

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

Structural Glass Systems, Inc.	)	
	)	
Complainant,	)	
	)	
v.	)	File No. GC-2023-0143
	)	
Spire Missouri, Inc. d/b/a Spire,	)	
	)	
Respondent	)	

**STIPULATION OF UNDISPUTED FACTS**

COME NOW Structural Glass Systems, Inc. (“Complainant”), Spire Missouri Inc. d/b/a Spire (“Respondent”) and the Staff of the Missouri Public Service Commission (“Staff”) and, pursuant to the Missouri Public Service Commission’s (“Commission”) March 8, 2023 procedural order in this case, submit the following stipulation of the undisputed facts in this case:

1. Complainant’s service address is 9700 E. 56<sup>th</sup> St. C, Raytown, MO 64133 (the “service address”).
2. The square footage of the building(s) located at the service address is 15,204 square feet.
3. Complainant has a furnace and a water heater at the service address.
4. Complainant started receiving natural gas service at the service address in November 2021, and presently receives natural gas service at the address.
5. The period of time at issue in this Complaint is November 24, 2021 to April 12, 2022.
6. On October 25, 2022, Complainant filed this Complaint alleging that the underbilled amount of \$7,822.66 for natural gas service from November 24, 2021 to April 12, 2022 that was billed on May 11, 2022, was the result of negligence of Respondent in setting Complainant gas meter with an incorrect PTZ corrector configuration. Complainant disputes that the amount of natural gas that was rebilled was actually used by Complainant.

7. An incorrect PTZ corrector configuration caused Complainant's gas meter to register six digits of usage, but only transmit five digits of usage to Respondent's billing system for the period of November 24, 2021 to April 12, 2022.
8. Respondent rebilled Complainant for the period of November 24, 2021 to April 12, 2022 on May 11, 2022.
9. Complainant's natural gas account was closed in October 2022.
10. On December 21, 2022, Complainant and Respondent entered into a payment plan to restore gas service to Complainant.

Respectfully submitted,

*/s/ J. Antonio Arias*

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**ATTORNEYS FOR RESPONDENT SPIRE  
MISSOURI INC.**

*/s/ Ron Irving*

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**ATTORNEY FOR STAFF OF THE MISSOURI  
PUBLIC SERVICE COMMISSION**

*/s/Mark E. Meyer*

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**ATTORNEY FOR COMPLAINANT  
STRUCTURAL GLASS SYSTEMS, INC.**

**CERTIFICATE OF SERVICE**

I do hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail to all counsel of record on this 3rd day of May, 2023.

*/s/ J. Antonio Arias*

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J. Antonio Arias