

**Laclede Gas Company
GM-2016-0342**

Response to Staff Data Request No. 28

Please provide a description and/or copies of all Spire Inc./The Laclede Group Inc. and/or Laclede Gas Company and Missouri Gas Energy actions taken to date, analysis and/or studies conducted to determine that the purchase of EnergySouth will not have any detrimental impact upon Laclede Gas Company and Missouri Gas Energy Missouri customers respecting the service quality / quality of service areas, including but not limited to: call center operations, service order processes, meter reading, credit and collections, connection and disconnection processes, payment remittance and others. Please include all planned or anticipated operational changes during and post-acquisition of EnergySouth in any and all service quality areas that include outsourcing and/or terminating current Laclede Gas Company and Missouri Gas Energy employee headcounts.

Response: Since there are no plans to integrate these EnergySouth functions with those of Laclede Gas Company (Laclede) and Missouri Gas Energy (MGE), the purchase is not anticipated to have any impact on these functional areas or the quality of service provided by Laclede and MGE. The only possible exception would be if the transaction results in the identification of best practices that, if adopted, might enhance service quality.

Signed by: Glenn Buck



formerly The Laclede Group

Spire Inc.
700 Market Street
St. Louis, MO 63101

August 15, 2016

VIA ELECTRONIC MAIL

Jeffrey Keevil, Esq.
Missouri Public Service Commission Staff
200 Madison Street
Jefferson City, MO 65101
jeff.keevil@psc.mo.gov

Re: Case No. GM-2016-0342; Completion of Responses to Staff Data Requests

Dear Jeff:

I am writing on behalf of Spire Inc. ("Spire" or "Company") to confirm that we have completed our responses to the Staff's Data Requests in the above referenced case. We have attempted to cooperate in meeting Staff's information needs as evidenced, in part, by our submission of responses to over half of the DR's earlier than required by the expedited discovery schedule.

The Company believes that these responses, as well as other external sources of information, clearly establish that neither the acquisition of Alabama Gas Corporation, which was completed some two years ago, nor the pending acquisition of EnergySouth, has had or will have any detrimental impact on Missouri ratepayers. To the contrary, Missouri ratepayers have been held harmless or affirmatively benefitted from each of the Company's acquisitions over the past three years, beginning with Laclede Gas' acquisition of Missouri Gas Energy ("MGE"), as shown by an evaluation of each of the metrics previously identified by Staff for assessing such matters. We firmly believe this will also be the case with EnergySouth, a much smaller transaction, for which we have developed considerable talent, knowledge, capabilities, and a track record for such integration into the Spire family:

- **Impact on Rates** – For the past six years, rate increases for both Laclede Gas and MGE have been limited solely to ISRS charges. The one rate case Laclede and MGE have each filed under our ownership resulted only in rebasing the ISRS charges that both operating units were already recovering in rates, with no additional amounts added to rates for non-ISRS costs. By comparison, over the seven years preceding these cases, Laclede Gas and MGE received approval to recover approximately \$90 million in non-ISRS costs in rates. While a number of factors have played a role in bending down the historical cost curve experienced by Laclede Gas and MGE, the synergies and other efficiencies achieved through the Company's acquisitions has certainly been a major factor. The Company submits that ratepayers are already benefitting from these transactions, because the synergies derived from them have permitted Laclede Gas to defer seeking rate increases for both operating units. The critical point is, however, that there is no reason for believing that the completed MGE and Alagasco acquisitions or the pending EnergySouth acquisition has had or would have any detrimental impact on the rates charged Missouri customers. Even OPC believes costs for the utilities may potentially be lower today, not higher, meaning customers could go even longer without a rate increase and continue to experience that benefit. Moreover, in the highly unlikely event there could be any potentially adverse impacts on costs from these

transactions, the Company has already agreed in the Holding Company Stipulation (and the Commission already has the power) to exclude such impacts from rates. Given these considerations, the Company submits there is no plausible basis for concluding that the Alagasco acquisition has had, or the EnergySouth acquisition will have, a detrimental impact on the rates charged by Laclede Gas or MGE for service to their Missouri customers.

