

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

In the Matter of a Staff Investigation into the     )  
Customer Service, Billing, and Recordkeeping    )  
Practices of Spire Missouri, Inc. d/b/a Spire     )

**File No. GO-2020-0182**

**PROGRESS REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”) and for its *Progress Report*, states as follows:

**Introduction**

1. On December 20, 2019, Staff filed its *Motion to Open Investigation*, in which it requested the Commission open an investigatory docket and order Staff to undertake an investigation of Spire’s recordkeeping, business practices, business operations, and responsiveness to the Commission, and further direct Staff to identify and recommend improvements where such are warranted.

2. On December 30, 2019, the Commission issued its *Order Opening an Investigation*, in which the Commission noted that this is a fact-finding investigation and not a contested case. The Commission directed Staff to undertake the investigation of Spire’s recordkeeping, business practices, business operations, and responsiveness to the Commission, and further directed Staff to file a progress report regarding its investigation no later than June 30, 2020.

**Staff Investigation**

3. In the course of its investigation, Staff has conducted discovery by submitting several rounds of data requests to Spire. Staff’s initial data requests were submitted to Spire on January 22, 2020, and January 31, 2020. Staff reviewed Spire’s

responses to those initial sets of data requests and submitted an additional data request to Spire on March 6, 2020. Additionally, during the course of meetings with Spire personnel, Staff has become aware of information that may be useful to Staff's investigation. As such, Staff submitted more data requests to Spire on June 29, 2020.

4. Due to the COVID-19 pandemic, Staff has been unable to complete in-person interviews, travel on-site to observe actual operations, or witness Spire employees conducting their job activities. However, this does not appear to Staff to have been a material impediment to its investigation. In addition to the several rounds of data requests Staff has submitted to Spire, Staff has also conducted several conference calls with various Spire employees. Staff has appreciated Spire's cooperation and flexibility with respect to scheduling and conducting interviews and providing the appropriate personnel to respond to questions. Due in part to Spire's cooperation with Staff in the investigation thus far, Staff believes it can conduct and complete an adequate investigation while continuing to utilize remote methods, if it remains impractical to conduct in-person interviews or on-site travel in the near future.

#### **Staff Report**

5. In considering the necessary time to conduct the remaining aspects of Staff's investigation, and to allow for additional time to finalize its review, Staff anticipates it will be prepared to report to the Commission its findings and recommendations in this investigation, in the form of a Staff Report filed in this investigatory docket, no later than October 30, 2020. Should circumstances cause a delay in Staff completing its investigation and finalizing its review, Staff will file a progress report with the Commission on or before October 30, 2020.

**WHEREFORE**, Staff respectfully submits this *Progress Report* for the Commission's information and consideration.

Respectfully submitted,

**/s/ Jamie S. Myers**

Jamie S. Myers  
Associate Counsel  
Missouri Bar No. 68291  
Attorney for the Staff of the  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102  
573-526-6036 (Voice)  
573-751-9285 (Fax)  
[jamie.myers@psc.mo.gov](mailto:jamie.myers@psc.mo.gov)

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile, or electronically mailed to all parties and/or counsel of record on this 30<sup>th</sup> day of June, 2020.

**/s/ Jamie S. Myers**