Department of Economic Development

Truman State Office Bldg., Rm. 720
PO Box 1157, Jefferson City 65102
Telephone: (573) 522-4173 / FAX: (573) 522-5033
Toll-free: (800) 523-1434
www.missouridevelopment.org
Email: missouridevelopment@ded.mo.gov

The Missouri Department of Economic Development's mission is to create solid, high-paying jobs and to boost economic development across the state to help local communities grow and prosper.

The department administers a wide array of services and programs designed to enhance Missouri’s economic growth in the 21st century. These essential services focus on workers, businesses and communities. The department is composed of agencies that administer statutory requirements and department policy in the areas of community, economic and workforce development.

Helping the department with its mission are a number of divisions, boards, commissions and councils, working together to ensure that the state meets Governor Jay Nixon’s vision of making Missouri the best possible location to live, work, raise a family, or visit.

The Business and Community Services Division is a pivotal division in the department and houses the sales, research, marketing, finance, and compliance teams.

The Division of Workforce Development is the largest division in the department, helping Missourians access gainful employment and train for the next-generation, high-tech jobs of tomorrow’s economy.

The Missouri Division of Tourism, Missouri Development Finance Board, Missouri Housing Development Commission, Missouri Technology Corporation, Missouri Arts Council, Missouri Women’s Council, and the Missouri Community Service Commission are all housed within the department, as are the Missouri Public Service Commission and the Office of Public Counsel.

Administrative Services

The department is administered by a director appointed by the governor and confirmed by the Senate. The director appoints the management staff and division directors. The general counsel’s office provides comprehensive legal advice regarding issues affecting divisions within the department.

Several support sections assist in department administration. Communications promotes the department’s programs and activities throughout the state and nation by means of news releases and other public relations tools.

Financial Systems analyzes monthly financial statements and works with the state treasurer, state auditor, and the Office of Administration to perform cash management activities.

Budget and Planning develops and monitors the budget, and provides administrative oversight of strategic planning assistance and research grants.

Human Resources assists the divisions by advertising for and recruiting new employees, administering the wage and salary program, preparing payrolls and maintaining personnel policies and procedures.

Economic Development Groups

The economic development agencies – Business and Community Services Division, Workforce Development and Tourism – work with local communities to help businesses create jobs, increase sales and retain qualified workers, identify sites and obtain financial support to locate or expand in Missouri. The agencies also work with local and regional partners to stimulate greater economic growth by increasing capital investment, promoting tourism and the arts, creating greater access to affordable housing and enhancing self-sufficiency within the state’s diverse communities.

Division of Business and Community Services

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The Division of Business and Community Services’ mission is to facilitate job creation and private investment in the state through existing business expansion and new business location, as well as to support planned community development and growth. The division is comprised of professionals who work directly with local business and community developers, private business, local government, non-profit organizations, and developers. The division is organized into teams that all support the same mission. The teams are Sales, Research, Marketing, Finance, and Compliance.

Economic Development

Sales Team

The Sales Team’s main objective is to represent the Business and Community Services Division to the public. There are three main components of the Sales Team: regional project managers assigned to work with businesses and communities in every region of the state; international trade specialists assigned to promote export trade, increase opportunities for foreign investment, provide technical assistance in the area of trade finance and manage Missouri’s foreign office contracts; and industry specialists assigned to facilitate growth in eight of Missouri’s high-potential industries. The Sales Team also works closely with the Missouri Partnership, a public-private organization sponsored in part by the state whose mission and focus is to attract new businesses to Missouri.

Research

The Missouri Economic Research and Information Center (MERIC) provides comprehensive analysis of Missouri’s socioeconomic environment at the local, regional and statewide levels. To achieve this, MERIC employs a wide array of tools, which include econometric models, geographic information systems and advanced statistical methods. Coupled with its analysis capability, MERIC maintains a comprehensive labor market database produced in cooperation with the U.S. Department of Labor. Data on employment/unemployment, wages, layoffs, labor availability and a variety of other information designed to help understand the state’s labor market conditions are regularly reported.

