



**Rules of
Department of Commerce and
Insurance**

**Division 4240—Public Service Commission
Chapter 60—Standards of Service by Sewer Utilities**

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**Title 20—DEPARTMENT OF
COMMERCE AND INSURANCE
Division 4240—Public Service
Commission
Chapter 60—Standards of Service by
Sewer Utilities**

20 CSR 4240-60.010 General Provision

PURPOSE: This rule sets forth the general provisions of and defines the terms used in Chapter 60, Standards of Service by Sewer Utilities.

(1) The chapter applies to all sewer service by sewer corporations, as defined in section 386.020, RSMo (1986) and is to become effective March 2, 1973. All previous rules or standards conflicting with those contained in Chapter 60 are annulled and superseded. The rules apply to any sewer corporation which is now or may become engaged in the business of furnishing sewer service to any customer within the state of Missouri.

(2) The adoption of the rules in Chapter 60 shall in no way preclude the Public Service Commission from altering, amending or revoking them in whole or in part or from requiring any other or additional service equipment, facility or standard, either upon complaint, upon its own motion or upon the application of any utility.

(3) The following definitions shall apply to this chapter:

(A) Commission—The Public Service Commission of Missouri;

(B) Customer—Any person, individual, partnership, association, corporation or governmental agency being provided with sewage disposal service by a utility;

(C) Outfall sewer line—Sewers, either force or gravity, carrying effluent from treatment facility to point of discharge;

(D) Collecting sewers—Sewers, including force lines, gravity sewers, interceptors, laterals, trunk sewers, manholes, lampholes and necessary appurtenances, including service wyes;

(E) Service sewers to customers—Any sewer pipe extending from the customer's residence or other structure to the utility's collecting sewer, but excluding service wyes;

(F) Lift station—That portion of the sewerage system which is used to lift the sewage to a higher elevation;

(G) Premises—A tract of land or real estate, including buildings and other appurtenances thereon, belonging to the customer;

(H) Sewage—Sewage shall mean ground garbage, human and animal excretions and all

other liquid waste normally disposed of by a residential, commercial or industrial establishment, through the sanitary sewer system;

(I) Sewer system—Includes all pipes, pumps, canals, lagoons, plants, structures and appliances and all other real estate, fixtures and personal property, owned, operated, controlled or managed in connection with or to facilitate the collection, carriage, treatment and disposal of sewage for municipal, domestic or other beneficial or necessary purpose;

(J) Sewer utility—Includes every corporation, company, association, joint stock company or association, partnership or person, their lessees, trustees or receivers appointed by any court, owning, operating, controlling or managing any sewer system, plant or property, for the collection, carriage, treatment or disposal of sewage anywhere within the state for gain; provided, that the provisions of this order shall not apply to sewer systems with fewer than twenty-five (25) outlets;

(K) Outlet—A service sewer connection to the collecting sewer;

(L) Treatment facility—A facility to treat sewage; and

(M) Sewer service—Removal and treatment of sewage.

(4) Each utility shall investigate promptly and thoroughly any complaint concerning its charges, practices, facilities or service. The utility shall maintain a file of customer complaints received on the service it provides. The file shall include the name and address, as well as the nature of the complaint and date of occurrence. A detailed explanation of what the utility did to correct the trouble which originated the complaint shall be recorded. The file shall be open to inspection of the commission or its staff during regular working hours and copies will be furnished the commission if requested.

(5) Unless otherwise specified by the commission, all records required by this chapter shall be preserved for two (2) years. Each utility shall notify the commission of the location at which it keeps the various classes of records required by these rules, if outside the state of Missouri. Each utility shall also maintain up to-date maps, plans or records of its entire sewer system, with such other information as may be necessary to enable the utility to advise prospective customers and others entitled to the information, as to the facilities available for serving any locality.

(6) Each utility shall file with the commission the name, title, address and telephone number of the person who should be contacted in

connection with general management duties; customer relations (complaints); engineering operations; and emergencies during nonoffice hours. The commission shall be notified promptly of any changes which the utility may make in these contacts.

(7) A utility shall attempt to give advance notice to the customers before making smoke tests on sewers, indicating the date and approximate hour.

AUTHORITY: sections 386.310(1) and 393.140(11), RSMo 1986. This rule originally filed as 4 CSR 240-60.010. Original rule filed Feb. 23, 1973, effective March 2, 1973. Moved to 20 CSR 4240-60.010, effective Aug. 28, 2019.*

**Original authority: 386.310(1), RSMo 1939, amended 1979, 1989, 1996 and 393.140(11), RSMo 1939, amended 1949, 1967.*

20 CSR 4240-60.020 Engineering and Maintenance

PURPOSE: This rule prescribes the design, operation and maintenance of sewer systems.

