri Real Estate Commission		24 MoReg 2373	This Issue	
4 CSR 255-1.040	Missouri Board for Respiratory Care		24 MoReg 2376	This Issue	
4 CSR 255-2.040	Missouri Board for Respiratory Care		24 MoReg 2376	This Issue	
4 CSR 255-2.050	Missouri Board for Respiratory Care		24 MoReg 2376	This Issue	
4 CSR 255-2.060	Missouri Board for Respiratory Care		24 MoReg 2376	This Issue	
4 CSR 255-3.010	Missouri Board for Respiratory Care		24 MoReg 2376	This Issue	
4 CSR 255-4.010	Missouri Board for Respiratory Care		24 MoReg 2376	This Issue	
4 CSR 265-10.025	Division of Motor Carrier and Railroad Safety		24 MoReg 2747T		
4 CSR 250-8.020	Missouri Real Estate Commission		25 MoReg 360		
4 CSR 250-8.070	Missouri Real Estate Commission		25 MoReg 360		
4 CSR 250-8.090	Missouri Real Estate Commission		25 MoReg 361		
4 CSR 250-8.095	Missouri Real Estate Commission		25 MoReg 363R		
4 CSR 250-8.096	Missouri Real Estate Commission		25 MoReg 363		
4 CSR 250-8.097	Missouri Real Estate Commission		25 MoReg 365		
4 CSR 250-8.160	Missouri Real Estate Commission		25 MoReg 365		
4 CSR 250-8.210	Missouri Real Estate Commission		25 MoReg 366		
4 CSR 255-1.040	Missouri Board for Respiratory Care		25 MoReg 366		
4 CSR 255-2.040	Missouri Board for Respiratory Care		25 MoReg 262		
4 CSR 255-2.050	Missouri Board for Respiratory Care		25 MoReg 262		
4 CSR 255-2.060	Missouri Board for Respiratory Care		25 MoReg 262		
4 CSR 255-3.010	Missouri Board for Respiratory Care		25 MoReg 263		
4 CSR 255-4.010	Missouri Board for Respiratory Care		25 MoReg 263		
4 CSR 265-10.025	Division of Motor Carrier and Railroad Safety		25 MoReg 264		
4 CSR 265-10.025	Division of Motor Carrier and Railroad Safety		24 MoReg 2203	25 MoReg 429	
DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION					
5 CSR 30-345.010	Division of School Services		25 MoReg 533		
5 CSR 30-345.020	Division of School Services		24 MoReg 2627	25 MoReg 431	
5 CSR 30-345.030	Division of School Services		24 MoReg 2628	25 MoReg 433	
5 CSR 50-270.050	Division of Instruction		24 MoReg 877		
5 CSR 50-340.010	Division of Instruction		25 MoReg 533R		
5 CSR 80-800.400	Urban and Teacher Education		25 MoReg 533		
5 CSR 90-4.100	Vocational Rehabilitation		25 MoReg 367		
5 CSR 90-4.110	Vocational Rehabilitation		25 MoReg 367		
5 CSR 90-4.120	Vocational Rehabilitation		25 MoReg 368		
5 CSR 90-4.200	Vocational Rehabilitation		25 MoReg 368		
5 CSR 90-4.300	Vocational Rehabilitation		25 MoReg 370		
5 CSR 90-4.400	Vocational Rehabilitation		25 MoReg 370		
5 CSR 90-4.410	Vocational Rehabilitation		25 MoReg 371		
5 CSR 90-4.420	Vocational Rehabilitation		25 MoReg 371		
5 CSR 90-4.430	Vocational Rehabilitation		25 MoReg 374		
5 CSR 90-5.400	Vocational Rehabilitation		25 MoReg 376		
5 CSR 90-5.410	Vocational Rehabilitation		25 MoReg 379		
5 CSR 90-5.420	Vocational Rehabilitation		25 MoReg 379		
5 CSR 90-5.430	Vocational Rehabilitation		25 MoReg 382		
5 CSR 90-5.440	Vocational Rehabilitation		25 MoReg 384		
5 CSR 90-5.450	Vocational Rehabilitation		25 MoReg 387		
5 CSR 90-5.460	Vocational Rehabilitation		25 MoReg 389		
DEPARTMENT OF TRANSPORTATION					
7 CSR 10-2.010	Highways and Transportation Commission		24 MoReg 1367R		
			24 MoReg 1367		
			24 MoReg 2919R		
			24 MoReg 2940R		
			24 MoReg 2940		
7 CSR 10-6.010	Highways and Transportation Commission		24 MoReg 765		
			24 MoReg 2377	25 MoReg 433	
7 CSR 10-6.015	Highways and Transportation Commission		24 MoReg 766		
			24 MoReg 2378	25 MoReg 433	
7 CSR 10-6.040	Highways and Transportation Commission		24 MoReg 767		
			24 MoReg 2379	25 MoReg 435	
7 CSR 10-6.050	Highways and Transportation Commission		24 MoReg 768		
			24 MoReg 2381	25 MoReg 436	

Rule Number	Agency	Emergency	Proposed	Order	In Addition
7 CSR 10-6.060	Highways and Transportation Commission		24 MoReg 769		
7 CSR 10-6.070	Highways and Transportation Commission		24 MoReg 2381	25 MoReg 437	
7 CSR 10-6.085	Highways and Transportation Commission		24 MoReg 770		
			24 MoReg 2382	25 MoReg 437	
			24 MoReg 773		
			24 MoReg 2385	25 MoReg 440	
7 CSR 10-10.010	Highways and Transportation Commission	24 MoReg 2932	24 MoReg 2956		
7 CSR 10-10.040	Highways and Transportation Commission	24 MoReg 2933	24 MoReg 2957		
7 CSR 10-10.050	Highways and Transportation Commission	24 MoReg 2933	24 MoReg 2957		
7 CSR 10-10.070	Highways and Transportation Commission	24 MoReg 2934	24 MoReg 2958		
7 CSR 10 14.010	Highways and Transportation Commission		This Issue		
7 CSR 10 14.020	Highways and Transportation Commission	This Issue	This Issue		
7 CSR 10 14.030	Highways and Transportation Commission	This Issue	This Issue		
7 CSR 10 14.040	Highways and Transportation Commission	This Issue	This Issue		
7 CSR 10 14.050	Highways and Transportation Commission		This Issue		
7 CSR 10 14.060	Highways and Transportation Commission		This Issue		

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

8 CSR 50-2.030	Workers' Compensation		25 MoReg 536R		
			25 MoReg 536		
8 CSR 50-4.010	Workers' Compensation		25 MoReg 537R		
			25 MoReg 538		
8 CSR 60-3.040	Commission on Human Rights	24 MoReg 2565	24 MoReg 2588	25 MoReg 299W	25 MoReg 598RUC
		25 MoReg 144T			

DEPARTMENT OF MENTAL HEALTH

9 CSR 10-7.010	Director, Department of Mental Health		24 MoReg 2875RUC		
9 CSR 10-7.020	Director, Department of Mental Health		24 MoReg 2877RUC		
9 CSR 10-7.030	Director, Department of Mental Health		24 MoReg 2879RUC		
9 CSR 10-7.040	Director, Department of Mental Health		24 MoReg 2881RUC		
9 CSR 10-7.050	Director, Department of Mental Health		24 MoReg 2881RUC		
9 CSR 10-7.060	Director, Department of Mental Health		24 MoReg 2883RUC		
9 CSR 10-7.070	Director, Department of Mental Health		24 MoReg 2884RUC		
9 CSR 10-7.080	Director, Department of Mental Health		24 MoReg 2885RUC		
9 CSR 10-7.090	Director, Department of Mental Health		24 MoReg 2886RUC		
9 CSR 10-7.100	Director, Department of Mental Health		24 MoReg 2887RUC		
9 CSR 10-7.110	Director, Department of Mental Health		24 MoReg 2887RUC		
9 CSR 10-7.120	Director, Department of Mental Health		24 MoReg 2890RUC		
9 CSR 10-7.130	Director, Department of Mental Health		24 MoReg 2891RUC		
9 CSR 25-4.040	Fiscal Management		24 MoReg 2386		
			This Issue		
9 CSR 45-5.040	Mental Retardation and Developmental Disabilities		24 MoReg 2389		
			This Issue		

DEPARTMENT OF NATURAL RESOURCES

10 CSR					24 MoReg 1693
10 CSR 10-2.010	Air Conservation Commission				24 MoReg 420
10 CSR 10-2.060	Air Conservation Commission		24 MoReg 2588R		
10 CSR 10-3.080	Air Conservation Commission		24 MoReg 2588R		
10 CSR 10-4.060	Air Conservation Commission		24 MoReg 2589R		
10 CSR 10-5.070	Air Conservation Commission		24 MoReg 2224		
10 CSR 10-5.090	Air Conservation Commission		24 MoReg 2589R		
10 CSR 10-5.380	Air Conservation Commission	24 MoReg 2935	25 MoReg 14		
10 CSR 10-5.390	Air Conservation Commission		25 MoReg 264		
10 CSR 10-5.451	Air Conservation Commission		This Issue		
10 CSR 10-5.490	Air Conservation Commission		24 MoReg 2680		
10 CSR 10-6.020	Air Conservation Commission		24 MoReg 2629		
10 CSR 10-6.065	Air Conservation Commission		24 MoReg 2630		
10 CSR 10-6.070	Air Conservation Commission		24 MoReg 2226	25 MoReg 440	
10 CSR 10-6.075	Air Conservation Commission		24 MoReg 2226	25 MoReg 440	
10 CSR 10-6.080	Air Conservation Commission		24 MoReg 2230	25 MoReg 441	
10 CSR 10-6.170	Air Conservation Commission		22 MoReg 2129		
10 CSR 10-6.310	Air Conservation Commission		24 MoReg 2686		
10 CSR 10-6.350	Air Conservation Commission		This Issue		
10 CSR 10-6.400	Air Conservation Commission		25 MoReg 391		
10 CSR 20-3.010	Clean Water Commission		24 MoReg 1225R	25 MoReg 299R	
			24 MoReg 1225	25 MoReg 299	
10 CSR 20-4.023	Clean Water Commission		24 MoReg 1849	25 MoReg 305	
10 CSR 20-4.030	Clean Water Commission		24 MoReg 1849	25 MoReg 306	
10 CSR 20-4.041	Clean Water Commission		24 MoReg 1850	25 MoReg 307	
10 CSR 20-4.043	Clean Water Commission		24 MoReg 1852	25 MoReg 308	
10 CSR 20-4.061	Clean Water Commission		24 MoReg 1724	25 MoReg 309	
10 CSR 20-7.015	Clean Water Commission		25 MoReg 264		
10 CSR 20-10.012	Clean Water Commission		24 MoReg 1056	25 MoReg 311	
10 CSR 20-10.022	Clean Water Commission		24 MoReg 1056	25 MoReg 311	
10 CSR 20-10.068	Clean Water Commission		24 MoReg 1057	25 MoReg 311W	
10 CSR 20-10.071	Clean Water Commission		24 MoReg 1058	25 MoReg 312	
10 CSR 20-11.092	Clean Water Commission		24 MoReg 1058	25 MoReg 312	
10 CSR 20-12.010	Clean Water Commission		24 MoReg 1058R	25 MoReg 312R	
10 CSR 20-12.020	Clean Water Commission		24 MoReg 1059R	25 MoReg 312R	