Marketing

The Marketing Team blends marketing, creative design and research skills with information technology to construct customized communications and marketing tools that add value to Missouri’s business and attraction and expansion efforts. The professional staff is responsible for providing direct support as required by business expansion and site selection projects by delivering social, economic and demographic information on the state and the project’s location. The team provides a variety of analytical reports on prospects to enhance decision-making and customer service.

Finance

The state of Missouri has a variety of tools to assist in the financing of a variety of economic development projects. Tax credits, grants and loans are available in the areas of business
development, community development, redevelop- ment, and infrastructure development. The Finance Team houses professionals that oversee the programs including application and program creation, application review, evaluation, coordination with the sales team, recommendation and reporting. The team also provides professional technical assistance and training to businesses, communities, non-profits and developers.

Compliance
The Compliance Team monitors the finance and incentive programs administered by the department to ensure efficiency and compliance. The monitoring process includes both internal file reviews and on-site visits. The professional staff strives to ensure that the stated purpose of each program is being achieved, that the funds have been used in a manner consistent with the statute, and that there is adequate source documentation indicating compliance. The Compliance Team provides feedback and suggestions to both the Sales and Finance Teams to ensure that programs are efficient and effective.

Missouri Technology Corporation
Chartered by an act of the General Assembly in 1994 (section 348.251, RSMo), the Missouri Technology Corporation is a private, not-for-profit corporation led by a fifteen-member board of directors, eleven of whom are appointed by the governor from the fields of science and technology, and representatives of public and private universities, businesses and the public. The other four members include the director of the department’s designee of the University of Missouri System, a member of the Senate and a member of the House of Representatives.

The Missouri Technology Corporation is charged by law with being a focal point for creating better ways Missouri businesses can interface with universities in order to solve technical and productivity issues; for bringing more research funding and emphasis to Missouri universities, especially involving life sciences, information technology and advanced manufacturing; and for creating and managing a system to transfer new discoveries into the marketplace in order to create companies and new jobs.

The corporation is embarking on an effort to raise the level of awareness among policymakers and the public as to the connections between a strong economy and key investments in developing new technologies that can be used by Missouri businesses and entrepreneurs.
Overseeing the AmeriCorps program is the Missouri Service Commission (MCSC), which engages citizens of all ages in projects ranging from tutoring, youth mentoring, public safety, and housing rehabilitation to disaster relief. It provides communities and neighborhoods with valuable human resources for addressing pressing civic issues, and gives the individual a way to serve their country by reaching out to others. Through AmeriCorps, more than 400,000 Americans have been given the opportunity to increase their skills and earn money for college. In many cases, AmeriCorps has provided educational resources to individuals who would not otherwise have been able to obtain them. More than 5,000 Missourians have served in Missouri AmeriCorps sites since the program’s inception in 1994. Among their accomplishments, Missouri AmeriCorps members have tutored more than 40,000 elementary and secondary students, with 85 percent improving at least one grade level, and contributed to significant reductions in urban crime rates through conflict resolution and other public safety programs. In 2007–2008, 200 AmeriCorps members served 242,714 hours. They recruited 27,541 non-AmeriCorps volunteers who served approximately 137,705 hours.

Most not-for-profit organizations, local or state governments, school districts, or institutions of higher education may sponsor an AmeriCorps program. An AmeriCorps member’s term of service for one year on a full-time basis is a minimum of 1,700 hours. Part-time can consist of 900, 675, 450, or 300 hours. At the successful completion of their service commitment, they may qualify to receive up to $5,350 education award (less for part-time service) that may be eligible to receive up to a $5,350 education award (less for part-time service) that may be redeemed at a this full-time living allowance of $11,400. The living allowance is optional for part-time members.

