

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 12th day of November, 2020.

Claude Scott,)
)
 Complainant)
v.)
)
 Spire Missouri, Inc., d/b/a Spire)
)
 Respondent)

File No. GC-2020-0201

ORDER SETTING EVIDENTIARY HEARING

Issue Date: November 12, 2020

Effective Date: November 12, 2020

On January 16, 2020, Claude Scott filed a complaint with the Commission against Spire Missouri, Inc. d/b/a Spire. After the parties attempted mediation and settlement discussions, the Commission scheduled a July 24, 2020 evidentiary hearing to be conducted by telephone conference call. On July 23, 2020, Spire requested the Commission continue the hearing to allow Spire to exchange Mr. Scott's meter in an attempt to resolve the case. On July 23, 2020, the Commission granted the continuance request.

On October 21, 2020, Spire filed a status report indicating Spire and Mr. Scott have not reached an agreement. Spire requested a hearing and proposed hearing dates of November 23 or December 4, 2020, indicating the Staff of the Commission is also available on those dates. Spire indicated it was not able to confirm Mr. Scott's availability. On October 22, 2020, the Commission directed Mr. Scott to submit any objection to a

November 23 or December 4 hearing and provide available hearing dates no later than November 5, 2020. No objection was received by November 6, 2020.

The Commission will set an evidentiary hearing as requested by Spire.

THE COMMISSION ORDERS THAT:

1. The parties shall appear for an evidentiary hearing in this matter at **9:15 a.m. December 4, 2020**. The hearing shall be conducted by telephone conference, also accessible by Webex.

2. Those who wish to participate in the hearing by telephone may dial, toll free, 1 (855) 718-6621 and enter access code **177 799 0056**, followed by #, at the time of the hearing. Any party who is unable to connect via the toll-free number may dial 1 (650) 479-3207 and enter the access code above, followed by #, at the time of the conference.

3. A Webex link to connect to the hearing will be distributed to all parties by e-mail. Parties may connect by telephone, as described above, or via the internet.

4. Those who require additional accommodations to participate in this hearing may call the Public Service Commission's hotline at 1 (800) 392-4211 (voice) or Relay Missouri at 711 before the hearing.

5. The Commission's data center shall mail a copy of this order to Complainant by U.S. Mail addressed to Complainant's address of record.

6. This order shall be effective on November 12, 2020.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and
Holsman CC., concur.

Jacobs, Regulatory Law Judge