

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of an Investigation of
Customer Service Issues at
Spire Missouri, Inc.

)
)
)

File No. GO-2018-0251

ORDER OPENING AN INVESTIGATION

Issue Date: March 22, 2018

Effective Date: March 22, 2018

The Commission's Staff filed a motion on March 16, 2018, explaining its concern that Spire Missouri, Inc. may be improperly disconnecting customers under some circumstances. Staff asks the Commission to open a formal investigative file regarding Spire's service and billing practices for residential customers so that Staff will have the means to compel Spire to cooperate with Staff's investigation. The Commission will open this case to facilitate that investigation, and will direct Staff to report its findings.

This is only a fact-finding investigation and is not a contested case. The Commission will not take any action regarding Spire's actions 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 service and billing practices for residential customers.
2. Staff shall file a progress report regarding its investigation no later than May 31, 2018.

3. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 22nd day of March, 2018.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 22nd day of March 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 22, 2018

File/Case No. GO-2018-0251

**Missouri Public Service
Commission**

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel

Hampton Williams
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@psc.mo.gov

Spire

Legal Department
700 Market Street, 6th Floor
St. Louis, MO 63101

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.