Missouri Community Service Commission

Stifler, Angela, (R), chair, Kansas City, Dec. 15, 2010;
Whitehurst, Stanley, (R), vice chair, Marshfield, Dec. 16, 2010;
Albright, John R., (R), Sunrise Beach, Dec. 16, 2010;
Brandl, Erika, Department of Elementary and Secondary Education, Jefferson City, ex officio;
Dominguez, Andres, (D), Parkville, Dec. 15, 2009;
Duffy, Linda, (R), Columbia, Dec. 15, 2010;
Evans, Jane E., (R), St. Louis, Dec. 12, 2009;
Heislen, Cynthia, (D), Department of Elementary and Secondary Education, Jefferson City;
Kinder, Lt. Gov. Peter, (R), Cape Girardeau, Dec. 12, 2009;
Laverty, Michael, Corporation for National and Community Service, Kansas City, ex officio;
McArthur, Randall J., (R), Maryland Heights, April 5, 2012;
Miller, Forrest Jr., (R), Crestwood, April 5, 2012;
Murphy, Nina N., (D), St. Louis City, Dec. 15, 2009;
O’Mara, James E., (R), Weldon Springs, Dec. 15, 2011;

The Missouri Housing Development Commission (MHDC), created by the 75th General Assembly, has invested/loaned in excess of $4 billion to construct, renovate and preserve affordable housing. MHDC functions as a bank, providing financing directly to developers of affordable rental properties. The commission also provides funding for home loans to qualified, first-time buyers through a network of certified, private mortgage lenders.

The commission makes funds available for the purchase of homes for first-time buyers. The funds for mortgage financing are provided through the sale of tax-exempt notes and bonds that the commission is authorized to issue.

The commission administers the federal and Missouri Low Income Housing Tax Credit (LIHTC) programs, federal HOME funds, the U.S. Department of Housing and Urban Development (HUD) Project-Based Section 8 rental assistance contracts, the direct MHDC funding of several housing assistance programs and the Affordable Housing Assistance Tax Credit. Additionally, the commission administers the Missouri Housing Trust Fund to help prevent homelessness and to provide emergency housing assistance for very low-income Missourians.

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The commission participates with the Department of Economic Development in preparing the state’s Consolidated Plan for HUD.

The commission includes the governor, lieutenant governor, attorney general, treasurer, and six persons appointed by the governor with the advice and consent of the Senate.

Missouri Housing Development Commission

Zweifel, State Treasurer Clint, (D), chair, ex officio; Greim, Claudia Oñate, (D), vice chair, Kansas City, Oct. 13, 2009; Bradford, Cale, (R), secretary/treasurer, Perryville, Oct. 13, 2011; Kinder, Lt. Governor Peter, (R), ex officio; Koster, Attorney General Chris, (D), ex officio; Nash, Troy, (D), Kansas City, Oct. 13, 2012; Nixon, Governor Jay, (D), ex officio; Temporiti, John, (D), St. Louis, Oct. 13, 2012; Vacancies (2).

Missouri State Council on the Arts

815 Olive St., Ste. 16, St. Louis 63101-1503 Telephone: (314) 340-6845 / FAX: (314) 340-7215 TDD: (800) 735-2966 / Toll-free: (866) 407-4752 www.missouriartscouncil.org Email: moarts@ded.mo.gov

The Missouri Arts Council (MAC) – as public leader, partner and catalyst – is dedicated to broadening the appreciation and availability of the arts in the state and fostering the diversity, vitality and excellence of Missouri’s communities, economy and cultural heritage.

Created by an act of the 73rd General Assembly, the Missouri Arts Council acts as the state’s arts grant-making division, providing financial assistance to nonprofit organizations across the state to encourage and stimulate economic and community growth and development through the arts. A division of the Missouri Department of Economic Development, MAC is the second-oldest state-funded arts state agency in the country, providing vital support and leadership to bring the arts to all the people of Missouri. The Missouri Arts Council board consists of 15 volunteer citizens from across the state who are appointed by the Department of Economic Development. The governor designates a chair and a vice chair. The board meets regularly to provide direction in policy making and programmatic oversight.

Through funds from the Missouri General Assembly and the National Endowment for the Arts, MAC provides funding for quality arts programming in both large and small communities. Funding areas include: discipline program assistance (music, dance, theater, literature, electronic media, visual arts, multidiscipline, festivals), community arts, established institutions and mid-sized organizations, folk arts, arts education, minority arts, touring, monthly strategic grants and capacity building.

MAC allocates every program dollar based on the recommendations of Missouri citizens who review grant applications from organizations throughout the state. The panel’s recommendations are based on established criteria, including artistic excellence, education and outreach, community support, administrative ability and diversity of audiences served.