- **Impact on Financial Health** – From the time the Company announced the MGE acquisition until now, there has been no degradation in Laclede Gas’ financial health. Laclede Gas had an A- credit rating before these acquisitions began and it has an A-credit rating today. Laclede Gas has been able to achieve this strong credit rating by maintaining an equity ratio that exceeds 50% of its capital structure. It continues to be able to obtain access to the short-term and longer-term capital markets on very favorable terms and has demonstrated an ability to maintain these metrics separate and apart from any rating changes for its parent, Spire. Additionally, Spire has remained financially strong throughout this period. Despite the acquisitions, or perhaps more accurately because of them, Spire’s stock price has risen by more than 50% (and is up over 45% since the Alagasco transaction was financed), meaning the financial market and sophisticated investment professionals believe the transactions have been beneficial to Spire and the utilities that comprise nearly all its value, meaning access to capital has not been detrimentally affected. Laclede Gas’ parent, Spire, has maintained an equity ratio that exceeds 50% of its capital structure and it has been able to maintain access to the short and long-term capital markets on very favorable terms. Although Spire’s credit rating was downgraded by one notch following the acquisition of Alagasco, it remains solidly investment grade and the downgrade has had no impact on Laclede Gas. In short, both Laclede Gas and Spire continue to substantially exceed the financial metrics that the Staff has previously identified as triggering the kind of financial concerns that would require any kind of remedial action (i.e. equity ratios below 35% and 30%, respectively; credit rating downgraded below investment grade). Laclede Gas and Spire also continue to comply with all of the financial conditions and requirements that Staff requested and the Commission adopted 15 years ago to protect ratepayers from any adverse financial impacts in the unlikely event such impacts arise as a result of Spire’s acquisition activities. Given this positive financial history and the degree to which safeguards are already in place to protect Missouri ratepayers from any adverse financial impacts associated with the Alagasco and EnergySouth acquisitions (in the unlikely event there should ever be any), the Company submits that there is no tenable basis for concluding that either transaction has had or will have a detrimental impact on the financial health of either Laclede or Spire.
- **Impact on Customer Service Functions** – In the MGE acquisition case, the Staff was particularly concerned about the impact that the MGE acquisition might have on customer facing functions such as call center activities, disconnection and reconnection activities, customer billing, etc. As discussed below, because the local operations of these customer facing functions for Alagasco have not been integrated with those of Laclede Gas and MGE, and the customer facing functions of EnergySouth will be integrated with those of Alagasco, neither of these transactions have had or will have any impact, detrimental or otherwise, on these functions by Laclede Gas and MGE. In fact, the only possible impact would be the potential identification and application of best practices from one operating unit to another – a circumstance that would only enhance the quality of the services provided by Laclede Gas and MGE. On a broader level, the customer service metrics maintained for Laclede Gas and MGE show that performance has improved significantly over a broad array of functional areas during the past three years as these acquisitions were being pursued and completed. These include, among others, improvements in call center metrics, average leak response times, and service response times. In fact, the only temporary decline in call center metrics was related to the conversion of MGE to Laclede Gas’ Customer Care & Billing information system, which was completely unrelated to the Alagasco acquisition. Given this positive performance history and the degree to which these customer service functions remain or will remain unaffected by the Alagasco and EnergySouth acquisitions, the Company would submit that there is no plausible basis for concluding that either transaction has had or will have a detrimental impact on the

quality of services provided to Missouri customers. Moreover, as a result of the Stipulation and Agreement in the MGE acquisition case, the Staff will continue to receive monthly call center and other information and will therefore be in a position to continue to monitor the Company's performance in these key customer facing areas.