Rule Number	Agency	Emergency	Proposed	Order	In Addition
10 CSR 20-12.025	Clean Water Commission.....		24 MoReg 1059R	25 MoReg 313R	
10 CSR 20-12.030	Clean Water Commission.....		24 MoReg 1059R	25 MoReg 313R	
10 CSR 20-12.040	Clean Water Commission.....		24 MoReg 1060R	25 MoReg 313R	
10 CSR 20-12.045	Clean Water Commission.....		24 MoReg 1060R	25 MoReg 313R	
10 CSR 20-12.050	Clean Water Commission.....		24 MoReg 1061R	25 MoReg 313R	
10 CSR 20-12.060	Clean Water Commission.....		24 MoReg 1061R	25 MoReg 313R	
10 CSR 20-12.061	Clean Water Commission.....		24 MoReg 1061R	25 MoReg 313R	
10 CSR 20-12.062	Clean Water Commission.....		24 MoReg 1062R	25 MoReg 314R	
10 CSR 20-12.070	Clean Water Commission.....		24 MoReg 1062R	25 MoReg 314R	
10 CSR 20-12.080	Clean Water Commission.....		24 MoReg 1062R	25 MoReg 314R	
10 CSR 20-13.080	Clean Water Commission.....		24 MoReg 1239R	25 MoReg 314R	
			24 MoReg 1239	25 MoReg 314	
10 CSR 45-1.010	Metallic Minerals		24 MoReg 2049		
10 CSR 45-2.010	Metallic Minerals		24 MoReg 2049		
10 CSR 45-3.010	Metallic Minerals		24 MoReg 1258R		
			24 MoReg 1258		
10 CSR 45-6.010	Metallic Minerals		24 MoReg 2049		
10 CSR 45-6.020	Metallic Minerals		24 MoReg 2049		
10 CSR 45-6.030	Metallic Minerals		24 MoReg 2050		
10 CSR 60-2.015	Public Drinking Water Program		25 MoReg 147		
10 CSR 60-3.010	Public Drinking Water Program	24 MoReg 2565	24 MoReg 1852	25 MoReg 316	
10 CSR 60-3.020	Public Drinking Water Program	24 MoReg 2567	24 MoReg 1854	25 MoReg 316	
10 CSR 60-3.030	Public Drinking Water Program	24 MoReg 2568	24 MoReg 1863	25 MoReg 317	
10 CSR 60-4.010	Public Drinking Water Program		25 MoReg 148		
10 CSR 60-4.050	Public Drinking Water Program		25 MoReg 152		
10 CSR 60-4.055	Public Drinking Water Program		25 MoReg 156		
10 CSR 60-4.090	Public Drinking Water Program		25 MoReg 161		
10 CSR 60-5.010	Public Drinking Water Program		24 MoReg 1870	25 MoReg 318	
			25 MoReg 539		
10 CSR 60-5.020	Public Drinking Water Program		25 MoReg 176		
10 CSR 60-6.010	Public Drinking Water Program		24 MoReg 1878	25 MoReg 318	
10 CSR 60-6.020	Public Drinking Water Program		24 MoReg 1880	25 MoReg 319	
10 CSR 60-6.030	Public Drinking Water Program		24 MoReg 1886	25 MoReg 319	
10 CSR 60-6.070	Public Drinking Water Program		24 MoReg 1887	25 MoReg 320	
10 CSR 60-7.010	Public Drinking Water Program		25 MoReg 181		
10 CSR 60-8.010	Public Drinking Water Program		25 MoReg 187		
10 CSR 60-8.030	Public Drinking Water Program		24 MoReg 1899	25 MoReg 320	
10 CSR 80-9.040	Solid Waste Management		25 MoReg 191		
10 CSR 80-9.050	Solid Waste Management		25 MoReg 197		
10 CSR 140-2	Division of Energy				24 MoReg 2243
DEPARTMENT OF PUBLIC SAFETY					
11 CSR 45-5.010	Missouri Gaming Commission		25 MoReg 268		
11 CSR 45-5.051	Missouri Gaming Commission		25 MoReg 273		
11 CSR 45-9.030	Missouri Gaming Commission		24 MoReg 2765		
11 CSR 45-10.035	Missouri Gaming Commission		25 MoReg 278		
11 CSR 45-10.150	Missouri Gaming Commission	24 MoReg 2936	24 MoReg 2961		
11 CSR 45-13.055	Missouri Gaming Commission	24 MoReg 2124	24 MoReg 2144		
			25 MoReg 278		
11 CSR 45-30.180	Missouri Gaming Commission		24 MoReg 2768		
11 CSR 45-30.190	Missouri Gaming Commission		24 MoReg 2768		
11 CSR 45-30.210	Missouri Gaming Commission		24 MoReg 2768		
11 CSR 45-30.220	Missouri Gaming Commission		24 MoReg 2769		
11 CSR 45-30.280	Missouri Gaming Commission		24 MoReg 2769		
11 CSR 45-30.370	Missouri Gaming Commission		24 MoReg 2769		
11 CSR 50-2.080	Missouri State Highway Patrol		25 MoReg 554		
11 CSR 50-2.090	Missouri State Highway Patrol		25 MoReg 554		
11 CSR 50-2.100	Missouri State Highway Patrol		25 MoReg 554		
11 CSR 50-2.150	Missouri State Highway Patrol	25 MoReg 475	25 MoReg 554		
11 CSR 50-2.160	Missouri State Highway Patrol	25 MoReg 475	25 MoReg 555		
11 CSR 50-2.290	Missouri State Highway Patrol	25 MoReg 476	25 MoReg 555		
11 CSR 50-2.320	Missouri State Highway Patrol		25 MoReg 556		
11 CSR 50-2.350	Missouri State Highway Patrol	24 MoReg 2747R	24 MoReg 2770R	This IssueR	
11 CSR 50-2.360	Missouri State Highway Patrol	24 MoReg 2747R	24 MoReg 2770R	This IssueR	
11 CSR 50-2.370	Missouri State Highway Patrol	24 MoReg 2748R	24 MoReg 2771R	This IssueR	
11 CSR 50-2.380	Missouri State Highway Patrol	24 MoReg 2748R	24 MoReg 2771R	This IssueR	
11 CSR 50-2.390	Missouri State Highway Patrol	24 MoReg 2749R	24 MoReg 2771R	This IssueR	
11 CSR 50-2.400	Missouri State Highway Patrol	25 MoReg 253	25 MoReg 282		
11 CSR 50-2.401	Missouri State Highway Patrol	24 MoReg 2749R	24 MoReg 2772R	This IssueR	
11 CSR 50-2.402	Missouri State Highway Patrol	24 MoReg 2749R	24 MoReg 2772R	This IssueR	
11 CSR 50-2.403	Missouri State Highway Patrol	24 MoReg 2750R	24 MoReg 2772R	This IssueR	
11 CSR 50-2.404	Missouri State Highway Patrol	24 MoReg 2750R	24 MoReg 2772R	This IssueR	
11 CSR 50-2.405	Missouri State Highway Patrol	24 MoReg 2750R	24 MoReg 2773R	This IssueR	
11 CSR 50-2.406	Missouri State Highway Patrol	24 MoReg 2751R	24 MoReg 2773R	This IssueR	
11 CSR 50-2.407	Missouri State Highway Patrol	24 MoReg 2751R	24 MoReg 2773R	This IssueR	
11 CSR 50-2.410	Missouri State Highway Patrol	24 MoReg 2751R	24 MoReg 2773R	This IssueR	
11 CSR 50-2.420	Missouri State Highway Patrol	24 MoReg 2752R	24 MoReg 2774R	This IssueR	
11 CSR 50-2.430	Missouri State Highway Patrol		25 MoReg 556		
11 CSR 50-2.440	Missouri State Highway Patrol		25 MoReg 557		
11 CSR 60-1.070	Division of Highway Safety		25 MoReg 18		
11 CSR 70-2.190	Division of Liquor Control		24 MoReg 2390	25 MoReg 327	
11 CSR 75-2.010	Peace Officer Standards and Training				This Issue

Rule Number	Agency	Emergency	Proposed	Order	In Addition
11 CSR 75-3.010	Peace Officer Standards and Training		24 MoReg 2963		
11 CSR 75-3.020	Peace Officer Standards and Training		24 MoReg 2963		
			This Issue		
11 CSR 75-3.030	Peace Officer Standards and Training		24 MoReg 2963		
11 CSR 75-3.050	Peace Officer Standards and Training		24 MoReg 2967		
11 CSR 75-3.060	Peace Officer Standards and Training		24 MoReg 2967		
11 CSR 75-3.070	Peace Officer Standards and Training		24 MoReg 2968		
11 CSR 75-3.080	Peace Officer Standards and Training		24 MoReg 2968		
11 CSR 75-5.040	Peace Officer Standards and Training		This Issue		
11 CSR 75-10.010	Peace Officer Standards and Training		24 MoReg 2969		
11 CSR 75-10.020	Peace Officer Standards and Training		24 MoReg 2969		
11 CSR 75-10.030	Peace Officer Standards and Training		24 MoReg 2969		
11 CSR 75-10.040	Peace Officer Standards and Training		24 MoReg 2970		
11 CSR 75-10.050	Peace Officer Standards and Training		24 MoReg 2970		
11 CSR 75-10.060	Peace Officer Standards and Training		24 MoReg 2970		
11 CSR 75-10.090	Peace Officer Standards and Training		24 MoReg 2971R		
11 CSR 75-10.100	Peace Officer Standards and Training		24 MoReg 2971		
11 CSR 75-11.035	Peace Officer Standards and Training		This Issue		
11 CSR 75-11.040	Peace Officer Standards and Training	24 MoReg 2937	24 MoReg 2972		
11 CSR 75-11.060	Peace Officer Standards and Training		This Issue		
11 CSR 75-11.070	Peace Officer Standards and Training		This Issue		
11 CSR 80-1.010	Missouri State Water Patrol		25 MoReg 290		
11 CSR 80-2.010	Missouri State Water Patrol		25 MoReg 290		
11 CSR 80-3.010	Missouri State Water Patrol		25 MoReg 291		
11 CSR 80-3.020	Missouri State Water Patrol		25 MoReg 291		
11 CSR 80-4.010	Missouri State Water Patrol		25 MoReg 291		
11 CSR 80-5.010	Missouri State Water Patrol		24 MoReg 2774		This Issue
11 CSR 80-6.010	Missouri State Water Patrol		25 MoReg 292		
11 CSR 80-7.010	Missouri State Water Patrol		25 MoReg 292		
11 CSR 80-8.010	Missouri State Water Patrol		25 MoReg 292		

