

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Claude Scott,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2020-0201</u>
)	
Spire Missouri Inc. d/b/a Spire,)	
)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through undersigned counsel, and submits its Staff Report.

1. On January 16, 2020, Claude Scott (“Complainant”) filed a small formal complaint against Spire Missouri Inc. d/b/a Spire (“Respondent”).

2. Following an attempt at mediation, the Commission ordered Staff to investigate this complaint and file a report no later than April 20, 2020.

3. Having concluded its investigation, Staff offers its *Staff Report*, which details Staff’s investigation and analysis, and is attached hereto as Appendix A (Report of the Staff). In summary, Staff concludes that the Company has not violated any applicable statutes, Commission rules, or Commission-approved Company tariffs related to the Complaint.

4. However, Staff does note that, prior to Complainant filing a formal complaint, a Company representative failed to offer Complainant a Medical Certification Form, in violation of the Company’s own internal guidelines. The Company advised Staff that the representative in question was sent to the Quality Assurance section for training.

5. Staff's findings and analysis in the attached *Staff Report* more fully explain the circumstances that led Staff to make these conclusions.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Travis J. Pringle

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to the Complainant and/or all counsels of record this 20th day of April, 2020.

/s/ Travis J. Pringle