- **Impact on Gas Supply/Reliability** – In the MGE acquisition proceeding, the Staff also expressed concern over the potential impact of that acquisition on the reliability and management of the gas supply assets used to serve MGE's customers. In the winter immediately following the acquisition, the Company managed to maintain the reliability of its gas supply assets without material disruptions of any kind, notwithstanding the fact that the winter was one of the coldest experienced by Laclede Gas and MGE in the past 30 years. In terms of the Alagasco and EnergySouth acquisitions, the impact of the transactions on the reliability of MGE's and Laclede Gas' supply assets is not even an issue. While there may be opportunities to further identify best practices in this area through the Company's shared service model, Laclede Gas and MGE are connected to different pipelines and have different sources of gas supply than the Alagasco and the EnergySouth utilities. The gas supply assets of Laclede Gas and MGE will remain physically separate from those of Alagasco and EnergySouth. Moreover, unlike the MGE acquisition, these transactions have not and will not require any transfer of gas supply assets, transportation contracts or other assets critical to the gas supply function. In light of these considerations, there is no credible basis for concluding that either transaction will have a detrimental impact on either Laclede Gas' or MGE's ability to provide a reliable gas service.

For all of these reasons, and those outlined in the Company's DR responses, we respectfully request that the Staff find and report that there is no reasonable basis for concluding that either the Alagasco or EnergySouth transactions have been or will be detrimental to Missouri customers. Thank you for your consideration of this request.

Sincerely,

/s/ Mark C. Darrell
Senior Vice President, General Counsel
and Chief Compliance Officer

SCHEDULE 3 through 12

HAS BEEN DEEMED

HIGHLY CONFIDENTIAL

IN ITS ENTIRETY

**Missouri Public Commission Service
Complaint Inquiry Report**

Date of Report : 8/24/2016

List of Complaints submitted between 08/01/2015 and 12/31/2015

Utility Type : Gas

Company Name : Missouri Gas Energy (Laclede)

Complaint No.	Utility Company	Complaint Date	Complaint Issue	Complaint Sub Issue	Complaint Resolution	City
C201600490	Missouri Gas Energy (Laclede)- Investor(Gas)	9/17/2015	Service Quality	Phone Center Problem	Re-closed: Updated Information	Carrollton
C201600493	Missouri Gas Energy (Laclede)- Investor(Gas)	9/17/2015	Billing	Disputed Bill	Billing Adjustment Given	Kansas City
C201600512	Missouri Gas Energy (Laclede)- Investor(Gas)	9/21/2015	Service Quality	Service in General	Utility Resolved Matter	Lake Lotawana
C201600515	Missouri Gas Energy (Laclede)- Investor(Gas)	9/22/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Aurora
C201600573	Missouri Gas Energy (Laclede)- Investor(Gas)	10/1/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Joplin
C201600578	Missouri Gas Energy (Laclede)- Investor(Gas)	10/2/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Gladstone
C201600585	Missouri Gas Energy (Laclede)- Investor(Gas)	10/2/2015	Rules/Regulations	Denial of Service	Billing Adjustment Given	Saint Joseph
C201600588	Missouri Gas Energy (Laclede)- Investor(Gas)	10/5/2015	Billing	Minimum Bill	Customer Responsibility	Kansas City
C201600591	Missouri Gas Energy (Laclede)- Investor(Gas)	10/5/2015	Service Quality	Service in General	Utility Resolved Matter	Saint Joseph
C201600598	Missouri Gas Energy (Laclede)- Investor(Gas)	10/5/2015	Service Quality	Customer Service/Call Center	Information Provided	Kansas City
C201600600	Missouri Gas Energy (Laclede)- Investor(Gas)	10/5/2015	Rules/Regulations	Discontinuance of Service	Other / Misc.	Kansas City
C201600601	Missouri Gas Energy (Laclede)- Investor(Gas)	10/5/2015	Service Quality	Delayed Restoral		Kansas City
C201600607	Missouri Gas Energy (Laclede)- Investor(Gas)	10/6/2015	Service Quality	Delayed Restoral	Billing Adjustment Given	Camden Point
C201600609	Missouri Gas Energy (Laclede)- Investor(Gas)	10/6/2015	Service Quality	Service in General	Utility Resolved Matter	Camden Point
C201600618	Missouri Gas Energy (Laclede)- Investor(Gas)	10/6/2015	Service Quality	Customer Service/Call Center	Re-closed: Updated Information	Kansas City
C201600622	Missouri Gas Energy (Laclede)- Investor(Gas)	10/7/2015	Billing	Budget Plan	Utility Resolved Matter	Blue Springs
C201600636	Missouri Gas Energy (Laclede)- Investor(Gas)	10/9/2015	Billing	Incorrect Bill	Initial Bill Dispute Resolved	Blue Springs
C201600638	Missouri Gas Energy (Laclede)- Investor(Gas)	10/9/2015	Billing	Billing Cycle	Information Provided	Blue Springs
C201600678	Missouri Gas Energy (Laclede)- Investor(Gas)	10/16/2015	Billing	Received No Bills	Information Provided	Nixa