DEPARTMENT OF REVENUE

12 CSR	Construction Transient Employers				24 MoReg 2087
12 CSR 10-2.015	Director of Revenue	25 MoReg 5	25 MoReg 18		
12 CSR 10-2.240	Director of Revenue		24 MoReg 2632		25 MoReg 441
12 CSR 10-3.460	Director of Revenue	25 MoReg 144			
12 CSR 10-5.015	Director of Revenue		24 MoReg 2973R		
12 CSR 10-5.020	Director of Revenue		24 MoReg 2973R		
12 CSR 10-5.035	Director of Revenue		24 MoReg 2974R		
12 CSR 10-5.105	Director of Revenue		24 MoReg 2974R		
12 CSR 10-5.520	Director of Revenue		24 MoReg 2974R		
12 CSR 10-11.030	Director of Revenue		24 MoReg 2974R		
12 CSR 10-11.040	Director of Revenue		24 MoReg 2975R		
12 CSR 10-11.090	Director of Revenue		24 MoReg 2975R		
12 CSR 10-11.190	Director of Revenue		24 MoReg 2975R		
12 CSR 10-11.200	Director of Revenue		24 MoReg 2975R		
12 CSR 10-11.210	Director of Revenue		24 MoReg 2976R		
12 CSR 10-11.220	Director of Revenue		24 MoReg 2976R		
12 CSR 10-11.230	Director of Revenue		24 MoReg 2976R		
12 CSR 10-23.100	Director of Revenue		25 MoReg 557		
12 CSR 10-23.450	Director of Revenue		24 MoReg 2775		
12 CSR 10-24.050	Director of Revenue		24 MoReg 2976		
12 CSR 10-25.090	Director of Revenue		25 MoReg 392R		
12 CSR 10-26.010	Director of Revenue		24 MoReg 2776		
12 CSR 10-26.020	Director of Revenue		24 MoReg 2779		
12 CSR 10-26.030	Director of Revenue		24 MoReg 2781		
12 CSR 10-26.040	Director of Revenue		24 MoReg 2784		
12 CSR 10-26.050	Director of Revenue		24 MoReg 2787		
12 CSR 10-26.060	Director of Revenue		24 MoReg 2789		
12 CSR 10-26.070	Director of Revenue		24 MoReg 2791		
12 CSR 10-26.080	Director of Revenue		24 MoReg 2793		
12 CSR 10-26.090	Director of Revenue		24 MoReg 2795		
12 CSR 10-26.100	Director of Revenue		24 MoReg 2797		
12 CSR 10-26.110	Director of Revenue		24 MoReg 2799		
12 CSR 10-26.120	Director of Revenue		24 MoReg 2801		
12 CSR 10-26.130	Director of Revenue		24 MoReg 2803		
12 CSR 10-26.140	Director of Revenue		24 MoReg 2805		
12 CSR 10-26.150	Director of Revenue		24 MoReg 2807		
12 CSR 10-26.160	Director of Revenue		24 MoReg 2809		
12 CSR 10-26.170	Director of Revenue		24 MoReg 2811		
12 CSR 10-41.010	Director of Revenue	24 MoReg 2938	24 MoReg 2977		
12 CSR 10-101.500	Director of Revenue		25 MoReg 19		
12 CSR 10-103.200	Director of Revenue		25 MoReg 292		
12 CSR 10-103.610	Director of Revenue		25 MoReg 293		
12 CSR 10-103.360	Director of Revenue		24 MoReg 2977		
12 CSR 10-103.390	Director of Revenue		24 MoReg 2978		
12 CSR 10-103.500	Director of Revenue		24 MoReg 2979		
12 CSR 10-109.050	Director of Revenue		24 MoReg 2980		
12 CSR 10-110.013	Director of Revenue <i>Changed from 12 CSR 10-III.013</i>		24 MoReg 2632		25 MoReg 588
12 CSR 10-110.016	Director of Revenue <i>Changed from 12 CSR 10-III.016</i>		24 MoReg 2634		25 MoReg 441
12 CSR 10-110.900	Director of Revenue		25 MoReg 20		
12 CSR 10-110.910	Director of Revenue		25 MoReg 294		

Rule Number	Agency	Emergency	Proposed	Order	In Addition
12 CSR 10-110.920	Director of Revenue		25 MoReg 295		
12 CSR 10-111.010	Director of Revenue		24 MoReg 2392	25 MoReg 327	
12 CSR 10-111.013	Director of Revenue <i>Changed to 12 CSR 10-110.013</i>		24 MoReg 2632	25 MoReg 558	
12 CSR 10-111.016	Director of Revenue <i>Changed to 12 CSR 10-110.016</i>		24 MoReg 2634	25 MoReg 441	
12 CSR 10-111.060	Director of Revenue		25 MoReg 23		
12 CSR 10-112.300	Director of Revenue		24 MoReg 2981		
12 CSR 30-1.030	State Tax Commission		24 MoReg 2695		
12 CSR 30-2.017	State Tax Commission		24 MoReg 2696		
12 CSR 30-2.018	State Tax Commission		24 MoReg 2702		
12 CSR 30-4.010	State Tax Commission		25 MoReg 296		
12 CSR 40-40.090	State Lottery		25 MoReg 392		
12 CSR 40-60.020	State Lottery		25 MoReg 393		
12 CSR 60-1.010	Motor Vehicle Commission		24 MoReg 2702R	25 MoReg 558R	
12 CSR 60-1.020	Motor Vehicle Commission		24 MoReg 2702R	25 MoReg 558R	
12 CSR 60-1.030	Motor Vehicle Commission		24 MoReg 2702R	25 MoReg 589R	
12 CSR 60-1.040	Motor Vehicle Commission		24 MoReg 2703R	25 MoReg 589R	
12 CSR 60-1.050	Motor Vehicle Commission		24 MoReg 2703R	25 MoReg 589R	
12 CSR 60-1.060	Motor Vehicle Commission		24 MoReg 2703R	25 MoReg 589R	
12 CSR 60-2.010	Motor Vehicle Commission		24 MoReg 2704R	25 MoReg 589R	
12 CSR 60-2.020	Motor Vehicle Commission		24 MoReg 2704R	25 MoReg 589R	
12 CSR 60-2.030	Motor Vehicle Commission		24 MoReg 2704R	25 MoReg 590R	
12 CSR 60-2.040	Motor Vehicle Commission		24 MoReg 2704R	25 MoReg 590R	
12 CSR 60-2.050	Motor Vehicle Commission		24 MoReg 2705R	25 MoReg 590R	
12 CSR 60-2.060	Motor Vehicle Commission		24 MoReg 2705R	25 MoReg 590R	
12 CSR 60-2.070	Motor Vehicle Commission		24 MoReg 2705R	25 MoReg 590R	
12 CSR 60-2.080	Motor Vehicle Commission		24 MoReg 2705R	25 MoReg 590R	
12 CSR 60-2.090	Motor Vehicle Commission		24 MoReg 2706R	25 MoReg 591R	
12 CSR 60-2.100	Motor Vehicle Commission		24 MoReg 2706R	25 MoReg 591R	
12 CSR 60-2.110	Motor Vehicle Commission		24 MoReg 2706R	25 MoReg 591R	
12 CSR 60-2.120	Motor Vehicle Commission		24 MoReg 2706R	25 MoReg 591R	
12 CSR 60-2.130	Motor Vehicle Commission		24 MoReg 2707R	25 MoReg 591R	
12 CSR 60-2.140	Motor Vehicle Commission		24 MoReg 2707R	25 MoReg 591R	
12 CSR 60-2.150	Motor Vehicle Commission		24 MoReg 2707R	25 MoReg 592R	
12 CSR 60-2.160	Motor Vehicle Commission		24 MoReg 2708R	25 MoReg 592R	
12 CSR 60-2.170	Motor Vehicle Commission		24 MoReg 2708R	25 MoReg 592R	
12 CSR 60-3.010	Motor Vehicle Commission		24 MoReg 2708R	25 MoReg 592R	
12 CSR 60-4.010	Motor Vehicle Commission		24 MoReg 2708R	25 MoReg 592R	
12 CSR 60-4.020	Motor Vehicle Commission		24 MoReg 2709R	25 MoReg 592R	
12 CSR 60-4.030	Motor Vehicle Commission		24 MoReg 2709R	25 MoReg 593R	
12 CSR 60-4.040	Motor Vehicle Commission		24 MoReg 2709R	25 MoReg 593R	
12 CSR 60-4.050	Motor Vehicle Commission		24 MoReg 2710R	25 MoReg 593R	
12 CSR 60-4.060	Motor Vehicle Commission		24 MoReg 2710R	25 MoReg 593R	
12 CSR 60-4.070	Motor Vehicle Commission		24 MoReg 2710R	25 MoReg 593R	
12 CSR 60-4.080	Motor Vehicle Commission		24 MoReg 2710R	25 MoReg 593R	
12 CSR 60-5.010	Motor Vehicle Commission		24 MoReg 2711R	25 MoReg 594R	

DEPARTMENT OF SOCIAL SERVICES

13 CSR 15-4.050	Division of Aging				This Issue
13 CSR 15-14.042	Division of Aging				This Issue
13 CSR 30-9.010	Child Support Enforcement				This Issue
13 CSR 40-2.300	Division of Family Services	23 MoReg 2133T			
13 CSR 40-2.305	Division of Family Services	23 MoReg 2133T			
13 CSR 40-2.310	Division of Family Services	23 MoReg 2133T			
13 CSR 40-2.315	Division of Family Services	23 MoReg 2133T			
13 CSR 40-2.320	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.325	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.330	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.335	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.340	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.345	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.350	Division of Family Services	23 MoReg 2134T			
13 CSR 40-2.355	Division of Family Services	23 MoReg 2135T			
13 CSR 40-2.360	Division of Family Services	23 MoReg 2135T			
13 CSR 40-2.365	Division of Family Services	23 MoReg 2135T			
13 CSR 40-2.370	Division of Family Services	23 MoReg 2135T			
13 CSR 40-19.020	Division of Family Services	24 MoReg 2270	24 MoReg 2394	25 MoReg 594	
13 CSR 40-80.010	Division of Family Services		24 MoReg 2395	25 MoReg 594	
13 CSR 70-3.020	Medical Services		24 MoReg 1742		
13 CSR 70-3.030	Medical Services		24 MoReg 1743		
13 CSR 70-3.130	Medical Services		24 MoReg 1747		
13 CSR 70-4.080	Medical Services		24 MoReg 2396		
			24 MoReg 2398		
13 CSR 70-4.090	Medical Services	24 MoReg 2569	24 MoReg 2399	25 MoReg 441	
		24 MoReg 2675T			
13 CSR 70-10.015(13)	Medical Services	24 MoReg 2572	24 MoReg 2401	25 MoReg 328	
13 CSR 70-10.080	Medical Services	24 MoReg 2574	24 MoReg 2404	25 MoReg 328	
13 CSR 70-10.110	Medical Services	24 MoReg 2575	24 MoReg 2406	25 MoReg 328	
13 CSR 70-15.010	Medical Services		24 MoReg 2408	25 MoReg 594	
			24 MoReg 2938		
			25 MoReg 204		
13 CSR 70-15.110	Medical Services	24 MoReg 1026	24 MoReg 2411	25 MoReg 444	

