

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

In the Matter of Spire Missouri Inc.'s d/b/a            )  
Spire Missouri East and Spire Missouri West        )  
Filing of its Proposed Weather Normalization       )  
Adjustment Rider (WNAR) Tariff Sheets            )        **File No GW-2021-0293**

**STAFF'S PROGRESS REPORT**

**COMES NOW** the Staff of the Missouri public Service Commission (Staff), by and through counsel, and makes the following progress report in above case and requests the case be closed:

**Background**

1. On March 17, 2021, the Commission issued an order opening an investigation into certain billing errors by Spire Missouri, Inc., regarding its Weather Normalization Adjustment Rider (WNAR). This case was established as a fact-finding investigation only, and not a contested case.

2. To the extent Staff believes any further action would be appropriate, Staff has been directed to file an appropriate pleading in a new file to institute contested case procedures.

**Progress Report and Recommendation to Close**

3. Staff began its investigation on March 19, 2021, and received information responsive to its data requests starting April 8, 2021.

4. Based on its investigation, Staff has identified the level of revenues that were not billed for Spire Missouri East and Spire Missouri West. It has also identified the number of customer bills affected by the billing error.

|            | Revenues that were not billed due billing error | Incremental change per ccf due revenues not billed | Number of Customer Bills Impacted |
|------------|---|--|-----------------------------------|
| Spire East | \$ 933,655                                      | \$ 0.00190   | 693,281                           |
| Spire West | \$ 842,420                                      | \$ 0.00236   | 562,909                           |

5. Based on this and other information gathered in the course of the investigation, Staff has sufficient information to close this investigation.

6. Staff will continue to work with Spire Missouri, Inc. to resolve the billing errors identified, and to the extent any further action is necessary Staff will file its recommendation in a new file to institute contested case procedures.

7. Accordingly, Staff asks the Commission to accept this Status Report and close this investigation file.

**WHEREFORE**, as set forth in Staff's Memorandum, Staff files this Progress Report and respectfully requests the Commission to close this investigation file and to grant such other and further action the Commission deems just.

Respectfully submitted,

**/s/ Curt Stokes**

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 Attorney for Staff of the  
 Missouri Public Service Commission  
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**CERTIFICATE OF SERVICE**

I certify that copies of the foregoing have been emailed to all parties and/or counsel of record on this 17<sup>th</sup> day of May, 2021.

**/s/ Curt Stokes**

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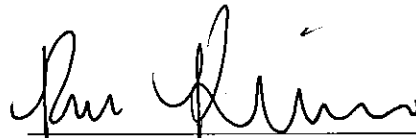
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**AFFIDAVIT OF ROBIN KLIETHERMES**

STATE OF MISSOURI )  
 ) ss  
COUNTY OF COLE )

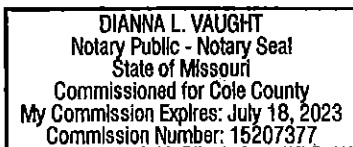
**COMES NOW**, Robin Kliethermes, and on her oath declares that she is of sound mind and lawful age; that she contributed to the attached *Staff's Progress Report*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.



Robin Kliethermes

Subscribed and sworn to be this 17<sup>th</sup> day of May, 2021.



Dianna L. Vaught  
Notary Public