C201600691	Missouri Gas Energy (Laclede)- Investor(Gas)	10/19/2015	Service Quality	Customer Service/Call Center	Information Provided	Independence
C201600694	Missouri Gas Energy (Laclede)- Investor(Gas)	10/20/2015	Billing	Received No Bills	Re-closed: Updated Information	Blue Springs
C201600699	Missouri Gas Energy (Laclede)- Investor(Gas)	10/20/2015	Rules/Regulations	Discontinuance of Service	Re-closed: Updated Information	Kansas City
C201600700	Missouri Gas Energy (Laclede)- Investor(Gas)	10/20/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Lees Summit
C201600701	Missouri Gas Energy (Laclede)- Investor(Gas)	10/20/2015	Billing	Billing in General	Utility in Compliance w/Tariff and/or Rules and Statutes	Independence
C201600293	Missouri Gas Energy (Laclede)- Investor(Gas)	8/19/2015	Service Quality	Service in General	Utility Resolved Matter	Cameron
C201600422	Missouri Gas Energy (Laclede)- Investor(Gas)	9/8/2015	Service Quality	Delayed Restoral	Utility Resolved Matter	Kansas City
C201600435	Missouri Gas Energy (Laclede)- Investor(Gas)	9/9/2015	Billing	Payment Posting Problem	Utility Resolved Matter	Harrisonville
C201600461	Missouri Gas Energy (Laclede)- Investor(Gas)	9/14/2015	Service Quality	Phone Center Problem	Utility Resolved Matter	Kansas City
C201600969	Missouri Gas Energy (Laclede)- Investor(Gas)	12/2/2015	Billing	Cold Weather Rule	Utility in Compliance w/Tariff and/or Rules and Statutes	Kansas City
C201600978	Missouri Gas Energy (Laclede)- Investor(Gas)	12/3/2015	Billing	Paper Billing	Customer Not Participating in Their Own Resolution	Independence
C201600989	Missouri Gas Energy (Laclede)- Investor(Gas)	12/5/2015	Service Quality	Customer Service/Call Center	Service Quality Comment	Smithville
C201601021	Missouri Gas Energy (Laclede)- Investor(Gas)	12/10/2015	Rules/Regulations	Discontinuance of Service	Re-closed: Updated Information	Kansas City
C201601033	Missouri Gas Energy (Laclede)- Investor(Gas)	12/14/2015	Service Quality	Service in General	Service Restored (definition: outage/disconnect/reconnection delay/3rd pty delay)	Turney
C201601047	Missouri Gas Energy (Laclede)- Investor(Gas)	12/16/2015	Billing	Refunds	Utility Resolved Matter	Independence
C201601056	Missouri Gas Energy (Laclede)- Investor(Gas)	12/18/2015	Service Quality	Installation Delay	Service Restored (definition: outage/disconnect/reconnection delay/3rd pty delay)	Kansas City
C201601069	Missouri Gas Energy (Laclede)- Investor(Gas)	12/28/2015	Billing	Billing Cycle	No Jurisdiction Over Subject Matter	Gladstone
C201600719	Missouri Gas Energy (Laclede)- Investor(Gas)	10/23/2015	Billing	Billing in General	Information Provided	Excelsior Springs
C201600726	Missouri Gas Energy (Laclede)- Investor(Gas)	10/26/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Kansas City
C201600731	Missouri Gas Energy (Laclede)- Investor(Gas)	10/27/2015	Service Quality	Installation Delay		Raymore
C201600738	Missouri Gas Energy (Laclede)- Investor(Gas)	10/27/2015	Billing	Received No Bills	Utility Resolved Matter	Kansas City
C201600763	Missouri Gas Energy (Laclede)- Investor(Gas)	10/30/2015	Service Quality	Customer Service/Call Center	Requested Service Provided (definition: installation delay/property restoral)	St Joseph
C201600766	Missouri Gas Energy (Laclede)- Investor(Gas)	10/30/2015	Service Quality	Customer Service/Call Center	Billing Adjustment Given	Kansas City