The Missouri Cultural Trust Fund is an investment endowment fund created by the state legislature in 1993. Income from the trust is dedicated to supporting the arts in Missouri. A portion of the revenue generated by Missouri’s nonresident professional athletes and entertainers is the funding source for the Cultural Trust Fund. The trust is administered by a board of trustees, consisting of the state treasurer, two members of the Senate appointed by the president pro tem of the Senate, two members of the House of Representatives appointed by the speaker of the house and the members of the Missouri Arts Council.

Missouri Arts Council

Ruth, Nola, chair, Columbia; Anderson, Dr. Reynaldo S., St. Louis; Beshore, Sharon, Joplin; Cartwright, Cynthia Laing, Kansas City; Gregg, Carol, Chillicothe; Halen, David W., St. Louis; Israelite, Joan, Lee’s Summit; Kilroy, Marianne, Kansas City; McAuliffe, Emmett, St. Louis; Nichols, Dr. David C., Kirksville; Noble, Robert B., Springfield; Perkins, Meredith, St. Louis; Prentice, Gwyn, Kansas City; Ray, Dr. Joel W., Cape Girardeau; Sappington, Mark, Kansas City.

Missouri Cultural Trust Board

Ruth, Nola, chair, Columbia; Anderson, Dr. Reynaldo S., St. Louis; Beshore, Sharon, Joplin; Bray, Sen. Joan, St. Louis; Cartwright, Cynthia Laing, Kansas City; Crowell, Sen. Jason, Cape Girardeau; Gregg, Carol, Chillicothe; Halen, David W., St. Louis; Israelite, Joan, Lee’s Summit; Kilroy, Marianne, Kansas City; McAuliffe, Emmett, St. Louis; Nichols, Dr. David C., Kirksville; Noble, Robert B., Springfield; Perkins, Meredith, St. Louis; Prentice, Gwyn, Kansas City; Ray, Dr. Joel W., Cape Girardeau; Storch, Rep. Rachel, St. Louis; Wilson, Rep. Larry, Flemington; Zweifel, Clint, State Treasurer.
The Division of Workforce Development (DWD) is the job development and training arm of the Department of Economic Development. The mission of the division is to foster a skilled workforce to improve Missouri’s competitiveness in the global marketplace by providing quality skill development opportunities adapted to today’s business and industry standards. Job creation and worker skill development will continue to play a critical role in Missouri’s economic recovery and ensure that our state continues to have “a highly productive, innovative workforce that is second to none.”

To businesses in the state, the Division of Workforce Development provides human resource assistance through business representatives and local Business Service Teams. Assistance is provided to laid-off workers through Rapid Response services offered at businesses that are experiencing downsizing. In addition, the division administers a federal tax credit program offering businesses tax credits for hiring targeted individuals. The division also administers three state-funded industry training programs with economic development missions, which provide funding to assist eligible companies in training their workers for the purpose of creating or retaining jobs in Missouri. These programs are operated locally by educational agencies, such as the community colleges.

Business and job-seeker services are delivered through Missouri Career Centers, located in 43 cities and towns across the state and the job search/match web site, www.MissouriCareerSource.com. Missouri Career Centers house trained, friendly workforce specialists who help people find careers that best meet their needs and skill sets. They provide guidance on completing job applications, preparing resumes, practicing interviewing skills, signing up for training or education or registering for unemployment compensation. These centers also offer supportive equipment, like computers, telephones, fax machines and copiers. Businesses may use Career Centers to seek or interview potential employees, test applicants’ occupational skills or gain access to labor market information.

Career Centers are governed by a flexible but coordinated system of oversight and support. Local Workforce Investment Boards and chief local elected officials in each of Missouri’s 14 regions are responsible for the development of workforce policy and oversight of delivery of services, based on local economic factors. At the state level, the division monitors, evaluates and provides technical assistance to the regions.

Each Career Center is managed by a Functional Manager, who oversees daily operations and coordination of customer services across all state and local programs.

The division provides staff to the governor-appointed Missouri Workforce Investment Board. The council, which serves as the State Workforce Investment Board, develops policy and guidance for the workforce system of Missouri and makes recommendations to the governor as to the effectiveness of the system.

