

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of an Investigation of
Customer Service Issues at
Spire Missouri, Inc.

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File No. GO-2018-0251

ORDER CLOSING FILE

Issue Date: October 23, 2018

Effective Date: October 23, 2018

The Commission opened this file on March 22, 2018, to facilitate Staff's investigation into Spire Missouri, Inc.'s service and billing practices for residential customers. Staff completed its investigation and filed its final report and recommendation on October 10.

Staff reports that it focused its investigation on Spire's service and billing practices for residential customers during the Cold Weather Rule period. Staff indicates Spire has adequately responded to concerns raised by Staff. In particular, Spire has enhanced its procedures to notify customers of an impending disconnection where it has not been able to complete the disconnection within 96 hours of giving the customer initial notice of the disconnection. In that circumstance, Spire will attempt two telephone calls to the customer within 24 hours before the disconnection.

Staff reports its investigation did not reveal actions by Spire that would require a formal complaint or additional Commission action. Staff will continue to monitor Spire's customer service and billing practices, but recommends this file be closed at this time. The Commission will do so.

THE COMMISSION ORDERS THAT:

1. This file shall be closed.

2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink 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 23rd day of October, 2018.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 23rd day of October 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 23, 2018

File/Case No. GO-2018-0251

**Missouri Public Service
Commission**

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.