C201600774	Missouri Gas Energy (Laclede)- Investor(Gas)	11/2/2015	Billing	Payment Posting Problem	Information Provided	: Independence
C201600776	Missouri Gas Energy (Laclede)- Investor(Gas)	11/2/2015	Service Quality	Customer Service/Call Center	Service Restored (definition: outage/disconnect/reconnection delay/3rd pty delay)	Joplin
C201600778	Missouri Gas Energy (Laclede)- Investor(Gas)	11/2/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Kansas City
C201600786	Missouri Gas Energy (Laclede)- Investor(Gas)	11/3/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Kansas City
C201600799	Missouri Gas Energy (Laclede)- Investor(Gas)	11/4/2015	Billing	Late Payment Charge	Billing Adjustment Given	Pleasant Hill
C201600804	Missouri Gas Energy (Laclede)- Investor(Gas)	11/5/2015	Billing	Payment Posting Problem	Utility Resolved Matter	Kansas City
C201600816	Missouri Gas Energy (Laclede)- Investor(Gas)	11/6/2015	Service Quality	Customer Service/Call Center		Raymore
C201600818	Missouri Gas Energy (Laclede)- Investor(Gas)	11/6/2015	Service Quality	Installation Delay	Billing Adjustment Given	Kansas City
C201600833	Missouri Gas Energy (Laclede)- Investor(Gas)	11/9/2015	Service Quality	Customer Service/Call Center	Billing Adjustment Given	Lees Summit
C201600834	Missouri Gas Energy (Laclede)- Investor(Gas)	11/9/2015	Service Quality	Customer Service/Call Center	Requested Service Provided (definition: installation delay/property restoral)	Belton
C201600838	Missouri Gas Energy (Laclede)- Investor(Gas)	11/10/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Liberty
C201600839	Missouri Gas Energy (Laclede)- Investor(Gas)	11/10/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Joplin
C201600840	Missouri Gas Energy (Laclede)- Investor(Gas)	11/10/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Belton
C201600844	Missouri Gas Energy (Laclede)- Investor(Gas)	11/10/2015	Service Quality	Gas Leak	Referred to Utility Company	Kansas City
C201600853	Missouri Gas Energy (Laclede)- Investor(Gas)	11/12/2015	Service Quality	Delayed Restoral	Utility Resolved Matter	Kansas City
C201600855	Missouri Gas Energy (Laclede)- Investor(Gas)	11/12/2015	Service Quality	Installation Delay	Re-closed: Updated Information	Kansas City
C201600856	Missouri Gas Energy (Laclede)- Investor(Gas)	11/12/2015	Rules/Regulations	Denial of Service	Re-closed: Updated Information	Joplin
C201600861	Missouri Gas Energy (Laclede)- Investor(Gas)	11/12/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Blue Springs
C201600864	Missouri Gas Energy (Laclede)- Investor(Gas)	11/12/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	GLADSTONE
C201600873	Missouri Gas Energy (Laclede)- Investor(Gas)	11/13/2015	Billing	Payment Posting Problem	Utility Resolved Matter	Kansas City
C201600889	Missouri Gas Energy (Laclede)- Investor(Gas)	11/16/2015	Service Quality	Defective Meter	Requested Service Provided (definition: installation delay/property restoral)	Duenweg
C201600890	Missouri Gas Energy (Laclede)- Investor(Gas)	11/16/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Lees Summit
C201600901	Missouri Gas Energy (Laclede)- Investor(Gas)	11/17/2015	Service Quality	Delayed Restoral	Utility Resolved Matter	Kansas City
C201600905	Missouri Gas Energy (Laclede)- Investor(Gas)	11/18/2015	Service Quality	Delayed Restoral	Cold Weather Rule Payment Arrangement	Kansas City

