

**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

**STAFF REVIEW OF SPIRE’S STATUS REPORTS
AND RECOMMENDATION**

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”) and for its *Staff Review of Spire’s Status Reports and Recommendation*, states as follows:

1. On October 30, 2020, Staff filed its *Investigation Report* (“Report”) in this matter in which Staff analyzed Spire’s call center operations, quality assurance and employee training practices, metering operations, and responsiveness to the Commission and Staff. Staff noted in its Report that its investigation revealed several areas of concern, and Staff recommended the Commission direct Spire to file a formal implementation plan and further direct Spire to file bi-annual status reports describing its progress in implementing its plan.

2. The Commission ordered Spire to respond to Staff’s report and recommendations with an implementation plan, and further ordered Spire to file bi-annual progress reports.

3. Spire timely filed its progress reports on December 18, 2020, and June 18, 2021. Spire also held conference calls with Staff on March 4, 2021, May 5, 2021, and July 22, 2021, to discuss additional details on Spire’s implementation of Staff’s recommendations.

4. Staff thinks the Commission would benefit from Staff providing an update on Spire’s actions thus far, and to this end, Staff has prepared a corresponding

Staff Review of Spire's Status Reports ("Staff Review"). In Staff's Review, Staff notes that while Staff believes Spire has made progress towards implementation of Staff's recommendations, Staff thinks there is still a need for Spire to report on its progress. In place of Spire filing additional progress reports on December 18 and June 18 of subsequent years as is currently ordered, Staff now recommends the Commission order Spire to hold bi-annual meetings with Staff to discuss progress and further order Spire to file an annual progress report.

WHEREFORE, Staff respectfully submits its *Staff Review of Spire's Status Reports and Recommendation* and requests the Commission issue an Order that directs Spire to hold bi-annual meetings with Staff to discuss progress and file an annual progress report; and grant such other and further relief as the Commission considers reasonable in the circumstances.

Respectfully submitted,

/s/ Jamie S. Myers

Jamie S. Myers
Deputy 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

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 10th day of December, 2021.

/s/ Jamie S. Myers