Rule Number	Agency	Emergency	Proposed	Order	In Addition
13 CSR 73-2.015	Board of Nursing Home Administrators	24 MoReg 2752	24 MoReg 2813	This Issue
13 CSR 73-2.020	Board of Nursing Home Administrators	24 MoReg 2753	24 MoReg 2816	This Issue
13 CSR 73-2.070	Board of Nursing Home Administrators	24 MoReg 2753	24 MoReg 2819	This Issue
13 CSR 110-1.010	Division of Youth Services	This Issue
13 CSR 110-2.010	Division of Youth Services	This Issue
13 CSR 110-2.020	Division of Youth Services	This Issue
13 CSR 110-2.030	Division of Youth Services	This Issue
13 CSR 110-2.040	Division of Youth Services	This Issue
13 CSR 110-2.050	Division of Youth Services	This Issue
13 CSR 110-2.060	Division of Youth Services	This Issue
13 CSR 110-2.070	Division of Youth Services	This IssueR
13 CSR 110-2.080	Division of Youth Services	This Issue
13 CSR 110-2.090	Division of Youth Services	This IssueR
13 CSR 110-2.100	Division of Youth Services	This Issue
13 CSR 110-2.110	Division of Youth Services	This Issue
13 CSR 110-2.120	Division of Youth Services	This Issue
13 CSR 110-2.130	Division of Youth Services	This Issue
13 CSR 110-2.140	Division of Youth Services	This Issue
13 CSR 110-2.150	Division of Youth Services	This Issue
13 CSR 110-3.010	Division of Youth Services	This Issue
13 CSR 110-3.015	Division of Youth Services	This Issue
13 CSR 110-3.020	Division of Youth Services	This Issue
13 CSR 110-3.030	Division of Youth Services	This Issue
13 CSR 110-3.040	Division of Youth Services	This Issue
13 CSR 110-3.050	Division of Youth Services	This Issue
13 CSR 110-3.060	Division of Youth Services	This Issue
13 CSR 110-5.010	Division of Youth Services	This Issue
13 CSR 110-6.010	Division of Youth Services	This Issue
ELECTED OFFICIALS					
15 CSR 60-11.010	Attorney General	24 MoReg 1103	
15 CSR 60-11.020	Attorney General	24 MoReg 1104	
RETIREMENT SYSTEMS					
16 CSR 10-4.014	Public School Retirement System	24 MoReg 2822	This Issue
16 CSR 10-6.020	Public School Retirement System	25 MoReg 24	
16 CSR 10-6.045	Public School Retirement System	24 MoReg 2822	This Issue
BOARDS OF POLICE COMMISSIONERS					
17 CSR 10-2.010	Kansas City Board of Police Commissioners	25 MoReg 393R	
17 CSR 10-2.020	Kansas City Board of Police Commissioners	25 MoReg 393	
17 CSR 10-2.030	Kansas City Board of Police Commissioners	25 MoReg 400R	
17 CSR 10-2.040	Kansas City Board of Police Commissioners	25 MoReg 400	
17 CSR 10-2.050	Kansas City Board of Police Commissioners	25 MoReg 404R	
17 CSR 10-2.060	Kansas City Board of Police Commissioners	25 MoReg 404	
17 CSR 10-2.070	Kansas City Board of Police Commissioners	25 MoReg 405R	
17 CSR 10-2.080	Kansas City Board of Police Commissioners	25 MoReg 405	
17 CSR 10-2.090	Kansas City Board of Police Commissioners	25 MoReg 413R	
17 CSR 10-2.100	Kansas City Board of Police Commissioners	25 MoReg 413	
17 CSR 10-2.110	Kansas City Board of Police Commissioners	25 MoReg 418R	
17 CSR 10-2.120	Kansas City Board of Police Commissioners	25 MoReg 418	
17 CSR 10-2.130	Kansas City Board of Police Commissioners	25 MoReg 423R	
17 CSR 10-2.140	Kansas City Board of Police Commissioners	25 MoReg 423	
DEPARTMENT OF HEALTH					
19 CSR 10-5.010	Office of the Director	25 MoReg 24	
19 CSR 40-3.010	Maternal, Child and Family Health	This Issue
19 CSR 40-13.010	Maternal, Child and Family Health	24 MoReg 515	
19 CSR 40-13.020	Maternal, Child and Family Health	24 MoReg 526	
19 CSR 40-13.030	Maternal, Child and Family Health	24 MoReg 527	
19 CSR 60-50	Missouri Health Facilities Review	24 MoReg 2243
19 CSR 60-50.300	Missouri Health Facilities Review	24 MoReg 2822	24 MoReg 2721
19 CSR 60-50.310	Missouri Health Facilities Review	25 MoReg 206	
19 CSR 60-50.320	Missouri Health Facilities Review	24 MoReg 2823	
19 CSR 60-50.420	Missouri Health Facilities Review	25 MoReg 116
19 CSR 60-50.430	Missouri Health Facilities Review	25 MoReg 329
19 CSR 60-50.440	Missouri Health Facilities Review	25 MoReg 447
19 CSR 60-50.470	Missouri Health Facilities Review	24 MoReg 2825	
19 CSR 60-50.700	Missouri Health Facilities Review	25 MoReg 207	This Issue
19 CSR 60-50.710	Missouri Health Facilities Review	24 MoReg 2825	This Issue
DEPARTMENT OF INSURANCE					
20 CSR	Medical Malpractice	23 MoReg 514
20 CSR	Medical Malpractice	24 MoReg 682
20 CSR	Medical Malpractice	25 MoReg 597
20 CSR	Sovereign Immunity Limits	This Issue
20 CSR 500-7.200	Property and Casualty	24 MoReg 1587	

Rule Number	Agency	Emergency	Proposed	Order	In Addition
MISSOURI CONSOLIDATED HEALTH CARE PLAN					
22 CSR 10-2.010	Health Care Plan25 MoReg 725 MoReg 41		
22 CSR 10-2.020	Health Care Plan25 MoReg 725 MoReg 41		
22 CSR 10-2.040	Health Care Plan25 MoReg 825 MoReg 42		
25 MoReg 145T			
25 MoReg 145			
	This IssueT			
	This Issue			
22 CSR 10-2.050	Health Care Plan25 MoReg 925 MoReg 45		
22 CSR 10-2.060	Health Care Plan25 MoReg 1025 MoReg 45		
22 CSR 10-2.063	Health Care Plan25 MoReg 1225 MoReg 47		
25 MoReg 146T			
25 MoReg 146			
22 CSR 10-2.075	Health Care Plan25 MoReg 1325 MoReg 49		

Emergency Rules in Effect as of March 15, 2000

Expires

Office of Administration

Commissioner of Administration

1 CSR 10-15.010 Cafeteria Plan June 28, 2000

Department of Agriculture

State Milk Board

2 CSR 80-2.180 Adoption of the *Grade A Pasteurized Milk Ordinance* with Administrative Procedures—Recommendations of the United States Public Health Service/Food and Drug Administration (PMO) May 1, 2000

Department of Transportation

Missouri Highways and Transportation Commission

7 CSR 10-2.010 Overdimension and Overweight Permits May 16, 2000
7 CSR 10-2.010 Overdimension and Overweight Permits May 16, 2000
7 CSR 10-10.010 Definitions May 16, 2000
7 CSR 10-10.040 Contractor Performance Questionnaire Used in Evaluating Contractor Performance May 16, 2000
7 CSR 10-10.050 Procedure and Schedule for Completing the Contractor Performance Questionnaire May 16, 2000
7 CSR 10-10.070 Procedure for Annual Rating of Contractors May 16, 2000
7 CSR 10-14.020 Definitions August 15, 2000
7 CSR 10-14.030 Application for Participation August 15, 2000
7 CSR 10-14.040 Agreements; Responsibilities of Adopter and Commission August 15, 2000

Department of Natural Resources

Air Conservation Commission

10 CSR 10-5.380 Motor Vehicle Emissions Inspection June 28, 2000

Public Drinking Water Program

10 CSR 60-3.010 Construction Authorization, Final Approval of Construction Owner-Supervised Program and Permit to Dispense Water March 27, 2000
10 CSR 60-3.020 Continuing Operating Authority March 27, 2000
10 CSR 60-3.030 Technical, Managerial, and Financial Capacity March 27, 2000

Department of Public Safety

Office of the Director

11 CSR 30-9.010 Definition August 26, 2000
11 CSR 30-9.020 Participation Eligibility Requirements August 26, 2000
11 CSR 30-9.030 Reimbursement Criteria August 26, 2000
11 CSR 30-9.040 Operation Payback Restrictions August 26, 2000
11 CSR 30-9.050 Organization Disqualification August 26, 2000

Missouri Gaming Commission

11 CSR 45-10.150 Child Care Facilities—License Required June 7, 2000

Missouri State Highway Patrol

11 CSR 50-2.350 Applicability of Motor Vehicle Emission Inspection June 28, 2000
11 CSR 50-2.360 Emission Fee June 28, 2000
11 CSR 50-2.370 Inspection Station Licensing June 28, 2000
11 CSR 50-2.380 Inspector/Mechanic Licensing June 28, 2000
11 CSR 50-2.390 Safety/Emission Stickers June 28, 2000
11 CSR 50-2.401 General Specifications June 28, 2000
11 CSR 50-2.402 MAS Software Functions June 28, 2000
11 CSR 50-2.403 Missouri Analyzer System (MAS) Display and Program Requirements June 28, 2000
11 CSR 50-2.404 Test Record Specifications June 28, 2000
11 CSR 50-2.405 Vehicle Inspection Certificate, Vehicle Inspection Report and Printer Function Specifications June 28, 2000
11 CSR 50-2.406 Technical Specifications for the MAS June 28, 2000
11 CSR 50-2.407 Documentation, Logistics and Warranty Requirements June 28, 2000
11 CSR 50-2.410 Vehicles Failing Reinspection June 28, 2000
11 CSR 50-2.420 Procedures for Conducting Only Emission Tests June 28, 2000

Peace Officer Standards and Training Program

11 CSR 75-11.040 Suspension of the Certification of a Peace Officer, Reserve Officer or Chief Executive Officer for Failing to Maintain Minimum Continuing Education Requirements May 29, 2000

Department of Revenue**Director of Revenue**

12 CSR 10-2.015	Employers' Withholding of Tax	May 6, 2000
12 CSR 10-3.460	Return Required	June 28, 2000
12 CSR 10-41.010	Annual Adjusted Rate of Interest	June 28, 2000

Department of Social Services**Division of Family Services**

13 CSR 40-19.020	Low Income Home Energy Assistance Program	March 28, 2000
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Division of Medical Services

13 CSR 70-10.015	Prospective Reimbursement Plan for Nursing Facility Services	March 29, 2000
13 CSR 70-10.030	Prospective Reimbursement Plan for Nonstate-Operated Facilities for ICF/MR Services	March 29, 2000
13 CSR 70-10.050	Pediatric Nursing Care Plan	March 29, 2000
13 CSR 70-10.080	Prospective Reimbursement Plan for HIV Nursing Care Services	March 29, 2000
13 CSR 70-10.110	Nursing Facility Reimbursement Allowance	March 29, 2000
13 CSR 70-15.010	Inpatient Hospital Services Reimbursement Plan; Outpatient Hospital Services Reimbursement Methodology	May 29, 2000

Missouri Board of Nursing Home Administrators

13 CSR 73-2.015	Fees	June 7, 2000
13 CSR 73-2.020	Procedures and Requirements for Licensure of Nursing Home Administrators	June 7, 2000
13 CSR 73-2.070	Examination	June 7, 2000

Department of Health**Division of Health Standards and Licensure**

19 CSR 30-60.010	Definitions Relating of Child Care Facilities	September 6, 2000
19 CSR 30-60.020	Application for Annual Fire Safety and Health and Sanitation Inspections and Inspection Procedures	September 6, 2000
19 CSR 30-60.030	Local Inspections	September 6, 2000
19 CSR 30-60.040	Variance Requests	September 6, 2000
19 CSR 30-60.050	Staffing Requirements	September 6, 2000
19 CSR 30-60.060	Health Requirements	September 6, 2000
19 CSR 30-60.070	Responsibilities of Caregivers	September 6, 2000
19 CSR 30-60.080	Fire Safety Requirements	September 6, 2000
19 CSR 30-60.090	Sanitation Requirements	September 6, 2000
19 CSR 30-60.100	Physical Plant, Space, Supplies and Equipment	September 6, 2000
19 CSR 30-60.110	Transportation and Field Trip Requirements	September 6, 2000
19 CSR 30-60.120	Admission Procedures and Required Reports and Records	September 6, 2000
19 CSR 30-60.130	Fire Safety	September 6, 2000

Missouri Consolidated Health Care Plan**Health Care Plan**

22 CSR 10-2.010	Definitions	June 28, 2000
22 CSR 10-2.020	Membership Agreement and Participation Period	June 28, 2000
22 CSR 10-2.040	Indemnity Plan Summary of Medical Benefits	Terminated January 14, 2000
22 CSR 10-2.040	Indemnity Plan Summary of Medical Benefits	Terminated February 18, 2000
22 CSR 10-2.040	Indemnity Plan Summary of Medical Benefits	June 28, 2000
22 CSR 10-2.050	Indemnity Plan Benefit Provisions and Covered Charges	June 28, 2000
22 CSR 10-2.060	Indemnity Plan Limitations	June 28, 2000
22 CSR 10-2.063	HMO/POS/POS98 Summary of Medical Benefits	Terminated January 14, 2000
22 CSR 10-2.063	HMO/POS/POS98 Summary of Medical Benefits	June 28, 2000
22 CSR 10-2.075	Review and Appeals Procedure	June 28, 2000

The rule number and the MoReg publication date follow each entry to this index.

