

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 30th day of December, 2019.

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

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File No. GO-2020-0182

ORDER OPENING AN INVESTIGATION

Issue Date: December 30, 2019

Effective Date: December 30, 2019

On December 20, 2019, the Staff of the Commission filed a motion asking the Commission to open an investigation into the recordkeeping, business practices, business operations, and responsiveness to the Commission of Spire Missouri, Inc. The Commission will open this case to facilitate Staff's investigation. In addition, an open case will afford Staff an opportunity to report to the Commission as appropriate.

This is only a fact-finding investigation and is not a contested case. The Commission will not take any action regarding Spire Missouri's practices within the confines of this investigation. If the investigation reveals that any such action is appropriate, Staff may file a formal complaint or other appropriate pleading within a new file to institute contested case procedures.

THE COMMISSION ORDERS THAT:

1. The Commission's Staff shall undertake an investigation of Spire Missouri, Inc.'s recordkeeping, business practices, business operations, and responsiveness to the Commission.
2. Staff shall file a progress report regarding its investigation no later than June 30, 2020.
3. This order shall be effective when issued.

BY THE COMMISSION



Morris L. Woodruff

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, CC., concur.

Woodruff, Chief Regulatory Law Judge