C201600907	Missouri Gas Energy (Laclede)- Investor(Gas)	11/18/2015	Rules/Regulations	Denial of Service	Requested Service Provided (definition: installation delay/property restoral)	Carrollton
C201600909	Missouri Gas Energy (Laclede)- Investor(Gas)	11/19/2015	Service Quality	Installation Delay	Utility Resolved Matter	Tipton
C201600911	Missouri Gas Energy (Laclede)- Investor(Gas)	11/19/2015	Rules/Regulations	Discontinuance of Service	Utility Resolved Matter	Grandview
C201600916	Missouri Gas Energy (Laclede)- Investor(Gas)	11/19/2015	Billing	Billing in General	Utility Resolved Matter	Neosho
C201600920	Missouri Gas Energy (Laclede)- Investor(Gas)	11/20/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Independence
C201600924	Missouri Gas Energy (Laclede)- Investor(Gas)	11/20/2015	Service Quality	Delayed Restoral	Utility Resolved Matter	St. Joseph
C201600927	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Carthage
C201600930	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Gas Leak	Service Quality Comment	Kansas City
C201600932	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Installation Delay		Unincorporated
C201600933	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Tipton
C201600934	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Delayed Restoral	Utility Resolved Matter	Clarksburg
C201600937	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Installation Delay	Utility Resolved Matter	Ozark
C201600938	Missouri Gas Energy (Laclede)- Investor(Gas)	11/23/2015	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Independence
C201600940	Missouri Gas Energy (Laclede)- Investor(Gas)	11/24/2015	Service Quality	Delayed Restoral	Utility in Compliance w/Tariff and/or Rules and Statutes	Pleasant Hill
C201600942	Missouri Gas Energy (Laclede)- Investor(Gas)	11/24/2015	Service Quality	Installation Delay	Requested Service Provided (definition: installation delay/property restoral)	Kansas City
C201600945	Missouri Gas Energy (Laclede)- Investor(Gas)	11/24/2015	Service Quality	Customer Service/Call Center	Utility in Compliance w/Tariff and/or Rules and Statutes	St. Joseph
C201600951	Missouri Gas Energy (Laclede)- Investor(Gas)	11/24/2015	Billing	Budget Plan	Billing Sustained	Kansas City
C201600953	Missouri Gas Energy (Laclede)- Investor(Gas)	11/30/2015	Rules/Regulations	Discontinuance of Service	Utility Resolved Matter	Kansas City

Missouri Public Commission Service
Complaint Inquiry Report

Date of Report : 8/22/2016

List of Complaints submitted between 01/01/2016 and 08/22/2016

Utility Type : Gas

Company Name : Missouri Gas Energy (Laclede)