ACCOUNTANCY, STATE BOARD OF
fees; 4 CSR 10-2.160; 11/1/99; 2/15/00

AGING, DIVISION OF
funding formula; 13 CSR 15-4.050; 3/15/00
resident care requirements; 13 CSR 15-14.042; 3/15/00

AIR QUALITY, POLLUTION
aerospace manufacture; 10 CSR 10-5.295; 8/16/99, 1/3/00
aluminum foil rolling; 10 CSR 10-5.451; 3/15/00
definitions; 10 CSR 10-6.020; 11/1/99
emissions
 batch process operations; 10 CSR 10-5.540; 8/16/99, 1/3/00
 existing major sources; 10 CSR 10-5.520; 8/16/99, 1/3/00
 hazardous air pollutants; 10 CSR 10-6.080; 9/15/99, 2/15/00
 landfills, municipal solid waste; 10 CSR 10-6.310; 11/15/99
 nitrogen oxides; 10 CSR 10-5.510; 8/16/99, 1/3/00
 paints, varnishes, lacquers, enamels and other coating products; 10 CSR 10-5.390, 2/1/00
 reactor processes, distillation; 10 CSR 10-5.550; 8/16/99, 1/3/00
 visible air contaminants; 10 CSR 10-2.060; 10 CSR 10-3.080; 10 CSR 10-4.060; 10 CSR 10-5.090; 10/15/99
 volatile organic liquid; 10 CSR 10-5.500; 8/16/99, 1/3/00
 wood furniture manufacturing; 10 CSR 10-5.530; 8/16/99, 1/3/00
gasoline oxygen content; 10 CSR 10-5.446; 1/4/99
landfills, municipal solid waste; 10 CSR 10-5.490; 11/15/99
maximum achievable control technology; 10 CSR 10-6.070; 9/15/99, 2/15/00
motor vehicle emissions inspection; 10 CSR 10-5.380; 12/15/99, 1/3/00
new source performance regulations; 10 CSR 10-6.070; 9/15/99, 2/15/00
open burning; 10 CSR 10-5.070; 9/15/99
operating permits; 10 CSR 10-6.065; 11/1/99
restriction of emission
 particulate matter, industrial processes; 10 CSR 10-6.400; 2/15/00

ANIMAL HEALTH
movement of livestock, poultry, exotic animals; 2 CSR 30-2.020; 3/15/00

ATHLETIC TRAINERS, REGISTRATION OF
applicants; 4 CSR 150-6.020; 3/1/00
examination; 4 CSR 150-6.025; 3/1/00
name, address, physician changes; 4 CSR 150-6.070; 3/1/00
registration; 4 CSR 150-6.030; 3/1/00
 renewal; 4 CSR 150-6.060; 3/1/00

ATTORNEY GENERAL, OFFICE OF THE
sale of livestock
 concealment, suppression or omission of prices; 15 CSR 60-11.020; 5/3/99
 definitions; 15 CSR 60-11.010; 5/3/99

BINGO
bank account; 11 CSR 45-30.220; 12/1/99
inventory and ownership, equipment; 11 CSR 45-30.180; 12/1/99
net receipts; 11 CSR 45-30.280; 12/1/99

reports; 11 CSR 45-30.210; 12/1/99
rules of play; 11 CSR 45-30.190; 12/1/99

CAFETERIA PLAN
state employees; 1 CSR 10-15.010; 10/15/99, 1/14/00, 2/1/00

CERTIFICATE OF NEED
definitions; 19 CSR 60-50.300; 12/1/99, 1/14/00
financial feasibility; 19 CSR 60-50.470; 12/1/99; 1/14/00, 3/15/00
guidelines, health services; 19 CSR 60-50.310; 12/1/99
post-decision activity; 19 CSR 60-50.700; 12/1/99, 3/15/00

CHIROPRACTIC EXAMINERS, STATE BOARD OF
application for licensure; 4 CSR 70-2.040; 9/15/99, 1/3/00
examination; 4 CSR 70-2.050; 9/15/99, 1/3/00
fees; 4 CSR 70-2.090; 1/3/00
reciprocity; 4 CSR 70-2.070; 9/15/99, 1/3/00

CLEAN WATER COMMISSION
direct loan programs; 10 CSR 20-4.041; 8/2/99, 2/1/00
effluent regulations; 10 CSR 20-7.015; 2/1/00
grants; 10 CSR 20-4.061; 7/15/99, 2/1/00
 40% construction; 10 CSR 20-4.023; 8/2/99, 2/1/00
 hardship; 10 CSR 20-4.043; 8/2/99, 2/1/00
 sewer, districts and municipal; 10 CSR 20-4.030; 8/2/99, 2/1/00
penalty assessment protocol; 10 CSR 20-3.010; 5/17/99, 2/1/00

COMMUNICABLE DISEASES
confidentiality; 19 CSR 20-20.075; 8/16/99, 12/1/99

CONSERVATION COMMISSION
areas; 3 CSR 10-4.115; 10/15/99, 1/3/00, 2/1/00
areas owned by other entities; 3 CSR 10-4.116; 10/15/99, 1/3/00, 3/15/00
general provisions; 3 CSR 10-6.405, 3 CSR 10-7.405; 10/15/99, 1/3/00
 fishing; 3 CSR 10-6.405; 2/1/00
inspection; 3 CSR 10-4.125; 10/15/99, 1/3/00
migratory game birds; 3 CSR 10-7.440; 2/1/00
organization; 3 CSR 10-1.010; 12/1/99; 2/15/00, 3/1/00
paddlefish; 3 CSR 10-6.525; 6/15/99, 9/1/99
permits
 how obtained; 3 CSR 10-5.215; 10/15/99, 1/3/00
 required; 3 CSR 10-5.205; 10/15/99, 1/3/00
 signed and carried; 3 CSR 10-5.210; 10/15/99, 1/3/00
trapping; 3 CSR 10-8.505; 10/15/99, 1/3/00
turkeys; 3 CSR 10-7.455; 3/1/99

CREDIT UNION COMMISSION
exemptions, limitations on groups; 4 CSR 105-3.040; 2/15/00
special shares and thrift accounts; 4 CSR 100-2.190; 2/1/00

DEALER LICENSURE
advertising regulation; 12 CSR 10-26.100; 12/1/99
antique vehicles; 12 CSR 10-26.110; 12/1/99
auctions, dealers, manufacturers; 12 CSR 10-26.020; 12/1/99
 public vehicles; 12 CSR 10-26.080; 12/1/99
 wholesale vehicles; 12 CSR 10-26.070; 12/1/99
business records; 12 CSR 10-26.050; 12/1/99
complaints; 12 CSR 10-26.120; 12/1/99
established place of business; 12 CSR 10-26.010; 12/1/99

fees; 12 CSR 10-26.040; 12/1/99
 hearing officer; 12 CSR 10-26.150; 12/1/99
 hearing procedures; 12 CSR 10-26.140; 12/1/99
 license denial, disciplinary action; 12 CSR 10-26.130; 12/1/99
 license plates; 12 CSR 10-26.060; 12/1/99
 license renewal; 12 CSR 10-26.030; 12/1/99
 off-premises shows and tent sales; 12 CSR 10-26.090; 12/1/99
 prehearing conferences, stipulations; 12 CSR 10-26.170; 12/1/99
 waiver of hearing; 12 CSR 10-26.160; 12/1/99

DENTAL BOARD, MISSOURI

continuing education; 4 CSR 150-3.203; 3/1/00
 definitions; 4 CSR 110-2.001; 3/1/00
 hygienists; 4 CSR 110-2.130; 3/1/00

DRIVERS LICENSE BUREAU RULES

back of driver license; 12 CSR 10-24.430; 10/1/99, 1/14/00
 deletion of convictions; 12 CSR 10-24.050; 12/15/99

ELEMENTARY AND SECONDARY EDUCATION

background clearance; 5 CSR 80-800.400; 3/1/00
 certificate to teach
 revocation, suspension, invalidation and deletion; 5 CSR 80-800.040; 5/3/99, 8/16/99
 districts
 classification, accreditation; 5 CSR 50-340.010; 3/1/00
 foreign languages assistance; 5 CSR 50-321.200; 5/3/99, 8/16/99
 fund program; 5 CSR 50-270.050; 4/1/99, 8/16/99
 Goals 2000; 5 CSR 50-860.100; 5/3/99, 8/16/99
 Homeless Assistance Act; 5 CSR 50-321.300; 5/3/99, 8/16/99
 Improving America's School Act
 general provisions; 5 CSR 30-345.010; 3/1/00
 substitute license to teach; 5 CSR 80-800.290; 9/1/99, 1/3/00
 retired teacher program; 5 CSR 30-345.030; 11/1/99; 2/15/00
 vocational rehabilitation
 appeals; 5 CSR 90-4.400; 2/15/00
 confidentiality, release of information; 5 CSR 90-4.110; 2/15/00
 definitions; 5 CSR 90-4.100; 2/15/00
 due process hearing; 5 CSR 90-4.420; 2/15/00
 fees; 5 CSR 90-5.410; 2/15/00
 eligibility; 5 CSR 90-4.200; 2/15/00
 home modification, remodeling; 5 CSR 90-5.450; 2/15/00
 maintenance, transportation; 5 CSR 90-5.420; 2/15/00
 mediation; 5 CSR 90-4.430; 2/15/00
 order of selection; 5 CSR 90-4.300; 2/15/00
 physical, mental restoration; 5 CSR 90-5.430; 2/15/00
 review, informal; 5 CSR 90-4.410; 2/15/00
 services; 5 CSR 90-5.400; 2/15/00
 standards, service providers; 5 CSR 90-4.120; 2/15/00
 training; 5 CSR 90-5.440; 2/15/00
 vehicle modification; 5 CSR 90-5.460; 2/15/00
 waiver of regulations; 5 CSR 30-345.020; 11/1/99; 2/15/00

EMBALMERS AND FUNERAL DIRECTORS, DIVISION OF

fees; 4 CSR 120-2.100; 9/1/99, 12/15/99, 2/1/00

ENERGY ASSISTANCE

low income program; 13 CSR 40-19.020; 10/1/99, 3/1/00

GAMING COMMISSION

day care facilities; 11 CSR 45-10.150; 12/15/99
 expedited hearing, emergency order suspending license
 privileges; 11 CSR 45-13.055; 2/1/00
 licensee's duty to contact commission agent; 11 CSR 45-10.055, 2/1/00
 revocation or suspension; 11 CSR 45-13.055; 9/1/99
 right of patrons to participate; 11 CSR 45-5.010; 2/1/00

surveillance rooms; 11 CSR 45-7.050; 4/1/99, 9/1/99
 Twenty-One (Blackjack); 11 CSR 45-5.051; 2/1/00

GRAIN INSPECTION AND WAREHOUSING

agricultural commodities; 2 CSR 60-4.011; 12/1/99
 regulated as grain; 2 CSR 60-5.010; 12/1/99
 appraisal values; 2 CSR 60-5.050; 12/1/99
 certificates of deposit; 2 CSR 60-4.140; 2 CSR 60-5.070; 12/1/99
 claim valuation; 2 CSR 60-4.180; 12/1/99
 daily position record; 2 CSR 60-5.040; 12/1/99
 fees; 2 CSR 60-5.120; 12/1/99
 financial statements; 2 CSR 60-4.0110; 2 CSR 60-5.100; 12/1/99
 interpretive rule; 2 CSR 60-5.020; 12/1/99
 letters of credit; 2 CSR 60-4.150; 2 CSR 60-5.080; 12/1/99
 licensing; 2 CSR 60-4.040; 12/1/99
 notification, destruction or damage; 2 CSR 60-4.070; 12/1/99
 scale tickets; 2 CSR 60-5.030; 12/1/99

HEALTH CARE PLAN

definitions; 22 CSR 10-2.010; 1/3/00
 HMO/POS summary of benefits; 22 CSR 10-2.063; 1/3/00, 1/14/00
 indemnity plan
 benefit provisions, covered charges; 22 CSR 10-2.050; 1/3/00
 limitations; 22 CSR 10-2.060; 1/3/00
 summary of medical benefits; 22 CSR 10-2.040; 1/3/00, 1/14/00, 3/15/00
 membership agreement and participation; 22 CSR 10-2.020; 1/3/00
 review, appeals procedure; 22 CSR 10-2.075; 1/3/00

