

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 18th day of November, 2020.

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

ORDER DIRECTING SPIRE MISSOURI, INC. TO RESPOND

Issue Date: November 18, 2020

Effective Date: November 18, 2020

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 investigation and filed its report and recommendations on October 30, 2020.

Staff reports that its investigation analyzed Spire's call center operations, quality assurance and employee training practices, metering operations and responsiveness to the Commission and Staff. Staff's investigation revealed several areas of concern, and Staff recommends the Commission direct Spire to file a formal implementation plan to address each of the recommendations offered by Staff. More than ten days have passed since Staff filed its report and no response to that response has been filed.¹ The Commission will direct Spire to respond.

THE COMMISSION ORDERS THAT:

1. No later than December 18, 2020, Spire shall file a formal implementation plan that addresses the following recommendations:

¹ See, Commission Rule 20 CSR 4240-2.080(13).

A. Evaluate present methods of responding to Staff requests for information and determine alternative back-up measures when workload or other factors will delay responses;

B. Require additional training for all call center representatives in the importance and utilization of recording account notes when responding to customer calls;

C. Review the methods used to store and organize recorded customer calls to determine if improvements could be made to improve the ease of retrieval;

D. Evaluate if there are alternative methods and procedures to monitor the performance of third-party call center representatives;

E. Continue to develop additional methods and procedures to monitor the performance of third-party call center representatives;

F. Develop enhanced training methods to improve the performance of third-party call center representatives;

G. After discussion with Staff, improve the information provided to Staff regarding the staffing and quality performance of call center representatives at each location. This information should be submitted as part of the monthly reporting to Staff as ordered in File No. GM-2013-0254;

H. Continue to evaluate the effective utilization of AMR alarms to identify metering problems and take actions to resolve the confusion over the necessary assignment of responsibility for the actions taken in response the alarms;

I. Review the policies regarding the establishing of new service for a customer and develop guidelines relative to the determination and communications of prior balances that may be transferred to this account; and

J. Continue to adhere to the procedures developed regarding Dispute Service Agreements to conduct a weekly review of those accounts and to place further extensions on collections when necessary.

2. Every six months thereafter, Spire shall file a status report describing its progress in addressing those recommendations.

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., Kenney, Rupp, Coleman, and
Holsman CC., concur.

Woodruff, Chief Regulatory Law Judge