

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

In the Matter of a Staff Investigation into the)
Customer Service, Billing, and Recordkeeping) **File No. GO-2020-0182**
Practices of Spire Missouri, Inc. d/b/a Spire)

ORDER DIRECTING STAFF TO FILE REPORT

Issue Date: June 30, 2020

Effective Date: June 30, 2020

The Commission opened this investigative file on December 30, 2019, at the request of its Staff, to facilitate Staff’s investigation into the customer service, billing, and recordkeeping practices of Spire Missouri, Inc. d/b/a Spire. In its order opening the investigation, the Commission directed its Staff to file a progress report by June 30, 2020.

Staff filed that progress report on June 30, 2020, reporting that it is making progress on its investigation and indicating it anticipated filing a final report by October 30, 2020. The Commission will direct Staff to file either its report or another progress report by that date.

THE COMMISSION ORDERS THAT:

1. The Commission’s Staff shall file a report regarding the results of its investigation by October 30, 2020. If Staff is unable to complete its investigation by that date, it may file a further progress report describing when it will be able to file its report.
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 30th day of June, 2020.