HEALTH CARE PROVIDERS, OFFICE OF

occupational therapists; 4 CSR 155-1.020; 3/1/00
 respiratory care practitioners; 4 CSR 155-1.010; 3/1/00

HEALTH MAINTENANCE ORGANIZATIONS

monitoring; 19 CSR 10-5.010; 1/3/00

HIGHER EDUCATION SAVINGS PROGRAM

board; 15 CSR 50-4.020; 10/1/99, 1/14/00
 organization; 15 CSR 50-4.010; 10/1/99, 1/14/00

HIGHWAYS AND TRANSPORTATION COMMISSION

adopt-a-highway program
 agreement; 7 CSR 10-14.040; 3/15/00
 termination, modification; 7 CSR 10-14.060; 3/15/00
 application; 7 CSR 10-14.030; 3/15/00
 definitions; 7 CSR 10-14.020; 3/15/00
 purpose; 7 CSR 10-14.010; 3/15/00
 sign specifications; 7 CSR 10-14.050; 3/15/00
 contractor performance questionnaire
 procedure for completing; 7 CSR 10-10.040; 12/15/99
 used in evaluating performance; 7 CSR 10-10.050; 12/15/99
 definitions; 7 CSR 10-10.010; 12/15/99
 rating of contractors; 7 CSR 10-10.070; 12/15/99

HUMAN RIGHTS, MISSOURI COMMISSION ON

employment practices; 8 CSR 60-3.040; 10/15/99, 1/14/00, 2/1/00

INSURANCE, DEPARTMENT OF

law interpretations; 20 CSR 500-4.100; 8/16/99, 1/14/00
 medical malpractice award; 20 CSR; 3/1/99, 3/1/00
 sovereign immunity limits; 20 CSR; 3/15/00

INVESTMENT OF NONSTATE FUNDS

investment instruments; 12 CSR 10-43.020; 9/15/99; 1/3/00
collateral requirements; 12 CSR 10-43.030; 9/15/99; 1/3/00

**LEAD ABATEMENT AND ASSESSMENT LICENSING,
TRAINING ACCREDITATION**

accreditation; 19 CSR 20-8.010, 10/1/99, 1/14/00
application

lead abatement

contractors; 19 CSR 30-70.180; 10/1/99, 1/14/00
supervisors; 19 CSR 30-70.160; 10/1/99, 1/14/00
workers; 19 CSR 30-70.150; 10/1/99, 1/14/00

lead inspectors; 19 CSR 30-70.130; 10/1/99, 1/14/00
project designers; 19 CSR 30-70.170; 10/1/99, 1/14/00
risk assessors; 19 CSR 30-70.140; 19 CSR 30-70.200;
10/1/99, 1/14/00

complaint handling; 19 CSR 30-70.520; 10/1/99, 1/14/00
definitions

lead abatement and assessment; 19 CSR 30-70.110; 10/1/99,
1/14/00

training providers; 19 CSR 30-70.310; 10/1/99, 1/14/00
work practice standards; 19 CSR 30-70.600; 10/1/99,
1/14/00

general; 19 CSR 30-70.120; 10/1/99, 1/14/00
licensing; 19 CSR 20-8.020; 10/1/99, 1/14/00

occupation licenses; 19 CSR 30-70.190; 10/1/99, 1/14/00
project notification; 19 CSR 30-70.640; 10/1/99, 1/14/00

reapplication; 19 CSR 30-70.195; 10/1/99, 1/14/00
refresher courses; 19 CSR 30-70.380; 10/1/99, 1/14/00
reaccreditation; 19 CSR 30-70.390; 10/1/99, 1/14/00

standards of professional conduct; 19 CSR 30-70.510; 10/1/99,
1/14/00

suspension, revocation, restriction; 19 CSR 30-70.400; 10/1/99,
1/14/00

training courses

lead abatement supervisor; 19 CSR 30-70.360; 10/1/99,
1/14/00

lead abatement worker; 19 CSR 30-70.350; 10/1/99, 1/14/00
lead inspector; 19 CSR 30-70.330; 10/1/99, 1/14/00

project designer; 19 CSR 30-70.370; 10/1/99, 1/14/00
risk assessor; 19 CSR 30-70.340; 10/1/99, 1/14/00

training providers; 19 CSR 30-70.320; 10/1/99, 1/14/00

work practice standards

lead abatement; 19 CSR 30-70.630; 10/1/99, 1/14/00
lead inspection; 19 CSR 30-70.610; 10/1/99, 1/14/00
lead risk assessment; 19 CSR 30-70.620; 10/1/99, 1/14/00;
2/15/00

LIQUOR CONTROL, DIVISION OF

unlawful discrimination and price scheduling; 11 CSR 70-2.190;
10/1/99, 2/1/00

LIVESTOCK PURCHASES

price reporting; 2 CSR 10-5.005; 10/1/99; 2 CSR 10-5.010;
11/15/99, 3/1/00

LOCAL RECORDS

grant program; 15 CSR 30-45.030; 9/1/99; 1/3/00

LOTTERY, STATE

cash prizes; 12 CSR 40-60.020; 2/15/00
licenses; 12 CSR 40-40.090; 2/15/00

MEDICAID

certificate of need projects; 13 CSR 70-15.010; 1/14/00
children's health insurance program; 13 CSR 70-4.080; 10/1/99
disproportionate share hospitals; 13 CSR 70-15.010; 12/15/99,
3/1/00

federal reimbursement allowance; 13 CSR 70-15.110; 10/1/99
2/15/00

uninsured working parents' health insurance program; 13 CSR
70-4.090; 10/1/99, 10/15/99; 11/15/99, 2/15/00

MENTAL HEALTH, DEPARTMENT OF

admission criteria; 9 CSR 30-4.042; 9/15/99, 1/3/00
client records; 9 CSR 30-4.035; 9/15/99, 1/3/00

definitions; 9 CSR 30-4.030; 9/15/99, 1/3/00

Missouri Alliance for Individuals; 9 CSR 45-5.040; 10/1/99,
3/15/00

personnel and staff development; 9 CSR 30-4.034; 9/15/99,
1/3/00

recovery of overpayments to providers; 9 CSR 25-4.040;
10/1/99, 3/15/00

service provision; 9 CSR 30-4.039; 9/15/99, 1/3/00

treatment; 9 CSR 30-4.043; 9/15/99, 1/3/00

METALLIC MINERALS WASTE MANAGEMENT

administrative penalty assessment; 10 CSR 45-3.010; 5/17/99

closure and inspection plan; 10 CSR 45-6.020; 8/16/99

definitions; 10 CSR 45-2.010; 8/16/99

financial assurance; 10 CSR 45-6.030; 8/16/99

organization; 10 CSR 45-1.010; 8/16/99

permit applications; 10 CSR 45-6.010; 8/16/99

MILK BOARD, STATE

inspection fees; 2 CSR 80-5.010; 2/15/00, 3/15/00

pasteurized milk ordinance; 2 CSR 80-2.180; 11/15/99,
12/1/99

MOTOR CARRIER AND RAILROAD SAFETY

marking of vehicles; 4 CSR 265-10.025; 9/15/99, 2/15/00

MOTORCYCLE SAFETY

requirements; 11 CSR 60-1.070; 1/3/00

MOTOR VEHICLE

fees assessed; 12 CSR 10-25.090; 2/15/00

handicapped parking cones; 12 CSR 10-23.450; 12/1/99

license plates, personalized; 12 CSR 10-23.100; 3/1/00

notice of lien; 12 CSR 10-23.446; 10/1/99, 1/14/00

MOTOR VEHICLE COMMISSION

advertising practices; 12 CSR 60-5.010; 11/15/99, 3/1/00

boat dealers; 12 CSR 60-2.020; 11/15/99, 3/1/00

boat manufacturers; 12 CSR 60-2.110; 11/15/99, 3/1/00

business records; 12 CSR 60-2.140, 12 CSR 60-2.160;
11/15/99, 3/1/00

certificate of numbers and plates; 12 CSR 60-2.170; 11/15/99,
3/1/00

classic vehicle dealers; 12 CSR 60-2.080; 11/15/99, 3/1/00

commission; 12 CSR 60-1.020; 11/15/99, 3/1/00

complaint handling and disposition procedures; 12 CSR 60-
1.050; 11/15/99, 3/1/00

dealer license plates; 12 CSR 60-2.150; 11/15/99, 3/1/00

definitions; 12 CSR 60-1.010; 11/15/99, 3/1/00

deliberations of the commission; 12 CSR 60-4.080; 11/15/99,
3/1/00

disciplinary procedures and hearings; 12 CSR 60-4.040;
11/15/99, 3/1/00

fees; 12 CSR 60-1.060; 11/15/99, 3/1/00

franchised new dealers; 12 CSR 60-2.030; 11/15/99, 3/1/00

hearing officer; 12 CSR 60-4.050; 11/15/99, 3/1/00

historic vehicle dealers; 12 CSR 60-2.070; 11/15/99, 3/1/00

license denial or disciplinary actions; 12 CSR 60-4.010;
11/15/99, 3/1/00

licensure; 12 CSR 60-2.010; 11/15/99, 3/1/00
motorcycle dealers; 12 CSR 60-2.090; 11/15/99, 3/1/00
new vehicle and trailer manufacturers; 12 CSR 60-2.100;
11/15/99, 3/1/00
notice of hearing; 12 CSR 60-4.060; 11/15/99, 3/1/00
organization; 12 CSR 60-1.030; 11/15/99, 3/1/00
place of business; 12 CSR 60-2.120; 11/15/99, 3/1/00
activity conducted away; 12 CSR 60-3.010; 11/15/99,
3/1/00
prehearing conferences and stipulations; 12 CSR 60-4.070;
11/15/99, 3/1/00
recreational vehicle dealers; 12 CSR 60-2.060; 11/15/99,
3/1/00
registration with the secretary of state; 12 CSR 60-2.130;
11/15/99, 3/1/00
release of public records; 12 CSR 60-1.040; 11/15/99, 3/1/00
review of license denial; 12 CSR 60-4.020; 11/15/99, 3/1/00
used vehicle dealers; 12 CSR 60-2.040; 11/15/99, 3/1/00
waiver of hearing; 12 CSR 60-4.030; 11/15/99, 3/1/00
wholesale dealers; 12 CSR 60-2.050; 11/15/99, 3/1/00

MOTOR VEHICLE INSPECTION DIVISION

areas for inspection; 11 CSR 50-2.350; 12/1/99, 3/15/00
brake
components; 11 CSR 50-2.160; 3/1/00
performance; 11 CSR 50-2.150; 3/1/00
certificate, report and printer functions; 11 CSR 50-2.405;
12/1/99, 3/15/00
display and program requirements; 11 CSR 50-2.403; 12/1/99,
3/15/00
documentation, logistics, warranty; 11 CSR 50-2.407; 12/1/99,
3/15/00
emission fees; 11 CSR 50-2.360; 12/1/99, 3/15/00
emission test procedures; 11 CSR 50-2.400; 2/1/00
fuel system; 11 CSR 50-2.290; 3/1/00
general specifications; 11 CSR 50-2.401; 12/1/99, 3/15/00
homemade trailers; 11 CSR 50-2.430; 3/1/00
inspection station
licensing; 11 CSR 50-2.370; 12/1/99, 3/15/00
operational requirements; 11 CSR 50-2.090; 3/1/00
inspector/mechanic licensing; 11 CSR 50-2.380; 12/1/99,
3/15/00; 11 CSR 50-2.080; 3/1/00
MAS software functions; 11 CSR 50-2.402; 12/1/99, 3/15/00
odometer reading; 11 CSR 50-2.440; 3/1/00
procedures for emission only tests; 11 CSR 50-2.420; 12/1/99,
3/15/00
safety/emission stickers; 11 CSR 50-2.390; 12/1/99, 3/15/00
school bus inspection; 11 CSR 50-2.320; 3/1/00
stickers, decals; 11 CSR 50-2.100; 3/1/00
technical specifications; 11 CSR 50-2.406; 12/1/99, 3/15/00
test record specifications; 11 CSR 50-2.404; 12/1/99, 3/15/00
vehicles failing reinspection; 11 CSR 50-2.410; 12/1/99, 3/15/00

