**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

Mary Jackson, )

)

Complainant, )

v. ) File No. GC-2019-0331

)

Spire Missouri, Inc., d/b/a Spire, )

)

Respondent. )

**LIST OF ISSUES AND WITNESSES, AND POSITION STATEMENTS**

**COMES NOW** Spire Missouri Inc., d/b/a Spire, on behalf of itself, Ms. Mary Jackson (Complainant), and the Staff of the Missouri Public Service Commission (Staff), and, pursuant to the Commission’s July 10, 2019 procedural order in this case, files this *List of Issues and Witnesses, and Position Statements,* stating as follows:

1. The parties agree on the following issue:

*Did Spire overcharge Complainant by billing her for more gas than she received? If so, did Spire violate any law or any Commission rule, order or decision by doing so?*

2. The witnesses and the order in which they will take the stand are:

1. Complainant’s Witnesses and order of cross-examination:

1. **Mary Jackson,** Complainant; (Cross: Staff, Spire)

1. Respondent’s Witnesses and order of cross-examination:

1. **Julie Trachsel,** Manager, Spire Community Services Department

(Cross: Staff, Complainant)

1. Staff’s Witnesses and order of cross-examination:

1. **Tammy Huber**, Utility Policy Analyst II; (Cross: Spire, Complainant)

3. The positions of each party are:

1. Complainant: Spire has overcharged Complainant for gas service. Complainant exerts control over the amount of gas she uses, and believes that Spire’s billed usage is unreasonably high.
2. Respondent: Spire denies overcharging Complainant for gas service. Spire has inspected its meter and Complainant’s gas appliances and found no problems. Spire tested its meter, and found that it tested within the required parameters. Spire reviewed the customer’s usage for anomalies and found none. Spire denies that it has violated any laws, or any rules, orders or decisions of the Commission.
3. Staff: Staff performed a thorough investigation and found no evidence that Spire overcharged Complainant for gas service. Staff did not find that Spire violated any statutes, Commission rules or other laws.

**WHEREFORE**, Spire prays on behalf of the parties that the Commission accept this *List of Issues and Witnesses and Position Statements*.

**SPIRE MISSOURI INC.**

**/s/ Rick Zucker**

Rick Zucker, #49211

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**CERTIFICATE OF SERVICE**

I certify that a true and correct copy of the foregoing was served by email, or First Class Mail, postage prepaid, on this 10th day of September, 2019, to all parties of record.

**/s/ Rick Zucker**