

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2023, "Utility Disconnections Dashboard," Energy Justice Lab.



## Missouri

Last updated: December 28, 2023

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Missouri. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

20 CSR 4240-13.010; 20 CSR 4240-13.015; R.S.Mo. § 386.020

### Weather Protections

Service cannot be discontinued for nonpayment on any day when the National Weather Service's local forecast given between 6:00 am and 9:00 am for the following 24 hours predicts that the temperature will fall below 32 degrees F, or rises above 95 degrees F.

Service also cannot be disconnected on a day if the morning forecast determines that the immediately succeeding day(s) will have temperatures below 32 degrees F or above 95 degrees F (or if the heat index is over 105 degrees F) and the utility will not be available to reconnect utility service on those days. Hot weather protections apply from June 1<sup>st</sup> through September 30<sup>th</sup> each calendar year.

These protections apply only for residences where electric service is used for heating or cooling, or to operate the only space heating/cooling equipment at a residence.

20 CSR 4240-13.055; R.S.Mo. § 393.108

### Medical Protections

Disconnections will be delayed for up to 21 days if discontinuance would aggravate an existing medical emergency of a permanent resident of the home. Customers receiving medical protections are not required to enter into a payment agreement with their utility provider, and medical certificates are not required to receive this protection.

20 CSR 4240-13.050

### Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

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### General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship.

### Notification Requirements

Written notification of at least 10 days by mail, or 4 days if in-person by delivery, is required from a utility before a customer may be disconnected. Telephone notifications are not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

20 CSR 4240-13.050; 20 CSR 4240-13.055

### Payment Information, Delinquency, and Fee Information

Customers have 21 days to pay their bills before they become past-due.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

20 CSR 4240-13.015; 20 CSR 4240-13.055

### Landlords and Tenants

Tenants, where the landlord is the customer, shall receive the same protections as other customers.

20 CSR 4240-13.050

### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. Additionally, disconnection notices should include information on how a customer may avoid utility discontinuance.

20 CSR 4240-13.055; 20 CSR 4240-13.050