Missouri Women’s Council

The Missouri Women’s Council was established in 1985 by the state’s 83rd General Assembly. For over 20 years, the council has been meeting its mandate to identify and address the issues affecting the economic and employment status of Missouri women. The council serves as a resource and referral center connecting women to information on all aspects of women, work and family life.

The Women’s Council promotes women’s economic and employment opportunities through education and training programs, conferences, referral consultations, and by providing free resources for Missouri citizens including:

- a web site that provides timely information on women’s economic issues with links to various resources;
- The Women’s Resource Guide;
- The Missouri Family Affirming Wage Guide;
- current statistics and fact sheets on economic issues affecting women;
- The Outstanding Women of Missouri Traveling History Exhibit featuring Missouri women recognized in their disciplines throughout our state’s history; and
- information on the Breast Cancer Awareness License Plate.

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- current statistics and fact sheets on economic issues affecting women;
- The Outstanding Women of Missouri Traveling History Exhibit featuring Missouri women recognized in their disciplines throughout our state’s history; and
- information on the Breast Cancer Awareness License Plate.
The council consists of 15 members. The governor, with the advice and consent of the Senate, appoints 11 members for staggered terms. The remaining four members of the council consist of two senators and two representatives, who are appointed by their respective bodies in the same manner as members of the standing committees. An executive director serves at the pleasure of the council.

Missouri Women’s Council

Jones, Sandra, (R), chair, Bolivar, Dec. 6, 2008; Bandera, Janet, (R), O’Fallon, Dec. 6, 2010; Champion, Sen. Norma, (R), Springfield; Days, Sen. Rita, (D), St. Louis; Esswein, Michelle, (D), St. Louis, Dec. 6, 2010; Gray, Terri, (D), Columbia, Dec. 6, 2005; James, Lorene, (R), Kansas City, Dec. 6, 2008; King, Nanci, (R), Jefferson City, Dec. 6, 2006; McBeath, Kerri, (D), Harrisburg, Dec. 6, 2005; Murray, Sarah, (D), Kansas City, Dec. 6, 2010; Ruestman, Rep. Marilyn, (R), Joplin; Storch, Rep. Rachel, (D), St. Louis; Thornton, Karen, (R), Sunrise Beach, Dec. 6, 2009; White, Valerie, (R), St. Charles, Dec. 6, 2010; Whitmore, Donayle, (D), St. Louis, Dec. 6, 2006; Cotton, Mary, executive director.

Executive Director, Missouri Development Finance Board

ROBERT V. MISEREZ

Missouri Development Finance Board

For over two decades, the Missouri Development Finance Board (MDFB) has provided development financing to assist infrastructure and economic development projects throughout Missouri. These projects have a high probability of success, but would not be feasible without the board’s assistance.

The board has welcomed additional responsibilities and now administers several programs to facilitate economic development and to assist in business expansion and attraction in Missouri.

Bond Financing

The Missouri Development Finance Board is authorized to issue taxable or tax-exempt private activity industrial revenue bonds for the acquisition or renovation of fixed assets owned by businesses involved in manufacturing or the production of tangible products. Currently, the board is focusing primarily on redevelopment projects, particularly those that eliminate blight.

The board can issue tax-exempt cultural facility bonds to qualified charitable organizations for acquisition, construction, renovation and equipping cultural projects, such as museums or recreational facilities.

The board can issue tax-exempt public purpose infrastructure bonds to local governments that have projects that serve a public purpose, such as public buildings, jails, police and fire stations, and public infrastructure.

Missouri Tax Credit for Contributions

The Tax Credit for Contributions Program is a significant fundraising tool that uses private contributions to fund public purpose projects. The board is authorized to grant state tax credits equal to 50 percent of any monies contributed to the board by a taxpayer, in which the proceeds assist in offsetting the costs of qualified projects that benefit the general public.

Downtown Revitalization Program

Through the Downtown Revitalization Program, the board is authorized to grant state tax credits equal to 50 percent of any monies contributed to the board by a taxpayer. These funds are then used for public-purpose infrastructure improvements necessary to redevelop downtown areas in communities with populations under 50,000 individuals.