Complaint No.	Utility Company	Complaint Date	Complaint Issue	Complaint Sub Issue	Complaint Resolution	City
C201601420	Missouri Gas Energy (Laclede)-Investor(Gas)	3/10/2016	Billing	High Bill	Utility Resolved Matter	Kansas City
C201601422	Missouri Gas Energy (Laclede)-Investor(Gas)	3/10/2016	Billing	Billing in General	Billing Adjustment Given	Kansas City
C201601445	Missouri Gas Energy (Laclede)-Investor(Gas)	3/15/2016	Billing	Rebill	Payment Arrangement Reached	Kansas City
C201601450	Missouri Gas Energy (Laclede)-Investor(Gas)	3/17/2016	Rules/Regulations	Discontinuance of Service	Billing Adjustment Given	Kansas City
C201601461	Missouri Gas Energy (Laclede)-Investor(Gas)	3/20/2016	Rules/Regulations	Safety	Re-closed: Updated Information	Kansas City
C201601494	Missouri Gas Energy (Laclede)-Investor(Gas)	3/28/2016	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Higginsville
C201601517	Missouri Gas Energy (Laclede)-Investor(Gas)	3/31/2016	Service Quality	Delayed Restoral	Utility Resolved Matter	Independence
C201601521	Missouri Gas Energy (Laclede)-Investor(Gas)	4/1/2016	Billing	Payment Posting Problem	Utility Resolved Matter	Independence
C201601523	Missouri Gas Energy (Laclede)-Investor(Gas)	4/1/2016	Rules/Regulations	Discontinuance of Service	Utility Resolved Matter	Lees Summit
C201601527	Missouri Gas Energy (Laclede)-Investor(Gas)	4/4/2016	Billing	Billing in General	Information Provided	Independence
C201601531	Missouri Gas Energy (Laclede)-Investor(Gas)	4/5/2016	Billing	Rebill	Billing Adjustment Given	Kansas City
C201601555	Missouri Gas Energy (Laclede)-Investor(Gas)	4/11/2016	Rules/Regulations	Discontinuance of Service	Billing Adjustment Given	Lamar
C201601566	Missouri Gas Energy (Laclede)-Investor(Gas)	4/14/2016	Rules/Regulations	Discontinuance of Service	Billing Adjustment Given	Kansas City
C201601576	Missouri Gas Energy (Laclede)-Investor(Gas)	4/15/2016	Billing	Refunds	Utility Resolved Matter	Raytown
C201601598	Missouri Gas Energy (Laclede)-Investor(Gas)	4/22/2016	Billing	Auto Pay	No Jurisdiction Over Subject Matter	Saint Louis
C201601614	Missouri Gas Energy (Laclede)-Investor(Gas)	4/28/2016	Rules/Regulations	Discontinuance of Service-bill	Billing Adjustment Given	Grandview
C201601619	Missouri Gas Energy (Laclede)-Investor(Gas)	1/15/2016	Rules/Regulations	Discontinuance of Service	Utility Resolved Matter	Independence
C201601643	Missouri Gas Energy (Laclede)-Investor(Gas)	5/4/2016	Service Quality	Customer Service/Call Center	Utility Resolved Matter	Joplin
C201601648	Missouri Gas Energy (Laclede)-Investor(Gas)	5/5/2016	Rules/Regulations	Discontinuance of Service	Billing Sustained	Kansas City
C201601653	Missouri Gas Energy (Laclede)-Investor(Gas)	5/5/2016	Service Quality	Service in General	Utility Resolved Matter	Norborne
C201601666	Missouri Gas Energy (Laclede)-Investor(Gas)	5/10/2016	Rules/Regulations	Discontinuance of Service	Re-closed: Updated Information	Kansas City