NURSING HOME ADMINISTRATORS

examination; 13 CSR 73-2.070; 12/1/99, 3/15/00
fees; 13 CSR 73-2.015; 12/1/99, 3/15/00
licensure; 13 CSR 73-2.020; 12/1/99, 3/15/00

NURSING HOME PROGRAM

reimbursement
allowance; 13 CSR 70-10.110; 10/1/99, 10/15/99, 2/1/00
HIV nursing facilities; 13 CSR 70-10.080; 10/1/99,
10/15/99, 2/1/00
nursing facilities; 13 CSR 70-10.015; 10/1/99, 10/15/99,
2/1/00

OUTDOOR ADVERTISING

beyond 600 feet of right-of-way; 7 CSR 10-6.050; 3/15/99,
10/1/99; 2/15/00

commercial and industrial areas; 7 CSR 10-6.040; 3/15/99,
10/1/99; 2/15/00
cutting and trimming of vegetation; 7 CSR 10-6.085; 3/15/99,
10/1/99; 2/15/00
definitions; 7 CSR 10-6.015; 3/15/99, 10/1/99; 2/15/00
nonconforming signs; 7 CSR 10-6.060; 3/15/99, 10/1/99;
2/15/00
permits; 7 CSR 10-6.070; 3/15/99, 10/1/99; 2/15/00
public information; 7 CSR 10-6.010; 3/15/99, 10/1/99;
2/15/00

PEACE OFFICER STANDARDS AND TRAINING PROGRAM (POST)

application procedures; 11 CSR 75-10.090; 12/15/99
certification; 11 CSR 75-3.010; 12/15/99
eligibility; 11 CSR 75-3.020; 12/15/99
officers; 11 CSR 75-3.060; 12/15/99
requirements and terms; 11 CSR 75-3.030; 12/15/99
review request for evaluation; 11 CSR 75-3.070; 12/15/99
suspension; 11 CSR 75-3.080; 12/15/99
continuing education
application; 11 CSR 75-11.060; 3/15/00
course providers; 11 CSR 75-11.070; 3/15/00
cost items; 11 CSR 75-10.060; 12/15/99
definitions; 11 CSR 75-2.010; 7/15/99, 11/15/99, 3/15/00
eligibility for certification; 11 CSR 75-3.020; 3/15/00
fund; 11 CSR 75-10.010; 12/15/99
distribution; 11 CSR 75-10.100; 12/15/99
eligible applicants; 11 CSR 75-10.030; 12/15/99
terms and conditions; 11 CSR 75-10.020; 12/15/99
training
eligible; 11 CSR 75-10.040; 12/15/99
ineligible; 11 CSR 75-10.050; 12/15/99
training centers; 11 CSR 75-5.040; 3/15/00
suspension; 11 CSR 75-11.040; 12/15/99
waivers; 11 CSR 75-3.050; 12/15/99

PERSONNEL ADVISORY BOARD AND DIVISION OF PERSONNEL

broad classification bands; 1 CSR 20-2.015; 4/15/99, 8/16/99
definitions; 1 CSR 20-5.015; 10/15/99, 3/15/00
hours of work and holidays; 1 CSR 20-5.010; 10/15/99, 3/15/00
leaves of absence; 1 CSR 20-5.020; 10/15/99, 3/15/00
ShareLeave; 1 CSR 20-5.025; 10/15/99, 3/15/00

PETITION RULES

processing procedures; 15 CSR 30-15.020; 10/1/99, 1/14/00
signature verification; 15 CSR 30-15.010; 10/1/99, 1/14/00

PHYSICIAN ASSISTANTS

applicants; 4 CSR 150-7.300; 3/1/00
late registration, reinstatement; 4 CSR 150-7.125; 3/1/00
fees; 4 CSR 150-7.200; 3/1/00
grounds for discipline; 4 CSR 150-7.140; 3/1/00
licensure; 4 CSR 150-7.120; 3/1/00
applicants; 4 CSR 150-7.100; 3/1/00
renewal; 4 CSR 150-7.310; 3/1/00
name, address changes, retirement; 4 CSR 150-7.122; 3/1/00
supervision agreements; 4 CSR 150-7.135; 8/16/99, 9/1/99,
1/14/00

PHYSICIANS AND SURGEONS

definitions; 4 CSR 150-2.001; 3/1/00
examination; 4 CSR 150-2.005; 3/1/00
fees; 4 CSR 150-2.080; 2/1/00
international medical graduates; 4 CSR 150-2.100; 3/1/00
temporary license to teach; 4 CSR 150-2.065; 3/1/00

PODIATRIC MEDICINE, STATE BOARD OF
fees; 4 CSR 230-2.070; 3/1/00

POLICE COMMISSIONERS, BOARD OF KANSAS CITY
application; 17 CSR 10-2.020; 2/15/00
classifications; 17 CSR 10-2.030; 2/15/00
fees; 17 CSR 10-2.040; 2/15/00
firearms qualification; 17 CSR 10-2.055; 2/15/00
regulation, licensing; 17 CSR 10-2.010; 2/15/00
suspension, revocation; 17 CSR 10-2.060; 2/15/00
testing, qualifications; 17 CSR 10-2.050; 2/15/00

PSYCHOLOGISTS, STATE COMMITTEE OF
application for licensure; 4 CSR 235-1.030; 9/1/99, 1/3/00
health service provider certification; 4 CSR 235-1.031;
9/1/99, 1/3/00
provisional; 4 CSR 235-1.025; 9/1/99, 1/3/00
temporary; 4 CSR 235-1.026; 9/1/99, 1/3/00
complaint handling; 4 CSR 235-4.030; 9/1/99, 1/3/00
definitions; 4 CSR 235-1.015; 9/1/99, 1/3/00
health care provider certification; 4 CSR 235-3.020; 9/1/99,
1/3/00
licensure by
endorsement of EPPP exam; 4 CSR 235-2.065; 9/1/99,
1/3/00
exam; 4 CSR 235-2.060; 9/1/99, 1/3/00
reciprocity; 4 CSR 235-3.020, 4 CSR 235-2.070; 9/1/99,
1/3/00
notification of change of address; 4 CSR 235-1.060; 9/1/99,
1/3/00
replacements; 4 CSR 235-1.063; 9/1/99, 1/3/00
supervised professional experience; 4 CSR 235-2.020;
4 CSR 235-2.040; 9/1/99, 1/3/00
delivery of nonhealth services; 4 CSR 235-2.050; 9/1/99,
1/3/00

PUBLIC DRINKING WATER PROGRAM
analyses; 10 CSR 60-5.010; 8/2/99, 2/1/00, 3/1/00
capacity requirements; 10 CSR 60-3.030; 8/2/99, 10/15/99,
2/1/00
construction authorization; 10 CSR 60-3.010; 8/2/99, 10/15/99,
2/1/00
consumer confidence report; 10 CSR 60-8.030; 8/2/99, 2/1/00
contaminant levels, maximum; 10 CSR 60-4.010; 1/14/00
disinfection byproducts; 10 CSR 60-4.090; 1/14/00
turbidity and monitoring; 10 CSR 60-4.050; 1/14/00
continuing operating authority; 10 CSR 60-3.020; 8/2/99,
10/15/99, 2/1/00
definitions; 10 CSR 60-2.015; 1/14/00
disinfection requirements; 10 CSR 60-4.055; 1/14/00
exemptions; 10 CSR 60-6.020; 8/2/99, 2/1/00
laboratory certification; 10 CSR 60-5.020; 1/14/00
notification of conditions; 10 CSR 60-8.010; 1/14/00
penalty assessment; 10 CSR 60-6.070; 8/2/99, 2/1/00
reporting requirements; 10 CSR 60-7.010; 1/14/00
variances; 10 CSR 60-6.010; 8/2/99, 2/1/00
schedules; 10 CSR 60-6.030; 8/2/99, 2/1/00

PUBLIC SERVICE COMMISSION
electric utilities
affiliate transactions; 4 CSR 240-20.015; 6/1/99, 1/3/00
gas utilities
affiliate transactions; 4 CSR 240-40.015; 6/1/99, 1/3/00
marketing; 4 CSR 240-40.016; 6/1/99, 1/3/00
practice and procedure
applications; 4 CSR 240-2.060; 10/1/99, 3/1/00

briefs and oral argument; 4 CSR 240-2.140; 10/1/99, 3/1/00
complaints; 4 CSR 240-2.070; 10/1/99, 3/1/00
computation of effective dates; 4 CSR 240-2.050; 10/1/99,
3/1/00
decisions of the commission; 4 CSR 240-2.150; 10/1/99,
3/1/00
definitions; 4 CSR 240-2.010; 10/1/99, 3/1/00
discovery and prehearings; 4 CSR 240-2.090; 10/1/99,
3/1/00
dismissal; 4 CSR 240-2.116; 10/1/99, 3/1/00
dispute resolution; 4 CSR 240-2.125; 10/1/99, 3/1/00
evidence; 4 CSR 240-2.130; 10/1/99, 3/1/00
forms; 4 CSR 240-2.170; 10/1/99, 3/1/00
hearings; 4 CSR 240-2.110; 10/1/99, 3/1/00
intervention; 4 CSR 240-2.075; 10/1/99, 3/1/00
orders of the commission; 4 CSR 240-2.150; 10/1/99,
3/1/00
pleadings; 4 CSR 240-2.080; 10/1/99, 3/1/00
practice before the commission; 4 CSR 240-2.040; 10/1/99,
3/1/00
presiding officers; 4 CSR 240-2.120; 10/1/99, 3/1/00
protective orders; 4 CSR 240-2.085; 10/1/99, 3/1/00
rehearings and reconsideration; 4 CSR 240-2.160; 10/1/99,
3/1/00
rulemaking; 4 CSR 240-2.180; 10/1/99, 3/1/00
small company rate increase; 4 CSR 240-2.200; 10/1/99,
3/1/00
stipulations and agreements; 4 CSR 240-2.115; 10/1/99,
3/1/00
subpoenas; 4 CSR 240-2.100; 10/1/99, 3/1/00
tariff filings; 4 CSR 240-2.065; 10/1/99, 3/1/00
waiver of rules; 4 CSR 240-2.015; 10/1/99, 3/1/00
safety standards; 4 CSR 240-18.010; 10/1/99, 1/14/00
steam heating utilities
affiliate transactions; 4 CSR 240-80.015; 6/1/99, 1/3/00
telecommunications companies
billing and payment standards; 4 CSR 240-33.040; 10/1/99,
3/15/00
complaint procedures; 4 CSR 240-33.110; 10/1/99, 3/15/00
definitions; 4 CSR 240-33.020; 10/1/99, 3/15/00
deposits and guarantees; 4 CSR 240-33.050; 10/1/99,
3/15/00
discontinuance of service; 4 CSR 240-33.070; 10/1/99,
3/15/00
disputes; 4 CSR 240-33.080; 10/1/99, 3/15/00
inquiries; 4 CSR 240-33.060; 10/1/99, 3/15/00
operator service; 4 CSR 240-33.130; 10/1/99, 3/15/00
payment deferral for schools and libraries; 4 CSR 240-
33.120; 10/1/99, 3/15/00
pay telephone; 4 CSR 240-33.140; 10/1/99, 3/15/00
provisions, general; 4 CSR 240-33.010; 10/1/99, 3/15/00
settlement agreements; 4 CSR 240-33.090; 10/1/99, 3/15/00
variance; 4 CSR 240-33.100; 10/1/99, 3/15/00
telecommunication services
snap-back requirements; 4 CSR 240-32.120; 10/1/99, 3/1/00
providers; 4 CSR 240-33.150; 12/1/99
surety bonding requirements; 4 CSR 240-32.110; 10/1/99,
3/1/00
telephone utilities
billing and payment standards; 4 CSR 240-33.040; 10/1/99
complaint procedures; 4 CSR 240-33.110; 10/1/99
definitions; 4 CSR 240-33.020; 10/1/99
deposits and guarantees; 4 CSR 240-33.050; 10/1/99
discontinuance of service; 4 CSR 240-33.070; 10/1/99
disputes; 4 CSR 240-33.080; 10/1/99
general provisions; 4 CSR 240-33.010; 10/1/99
inquiries; 4 CSR 240-33.060; 10/1/99
settlement agreements; 4 CSR 240-33.090; 10/1/99
variances; 4 CSR 240-33.100; 10/1/99