Missouri Infrastructure Loan Program

Through the Missouri Infrastructure Loan Program, the board can offer long-term, low-interest loans to local political subdivisions or rural public sewer and water districts to fund infrastructure improvements.

Business Use Incentives for Large-Scale Development (BUILD)

The board is authorized to issue and monitor BUILD Missouri Revenue Bonds, which provide a tool for the Department of Economic Development and MDFB to finance a portion of the eligible costs for businesses that seek to locate or expand in Missouri. Eligible projects must meet substantial new job, capital investment and general company eligibility requirements.

City/State Partners Program

The City/State Partners Program is a joint effort between the Export Import Bank of the United States (Ex-Im) and state and local entities around the country. The program aims to provide financing services to small and medium-sized U.S. companies that are in need of financing to start exporting their products and services.

Borrowers participating in the board’s programs are responsible for debt repayment. The state of Missouri does not incur any costs, nor does it bear any obligation for retiring loans, bonds or notes.

Membership on the board is composed of eight private Missouri residents who are appointed by the governor with the advice and consent of the Senate to four-year terms, the lieutenant governor and directors of the departments of Economic Development, Agriculture and Natural Resources. Seven members constitute a quorum. Not more than five appointed members may be of the same political party. Appointed members serve staggered terms to provide continuity and enhance program development.

Missouri Development Finance Board

Executive Departments – Department of Economic Development

In 1993, HB 188 was signed into law as Section 620.467, RSMo. This legislation included a performance-based funding formula for the Missouri Division of Tourism.

Tourism Commission

The commission consists of ten members: the lieutenant governor; two members of the Senate of different political parties appointed by the president pro temp of the Senate; two members of the House of Representatives of different political parties appointed by the speaker of the House; and five other persons appointed by the governor, which may include but are not limited to, persons engaged in tourism-oriented operations. No more than three of the governor’s appointees shall be of the same political party.

Commission members appointed by the governor serve staggered four-year terms and may be reappointed at the end of their terms. All serve without compensation, but are reimbursed for necessary expenses incurred in the performance of their duties.

The commission elects a chairman and meets at least four times in a calendar year at the call of the chairman to determine all matters relating to the tourism policies of the state of Missouri and the administration of the Division of Tourism.

The commission reports to each regular session of the General Assembly the results of its marketing program and any recommendations for legislation in the field of tourism promotion.

The budget of the Division of Tourism is contained within the annual submittal of the Department of Economic Development to the Missouri General Assembly for appropriation.

The Tourism Commission employs a director of the Division of Tourism, qualified by education and experience in public administration with a background in the use of the various news media. The director employs a staff of professional, technical and clerical personnel.

### Activities and Plans

Division activities focus on five research-based, strategically planned areas:

- Communications efforts include public and media relations, www.VisitMO.com, photographic services and publications;
- Cooperative marketing matches state funds with private-sector tourism dollars for destination promotion;
- Domestic marketing includes advertising, trade shows, meetings/convention marketing and sports marketing, special promotions and events;
- International efforts are targeted in Canada and the United Kingdom in the areas of trade relations, public relations, product development and travel to the state. Mailing of state information serves without compensation, but are reimbursed for necessary expenses incurred in the performance of their duties.

Missouri Division of Tourism

Tourism continues to rank as one of the most important revenue and job producing industries in Missouri, creating more than 293,310 jobs in fiscal year 2008. With an economic impact of approximately $12.7 billion and $652 million in tourism expenditures. Research projects are conducted on a continual basis to determine the size, growth and impact of these marketing efforts.
Close relationships with others in the travel-promotion field are vital. The division maintains these relationships throughaffordable advertising in the international marketing field, including the U.S. Travel Association, International Visitor USA Committees, National Tour Association, American Bus Association, Travel and Tourism Research Association, Missouri Travel Council, Missouri Association of Convention and Visitors Bureaus and other travel associations.

The division has been successful in its campaign to reach international markets, including Canada and the United Kingdom. The division has marketing representatives in the United Kingdom and Canada to oversee the growth of these important markets. Further promotional efforts are coordinated with the Department of Economic Development’s international offices.