C201601685	Missouri Gas Energy (Laclede)-Investor(Gas)	5/12/2016	Billing	Connection Charge	Re-closed: Updated Information	Kansas City
C201601686	Missouri Gas Energy (Laclede)-Investor(Gas)	5/12/2016	Billing	Connection Charge	Billing Adjustment Given	Kansas City
C201601695	Missouri Gas Energy (Laclede)-Investor(Gas)	5/13/2016	Rules/Regulations	Discontinuance of Service	Utility Resolved Matter	Lake Tapawingo
C201601699	Missouri Gas Energy (Laclede)-Investor(Gas)	5/16/2016	Rules/Regulations	Discontinuance of Service	Billing Adjustment Given	Lees Summit
C201601739	Missouri Gas Energy (Laclede)-Investor(Gas)	5/26/2016	Billing	Refunds		Kansas City
C201601742	Missouri Gas Energy (Laclede)-Investor(Gas)	5/26/2016	Rules/Regulations	Discontinuance of Service	Re-closed: Updated Information	Kansas City
C201601770	Missouri Gas Energy (Laclede)-Investor(Gas)	6/3/2016	Billing	Paper Billing	Utility Resolved Matter	North Kansas City
C201601772	Missouri Gas Energy (Laclede)-Investor(Gas)	6/6/2016	Billing	Final Bill	Billing Adjustment Given	Kansas City
C201601791	Missouri Gas Energy (Laclede)-Investor(Gas)	6/8/2016	Service Quality	Delayed Restoral	Utility Resolved Matter	Kansas City
C201601196	Missouri Gas Energy (Laclede)-Investor(Gas)	1/20/2016	Billing	Billing in General	Utility Resolved Matter	Kansas City
C201601237	Missouri Gas Energy (Laclede)-Investor(Gas)	1/27/2016	Billing	Disputed Bill	Billing Adjustment Given	Raytown
C201601247	Missouri Gas Energy (Laclede)-Investor(Gas)	1/29/2016	Billing	Incorrect Bill	Billing Adjustment Given	Republic
C201601282	Missouri Gas Energy (Laclede)-Investor(Gas)	2/5/2016	Rules/Regulations	Discontinuance of Service	Utility in Compliance w/Tariff and/or Rules and Statutes	Belton
C201601296	Missouri Gas Energy (Laclede)-Investor(Gas)	2/8/2016	Billing	Payment Posting Problem	Utility Resolved Matter	Kansas City
C201601316	Missouri Gas Energy (Laclede)-Investor(Gas)	2/16/2016	Billing	Billing in General	Information Provided	Blue Springs
C201601317	Missouri Gas Energy (Laclede)-Investor(Gas)	2/16/2016	Billing	Billing in General	Utility Resolved Matter	Grandview
C201601337	Missouri Gas Energy (Laclede)-Investor(Gas)	2/17/2016	Billing	Incorrect Bill	Re-closed: Updated Information	Independence
C201601367	Missouri Gas Energy (Laclede)-Investor(Gas)	2/24/2016	Rules/Regulations	Discontinuance of Service	Utility Resolved Matter	Independence
C201601371	Missouri Gas Energy (Laclede)-Investor(Gas)	2/24/2016	Billing	Billing in General	Utility Resolved Matter	Kansas City
C201601392	Missouri Gas Energy (Laclede)-Investor(Gas)	3/1/2016	Billing	Disputed Bill	Billing Adjustment Given	St. Joseph
C201601396	Missouri Gas Energy (Laclede)-Investor(Gas)	3/3/2016	Billing	Disputed Bill	Billing Adjustment Given	Smithville
C201601864	Missouri Gas Energy (Laclede)-Investor(Gas)	6/27/2016	Billing	Estimated Bill	Billing Sustained	Independence
C201601866	Missouri Gas Energy (Laclede)-Investor(Gas)	6/28/2016	Billing	Disputed Bill	Billing Adjustment Given	Lees Summit
C201601882	Missouri Gas Energy (Laclede)-Investor(Gas)	6/30/2016	Rules/Regulations	Discontinuance of Service-deposit	Billing Adjustment Given	Lees Summit
C201700011	Missouri Gas Energy (Laclede)-Investor(Gas)	7/6/2016	Service Quality	Refusal of Service	Utility Resolved Matter	Pleasant Hill
C201700014	Missouri Gas Energy (Laclede)-Investor(Gas)	7/7/2016	Billing	Transferred Bill	Utility Resolved Matter	Kansas City

C201700022	Missouri Gas Energy (Laclede)-Investor(Gas) 7/8/2016	Service Quality	Service in General	Utility Resolved Matter	Neck City
C201700027	Missouri Gas Energy (Laclede)-Investor(Gas) 7/11/2016	Service Quality	Customer Service/Call Center	Utility in Compliance w/Tariff and/or Rules and Statutes	Liberty
C201700071	Missouri Gas Energy (Laclede)-Investor(Gas) 7/18/2016	Billing	Refunds	Information Provided	St. Joseph
C201700111	Missouri Gas Energy (Laclede)-Investor(Gas) 7/26/2016	Billing	Refunds	Billing Adjustment Given	St. Joseph
C201700218	Missouri Gas Energy (Laclede)-Investor(Gas) 8/16/2016	Rules/Regulations	Discontinuance of Service	Payment Arrangement Reached	Joplin