REAL ESTATE COMMISSION

advertising; 4 CSR 250-8.070; 2/15/00
 agency disclosure; 4 CSR 250-8.095; 2/15/00
 brokerage
 relationship confirmation; 4 CSR 250-8.096; 2/15/00
 relationship disclosure; 4 CSR 250-8.095; 2/15/00
 service agreements; 4 CSR 250-8.090; 2/15/00
 broker supervision; 4 CSR 250-8.020; 2/15/00
 disclosure form; 4 CSR 250-8.097; 2/15/00
 management agreements; 4 CSR 250-8.210; 2/15/00
 retention of records; 4 CSR 250-8.160; 2/15/00

RESPIRATORY CARE, MISSOURI BOARD FOR

continuing education; 4 CSR 255-4.010; 2/1/00
 fees; 4 CSR 255-1.040, 2/1/00
 inactive status; 4 CSR 255-2.050, 2/1/00
 license renewal; 4 CSR 255-2.040, 2/1/00
 reinstatement; 4 CSR 255-2.060, 2/1/00
 supervision of permit holders; 4 CSR 255-3.010, 2/1/00

RETIREMENT SYSTEMS

county employees' retirement fund
 certification of employment and salary; 16 CSR 50-2.050;
 5/17/99, 8/16/99
 nonteacher school employee
 source of funds; 16 CSR 10-6.020; 1/3/00
 public school retirement
 beneficiary; 16 CSR 10-5.030; 16 CSR 10-6.090;
 9/15/99, 1/3/00
 cost of living adjustment; 16 CSR 10-5.055; 16 CSR 10-
 6.100; 9/15/99, 1/3/00
 disability retirement; 16 CSR 10-5.020; 9/15/99, 1/3/00
 membership service credit; 16 CSR 10-4.010; 16 CSR 10-
 6.040; 9/15/99, 1/3/00
 reinstatement, credit purchases; 16 CSR 10-4.014; 12/1/99,
 3/15/00
 nonteacher employee; 16 CSR 10-6.045; 12/1/99,
 3/15/00
 service retirement; 16 CSR 10-5.010, 16 CSR 10-6.060;
 9/15/99, 1/3/00

SOLID WASTE MANAGEMENT

district grants; 10 CSR 80-9.050; 1/14/00
 financial assistance; 10 CSR 80-9.040; 1/14/99

SPEECH-LANGUAGE PATHOLOGISTS AND AUDIOLOGISTS

definitions; 4 CSR 150-4.051; 3/1/00
 proficiency evaluation; 4 CSR 150-4.200; 3/1/00
 certificate
 display of; 4 CSR 150-4.210, 4 CSR 150-4.125; 3/1/00
 renewal; 4 CSR 150-4.130, 4 CSR 150-4.215; 3/1/00
 educational requirements; 4 CSR 150-4.105; 3/1/00
 fees; 4 CSR 150-4.060; 3/1/00
 licensure
 provisional; 4 CSR 150-4.055; 3/1/00
 registration, process; 4 CSR 150-4.120, 4 CSR 150-4.205; 3/1/00
 scope of practice; 4 CSR 150-4.115, 4 CSR 150-4.203; 3/1/00
 supervision requirements; 4 CSR 150-4.110, 4 CSR 150-4.201;
 3/1/00

SUDDEN INFANT DEATH SYNDROME (SIDS)

administration of program; 19 CSR 40-3.010; 3/15/00

TAX, CITY SALES, TRANSPORTATION

adjustment to decennial census; 12 CSR 10-11.200; 12/15/99
 annexation; 12 CSR 10-11.230; 12/15/99
 deductions; 12 CSR 10-5.035; 12/15/99

county tax applies; 12 CSR 10-11.090; 12/15/99
 distribution of delinquent tax; 12 CSR 10-11.210; 12/15/99
 effective date
 city sales tax; 12 CSR 10-5.015; 12/15/99
 county sales tax; 12 CSR 10-11.030; 12/15/99
 tax imposed; 12 CSR 10-5.020, 12 CSR 10-11.040;
 12/15/99
 transfers; 12 CSR 10-5.105; 12/15/99
 transportation tax; 12 CSR 10-5.520; 12/15/99
 erroneous business locations; 12 CSR 10-11.190; 12/15/99
 filing of incorporation; 12 CSR 10-11.220; 12/15/99

TAX COMMISSION, STATE

agricultural land productive values; 12 CSR 30-4.010; 2/1/00
 forms; 12 CSR 30-1.030; 11/15/99
 private car companies; 12 CSR 30-2.017; 11/15/99
 private railcar industry; 12 CSR 30-2.018; 11/15/99

TAX CREDIT

maternity homes; 13 CSR 40-80.010; 10/1/99, 3/1/00

TAX, INCOME

determination of timeliness; 12 CSR 10-2.240; 11/1/99; 2/15/00
 employers' withholding of tax; 12 CSR 10-2.015, 1/3/00
 rate of interest; 12 CSR 10-41.010; 12/15/99

TAX, SALES/USE

advertising sales; 12 CSR 10-103.610; 2/1/00
 boats and outboard motors; 12 CSR 10-103.360; 12/15/99
 burden of proof; 12 CSR 10-101.500; 1/3/00
 computer software; 12 CSR 10-109.050; 12/15/99
 drugs and medical equipment; 12 CSR 10-111.013 (changed to
 12 CSR 10-110.013); 11/1/99; 3/1/00
 farm machinery, equipment exemptions; 12 CSR 10-110.900,
 1/3/00
 food and beverages; 12 CSR 10-103.500; 12/15/99
 government contractors; 12 CSR 10-112.300; 12/15/99
 grains, seed, pesticides, herbicides, fertilizers; 12 CSR 10-
 110.920; 2/1/00
 isolated or occasional sales; 12 CSR 10-103.200; 2/1/00
 livestock; 12 CSR 10-110.910; 2/1/00
 machinery and equipment exemptions; 12 CSR 10-111.010;
 10/1/99, 2/1/00
 material recovery, exemption; 12 CSR 10-111.060; 1/3/00
 refunds and credits; 12 CSR 10-111.016 (changed to
 12 CSR 10-110.016); 11/1/99, 2/15/00
 return required; 12 CSR 10-3.040; 1/14/00
 veterinary transactions; 12 CSR 10-103.390; 12/15/99

TRAFFIC REGULATIONS

overdimension and overweight permits; 7 CSR 10-2.010; 6/1/99,
 12/15/99

UNDERGROUND STORAGE TANKS

applications; 10 CSR 20-12.040; 5/3/99, 2/1/00
 review of; 10 CSR 20-12.045; 5/3/99, 2/1/00
 claims, third-party; 10 CSR 20-12.062; 5/3/99, 2/1/00
 closure and changes in service; 10 CSR 20-10.071; 5/3/99,
 2/1/00
 definitions; 10 CSR 20-12.010; 5/3/99, 2/1/00
 financial responsibility terms; 10 CSR 20-11.092; 5/3/99,
 2/1/00
 technical regulations; 10 CSR 20-10.012; 5/3/99, 2/1/00
 eligibility; 10 CSR 20-12.025; 5/3/99, 2/1/00
 fees
 participation; 10 CSR 20-12.030; 5/3/99, 2/1/00
 petroleum transport load; 10 CSR 20-12.020; 5/3/99, 2/1/00
 membership; 10 CSR 20-12.070; 5/3/99, 2/1/00

notification requirements; 10 CSR 20-10.022; 5/3/99, 2/1/00
penalty assessment protocol; 10 CSR 20-13.080; 5/17/99, 2/1/00
proof of integrity; 10 CSR 20-12.050; 5/3/99, 2/1/00
reimbursement; 10 CSR 20-12.060; 5/3/99, 2/1/00
 cleanup costs criteria; 10 CSR 20-12.061; 5/3/99, 2/1/00
risk-based clean-up levels; 10 CSR 20-10.068; 5/3/99, 2/1/00
sites with existing contamination; 10 CSR 20-12.080; 5/3/99,
 2/1/00

VOTER APPLICATION AND FORMS

postcard form; 15 CSR 30-4.010; 10/1/99, 1/14/00

WATER PATROL, DIVISION OF

approval of aids; 11 CSR 80-5.010; 12/1/99, 3/15/00
display of
 expiration stickers; 11 CSR 80-7.010; 2/1/00
 identification numbers; 11 CSR 80-4.010; 2/1/00
diver's flag; 11 CSR 80-2.010; 2/1/00
organization; 11 CSR 80-1.010; 2/1/00
reporting requirements; 11 CSR 80-6.010; 2/1/00
 cancellation or change of permit; 11 CSR 80-8.010;
 2/1/00
ski jump; 11 CSR 80-3.020; 2/1/00
ski mirror; 11 CSR 80-3.010; 2/1/00

WATER QUALITY

effluent regulations; 10 CSR 20-7.015; 4/1/99, 10/1/99

WORKERS' COMPENSATION

rehabilitation; 8 CSR 50-4.010; 3/1/00
resolution of medical fee disputes; 8 CSR 50-2.030; 3/1/00

WORKFORCE DEVELOPMENT

application; 4 CSR 195-5.020; 10/1/99
employee/trainee eligibility; 4 CSR 195-5.030; 10/1/99
purpose, business eligibility; 4 CSR 195-5.010; 10/1/99

YOUTH SERVICES, DIVISION OF

aftercare supervision; 13 CSR 110-3.030; 3/15/00
 revocation; 13 CSR 110-3.040; 3/15/00
classification
 criteria; 13 CSR 110-2.040; 3/15/00
 services; 13 CSR 110-2.010; 3/15/00
confidentiality of case records; 13 CSR 110-2.140; 3/15/00
constitutional rights; 13 CSR 110-2.120; 3/15/00
day release; 13 CSR 110-2.070; 3/15/00
dual jurisdiction procedure; 13 CSR 110-5.010; 3/15/00
facility managers; 13 CSR 110-2.110; 3/15/00
furlough policies; 13 CSR 110-2.060; 3/15/00
grievance procedure; 13 CSR 110-3.060; 3/15/00
 committed youth; 13 CSR 110-2.100; 3/15/00
hazardous placement policy; 13 CSR 110-2.090; 3/15/00
individual treatment plans; 13 CSR 110-3.010; 3/15/00
organization; 13 CSR 110-1.010; 3/15/00
reception centers; 13 CSR 110-2.020; 3/15/00
service coordinator involvement; 13 CSR 110-3.020; 3/15/00
training programs; 13 CSR 110-2.150; 3/15/00
release from facilities; 13 CSR 110-2.130; 3/15/00
revocation procedure; 13 CSR 110-3.050; 3/15/00
runaways; 13 CSR 110-2.080; 3/15/00
Safe Schools Act; 13 CSR 110-3.015; 3/15/00
service needs, unique; 13 CSR 110-2.030; 3/15/00
transfers; 13 CSR 110-2.050; 3/15/00

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