The division works closely with Missouri communities and promotion groups, including the Missouri Travel Council and Missouri Association of Convention and Visitors Bureaus.

Regulatory Groups

Through its regulatory agencies, the Department of Economic Development works to safeguard the public interest by ensuring safe and sound financial institutions, just and reasonable utility rates and ethical services by licensed professionals. These agencies include the Office of the Public Counsel and the Missouri Public Service Commission.

Office of the Public Counsel

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200 Madison St., Ste. 650, PO Box 2230
Jefferson City 65102
Phone: (573) 751-4857 / Fax: (573) 751-5562
Email: pso@psc.state.mo.gov

The Office of the Public Counsel is Missouri’s consumer advocate in the area of utility regulation. The public counsel must be an attorney licensed to practice in Missouri and is appointed by the director of the Department of Economic Development.

The Office of the Public Counsel was established in 1974 as an independent agency to represent the interests of utility customers in proceedings before and appeals from the Missouri Public Service Commission (PSC) and the courts. The PSC regulates the rates and services of investor-owned electric, natural gas, telephone, water, sewer and steam heat utilities, and also regulates manufactured housing. The Public Counsel’s participation in PSC cases and its opposition to inappropriate PSC decisions has resulted in important victories for utility consumers.

While keeping abreast of the rapid changes that are currently occurring in the utility sector, the Office of the Public Counsel advocates for high-quality service at affordable rates. When large industrial and commercial utility customers retain counsel to represent their particular interests before the PSC, the Office of the Public Counsel focuses its representation on residential and small business customers who otherwise would not have their point of view presented or their interests protected. The Public Counsel’s representation gives these consumers an essential voice in the regulation of life sustaining public utility services.

Dramatic changes in federal and state policy have introduced some competition into the local electric telephone market, and may significantly impact Missouri’s utility industry. The Office of the Public Counsel advocates for such changes only when it appears that consumers would benefit. If such changes occur, the Office of the Public Counsel, in its continuing role as the remaining monopoly utility markets, but will also focus its efforts on the emerging competitive areas to advocate regulatory structures that would facilitate a transition to truly effective competition. The public counsel educates and communicates with consumers about their rights and responsibilities. These efforts are especially important to guard against consumer fraud.

The office consists of attorneys, technical experts and administrative staff. The attorneys represent the public interest in proceedings before the PSC, the state and federal courts, as well as before the Federal Communications Commission and Federal Energy Regulatory Commission. Accounting, economics, financial analysts and engineers are the backbone of the technical staff. These experts offer the public counsel’s testimony on the reasonableness, feasibility and affordability of utility proposals and practices.

The public counsel attempts to focus on the most significant cases for utility consumers and cases which have broad public policy effects. The office also consults and works with other public utility consumer advocates in the other states to keep current on issues vital to the consumer and to address national and regional issues of interest to Missouri consumers.

Missouri Public Service Commission

Governor Office Bldg.
200 Madison St., PO Box 360, Jefferson City 65102
Phone: (573) 751-3234 / Toll-free: (800) 392-4211
Website: psc.state.mo.gov

The Missouri Public Service Commission is charged with the statutory responsibility of ensuring that public utility consumers receive safe and adequate services at just and reasonable rates that will provide the utility companies’ shareholders the opportunity to earn a reasonable return on their investment.

The commission consists of five commissioners who are appointed by the governor to six-year terms with the advice and consent of the Missouri Senate. The terms are staggered so that no more than two terms expire in any one year. The governor designates one member as Chair who serves in that capacity at the pleasure of the governor.

The commission regulates utility rates, service and safety for investor-owned electric, natural gas, sewer and water companies. The commission also monitors the construction and set-up of manufactured homes to ensure compliance with state and federal law. While the rates charged are regulated by the Public Counsel and municipally-owned utilities are determined by their respective governing bodies, the commission has jurisdiction over matters of safety over the electric, gas and water systems. The commission has limited authority over telecommunications services. The commission also oversees service territory issues involving investor-owned electric utilities, rural electric cooperatives and municipally-owned electric utilities as well as those involving privately-owned water and sewer utilities and public water supply districts.