(1) Each sewer utility shall maintain and operate a sewage treatment facility of adequate capacity and properly equipped to treat the sewage and discharge effluent of the quality required by the laws of the state of Missouri and in other respects shall comply with the laws and regulations of the state and local health authority.

(2) The design and construction of a utility's system of sewers, treatment facility and all additions and modifications shall conform to the requirements prescribed by law except that any rule contained in this chapter shall apply which is more stringent than those prescribed by the Clean Water Commission.

(3) The sewer utility shall make reasonable efforts to eliminate or prevent the entry of surface or ground water into its sanitary sewer system. It may request assistance from the appropriate state, county or municipal authorities, but such a request does not relieve the sewer utility of its responsibility to prevent the entry of such surface or ground water.

(4) Routine inspections shall be made by the utility of stream crossings where special construction is required at least on six (6) month intervals and more often if necessary, depending upon the amount of rainfall.



(5) Except where special circumstances make it necessary, the utility shall not accept or allow manholes that are covered with earth or other material that prevents the normal removal of the manhole lid. If an existing manhole is covered with earth or other material, the earth or material shall be removed as soon as is reasonably possible.

(6) All construction of sewers and appurtenances shall be inspected by the utility, or its authorized agent, to assure that they are constructed in accordance with approved plans and specifications and shall not be accepted until the construction complies with the plans and specifications. As-built plans and specifications shall be retained by the utility as a permanent record. All construction by other than company employees shall be done by a qualified contractor and materials and workmanship shall be guaranteed by appropriate parties for one (1) year subsequent to the date of acceptance.

(7) Service sewers to customers shall be connected to the collecting sewers by use of an approved wye or saddle. The same construction requirements which are used for collecting sewers shall be used for the construction of service sewers, except for pipe size.

(8) Unless otherwise authorized in writing by the commission, the utility shall make inspections of collecting sewers and manholes on a scheduled basis at intervals not to exceed one (1) year, unless conditions warrant more frequent inspections. It shall make inspections of all mechanical equipment on a daily basis. The utility shall maintain a record of findings and corrective actions required and/or taken, by location and date, that result from such inspections.

AUTHORITY: sections 386.310(1) and 393.140(11), RSMo 1986. This rule originally filed as 4 CSR 240-60.020. Original rule filed Feb. 23, 1973, effective March 2, 1973. Moved to 20 CSR 4240-60.020, effective Aug. 28, 2019.*

**Original authority: 386.310(1), RSMo 1939, amended 1979, 1989, 1996; 393.140(11), RSMo 1939, amended 1949, 1967.*

20 CSR 4240-60.040 Safety Program

PURPOSE: This rule prescribes safety measures and the procedures for reporting accidents.

(1) Each utility shall adopt and execute a safety program, a copy of which shall be filed

with the director of utilities of the Public Service Commission.

(2) Each sewer utility shall—

(A) Require its employees to use suitable tools and equipment in order that they may perform their work in a safe manner;

(B) Require its employees to use safe practices in performing their work;

(C) Permit and require that each sewer and sewage treatment plant maintenance employee be trained with regard to good safety practices as related to the performance of his/her duties;

(D) Exercise reasonable care to reduce the hazards to which its employees, its customers and the general public may be subjected;

(E) Give reasonable assistance to the commission in the investigation of the cause of accidents and in the determination of suitable means of preventing accidents; and

(F) Maintain a summary of all reported accidents arising from its operations.

(3) Each sewer utility, as soon as reasonably possible, shall notify designated commission personnel by telephone of all accidents or incidents in connection with its system within its certificated areas, which result in the loss of life, personal injury requiring hospitalization or in property damage of at least one thousand dollars (\$1,000) except as to misuse or malfunction of customer facilities. Within thirty-six (36) hours of the accidents or incidents the sewer utility shall complete in writing and submit to the commission an authorized commission notification form pertaining to the accidents or incidents (Notification form PSC-S-1). Within sixty (60) days of the accidents or incidents, the sewer utility shall complete in writing and submit to the commission an authorized commission report form pertaining to the accidents or incidents (Report form PSC-S-2).

AUTHORITY: section 386.310, RSMo 1986. This rule originally filed as 4 CSR 240-60.040. Original rule filed Feb. 23, 1973, effective March 2, 1973. Moved to 20 CSR 4240-60.040, effective Aug. 28, 2019.*

**Original authority: 386.310, RSMo 1939, amended 1979, 1989, 1996.*