

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 5<sup>th</sup> day of January, 2022.

In the Matter of a Staff Investigation into the )  
Customer Service and Billing Recordkeeping ) **File No. GO-2020-0182**  
Practices of Spire Missouri, Inc. d/b/a Spire )

**ORDER DIRECTING SPIRE MISSOURI, INC. TO MEET WITH STAFF  
AND TO FILE AN ANNUAL PROGRESS REPORT**

Issue Date: January 5, 2022

Effective Date: January 5, 2022

On December 30, 2019, at the request of its Staff, the Commission opened this investigation into the recordkeeping, business practices, business operations, and responsiveness to the Commission of Spire Missouri, Inc. (Spire). Staff completed its initial investigation and filed a report and recommendations on October 30, 2020.

Staff's investigation revealed several areas of concern, and at Staff's request, the Commission directed Spire to file a formal implementation plan to address each of the recommendations offered by Staff. The Commission further directed Spire to file bi-annual status reports describing its progress in implementing its plan. Spire filed a status report on June 18, 2021, and again on December 17, 2021.

On December 10, 2021, Staff filed a report reviewing Spire's status reports, indicating Spire is making progress in addressing the concerns raised by Staff's investigation. In place of the current requirement for Spire to file progress reports each June and December, Staff recommends the Commission direct Spire to hold bi-annual meetings with Staff to discuss progress, and to file an annual progress report in December

of each subsequent year. Spire accepted Staff's proposal for bi-annual meetings and an annual progress report as part of its December 17 status report.

The Commission will adopt Staff's recommendation for bi-annual meetings and an annual progress report.

**THE COMMISSION ORDERS THAT:**

1. Spire shall meet with Staff at least twice per year, at a time and location acceptable to Staff, to discuss progress in addressing the concerns identified by Staff.
2. Spire shall file an annual progress report in December of each year, until otherwise ordered by the Commission. Spire shall file its first annual progress report no later than December 31, 2022.
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

Silvey, Chm., Rupp, Coleman, Holsman, and  
Kolkmeier CC., concur.

Woodruff, Chief Regulatory Law Judge

**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 5<sup>th</sup> day of January, 2022.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**January 5, 2022**

**File/Case No. GO-2020-0182**

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

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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