The commission has a staff of professional accountants, engineers, economists, attorneys, financial analysts and management specialists that evaluate utility requests for commission approval. These requests deal with matters such as rate changes regarding rates and business operations, financing proposals, business reorganizations, asset transfers and mergers. The staff will provide the results of its evaluation and recommend actions that satisfy the agency’s statutory responsibilities.

The staff conducts routine and special investigations to ensure compliance with commission statutes, rules and orders, including standards for safety and quality of service. Staff will initiate or implement actions to enforce these laws when necessary. Enforcement actions for injunctive
souri. They can pursue changes in rates without a time frame.

between the parties and processed in a shorter time a tariff is filed to reach its decision, or the commission has up to 11 months from the filing a traditional rate case.

The Missouri Public Service Commission was established in 1913 by the 47th General Assembly. The 1974 State Reorganization Act placed the commission within the Department of Consumer Affairs, Regulation and Licensing, which in 1984 was renamed the Department of Economic Development.

Missouri Public Service Commission
Clayton, Robert M. III, (D), chair, Columbia, April 28, 2009;
Davis, Jeff, (R), commissioner, Jefferson City, April 15, 2012;
Jarrett, Terry M., (R), commissioner, Jefferson City, September 11, 2013;

A consumer who has questions about specific matters relating to utility service should first call the utility company. If the consumer is not satisfied with the company response, he or she may call the commission’s consumer services department. Consumers may also file formal written complaints. The commission’s main consumer services office is located in Jefferson City. The commission’s toll-free hotline number for complaints is 1-800-392-4211.

Under the commission’s procedure, each informal complaint is assigned a specialist who acts as an intermediary between the consumer and the utility in an attempt to resolve the complaint. Through investigations of consumer complaints, the consumer services department works to ensure that utilities comply with their approved tariffs and commission regulations.

The Missouri Public Service Commission has taken appeals from decisions adverse to Missouri utility consumers, the commission regulates the communications and energy sectors of the utility industry. As federal regulators make decisions which directly affect Missouri utility consumers, the commission participates in proceedings before the Federal Energy Regulatory Commission (FERC) and the Federal Communications Commission (FCC). Commissioners and staff members have submitted comments or testified on numerous occasions before these agencies and the commission has taken appeals from decisions adverse to Missouri ratepayers to the federal courts.

Regular meetings of the commission are each week. As with other state agencies, commission meetings are subject to the state’s open meetings law.

The Data Center keeps a record of all filings and proceedings of the commission. These records are available for public inspection from 8 a.m. to 5 p.m., Monday through Friday, except legal holidays. Many of these records are also available via the commission’s web site (www.psc.mo.gov).

relief or monetary penalties are prosecuted in state court by the commission’s general counsel.

The traditional rate case is the process through which the commission ultimately determines what customers will pay for their utility services. The process is commenced in one of two ways: a utility company files a tariff for authority to change its rates; or a complaint is filed by the commission, the PSC staff, the Office of the Public Counsel or others challenging the reasonableness of the utility’s rates.

The general public is formally represented before the commission by the Office of the Public Counsel, consumer groups, companies with over 8,000 customers in Missouri. They can pursue changes in rates without the necessity of filing a formal rate case (called an informal rate case). Water and sewer companies with over 8,000 customers are subject to filing a traditional rate case.

Under both the tariff method and the complaint case method, the commission normally will conduct hearings for the purpose of addressing the reasonableness of the proposed tariff or the reasonableness of the rates being challenged. In many tariff filing cases, by law, the commission has up to 11 months from the time a tariff is filed to reach its decision, or the rates will go into effect as filed. Many of these cases are resolved in accord with a settlement between the parties and processed in a shorter time frame.

Special rules apply for water and sewer companies with less than 8,000 customers in Missouri. They can pursue changes in rates without the necessity of filing a formal rate case (called an informal rate case). Water and sewer companies with under 8,000 customers are subject to filing a traditional rate case.

The commission staff conducts an independent, on-site investigation of the company’s books and records to provide the commission with a recommendation as to what increase or decrease, if any, should be ordered. This investigation can take from two weeks to several months and results in the pre-filing of written testimony. Other parties such as the Office of the Public Counsel, consumer groups, commercial and industrial interests and municipali-