

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

In the Matter of the Application of Spire Missouri)
Inc. to Establish an Infrastructure System) Case No. GO-2018-0309
Replacement Surcharge in its Spire Missouri East)
Service Territory)

In the Matter of the Application of Spire Missouri)
Inc. to Establish an Infrastructure System) Case No. GO-2018-0310
Replacement Surcharge in its Spire Missouri West)
Service Territory)

REQUEST FOR APPROVAL OF CUSTOMER NOTICES AND BILLS

COMES NOW Spire Missouri Inc. (“Spire Missouri”), pursuant to 4 CSR 240-3.265(9) of the Commission’s Rules, and for its Request for Approval of Customer Notices and Bills for its Spire Missouri East (“Spire East”) and Spire Missouri West (“Spire West”) service territories, states as follows:

1. Pursuant to Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri, and Commission Rule 4 CSR 240-3.265 (the “ISRS Rule”), on June 7, 2018, Spire Missouri filed its Verified Applications and Petitions to re-establish an Infrastructure System Replacement Surcharge (“ISRS”) for Spire East and Spire West.

2. Sections 8 and 9 of the ISRS Rule set forth certain requirements regarding how customers are to be notified of the ISRS. Accordingly, Spire Missouri has attached for the Commission’s approval:

(a) an example of the initial, one-time notice required by subsection (8)(A) of the ISRS Rule which explains the Company’s infrastructure system replacement program, explains how the ISRS will be applied to the Company’s various customer classes, and identifies the statutory

authority under which the ISRS is being implemented; and an example of the annual notice required by subsection (8)(B) of the ISRS Rule explaining the continuation of the infrastructure system replacement program and the resulting ISRS (Attachment 1); and

(b) an example customer bill showing how the ISRS will be described on affected customer's bills in accordance with subsection (8)(C) of the ISRS Rule (Attachment 2).

3. The initial one-time notice and the annual notice referenced in paragraph 2(a) above will likely be provided as an insert with customer bills, but may be provided as a bill message.

4. Also attached as Attachment 3 hereto are updated versions of the Company's call center instructions, which will be used when the ISRS is re-established, and website information. The ISRS Rule does not require approval of these items.

WHEREFORE, Spire Missouri respectfully requests that the Commission issue an Order approving the customer notices and bill format set forth in Attachments 1 and 2 to this Request for both Spire East and Spire West.

Respectfully submitted,

SPIRE MISSOURI INC.

By: **/s/ Michael C. Pendergast**

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St. Charles, MO 63301

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing pleading was served on the General Counsel of the Staff of the Missouri Public Service Commission, and the Office of the Public Counsel, on this 27th day of June 2018 by hand-delivery, fax, electronic mail or by regular mail, postage prepaid.

/s/ Marcia Spangler _____

Initial customer notice:

Your safety comes first

Infrastructure System Replacement Surcharge (ISRS)

The ISRS charge on your bill is authorized by a Missouri statute (Section 393.1009-1015). It allows us to recover costs for two specific reasons – (1) performing mandated safety work and (2) complying with government requirements to relocate our pipelines.

We're committed to bringing the people we serve reliable energy that's safe. In 2011, we developed a Pipeline Upgrade program to comply with a safety requirement to replace hundreds of miles of old pipe over time with safer, more reliable plastic pipe. The ISRS charge covers a portion of the upfront cost we pay for these pipeline upgrades. The ISRS also covers costs we incur to meet government requirements to relocate our pipelines for the greater good of the communities we serve, such as for road expansions. In general, the ISRS charge is small for residential customers, but larger for commercial and industrial customers.

If you have any questions about the ISRS charge or our Pipeline Upgrade program, we're here to help <hours for utility customer service.>

Annual customer notice:

Your safety comes first

Infrastructure System Replacement Surcharge (ISRS)

The ISRS charge on your bill allows us to recover costs for two specific reasons – (1) performing mandated safety work and (2) complying with government requirements to relocate our pipelines.

We're committed to bringing the people we serve reliable energy that's safe. In 2011, we developed a Pipeline Upgrade program to comply with a safety requirement to replace hundreds of miles of old pipe over time with safer, more reliable plastic pipe. The ISRS charge covers a portion of the upfront cost we pay for these pipeline upgrades. It also covers costs we incur to meet government requirements to relocate our pipelines for the greater good of the communities we serve, such as for road expansions.

The amount of the charge, which you'll see on the front of your bill, can be adjusted up to two times a year according to our state's laws. If you have any questions about the ISRS charge or our Pipeline Upgrade Program, we're here to help <hours for utility customer service.>



Statement Date: 03/16/2018
 Account Number: [REDACTED]
 Service Address: [REDACTED]

formerly Laclede Gas

Customer service or gas emergencies: 1-800-887-4173



09884 1 AB 0.408 ADC 630
 >029884 2314004 0002 092049 10Z

[REDACTED]
 [REDACTED]
 [REDACTED]

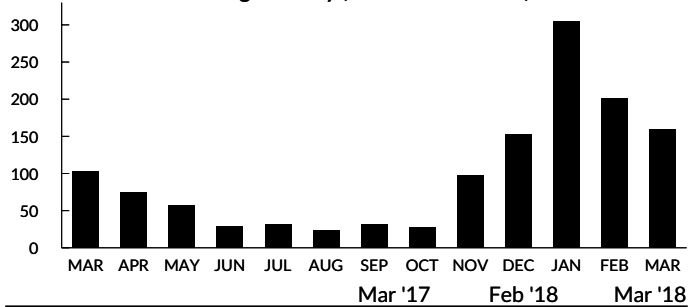
Bill at a Glance	Amount
Previous Balance	157.92
Payment - Thank you	(159.92)
Total Current Charges	136.76
Total Balance	136.76
Amount Due	\$136.76
Due By	04/02/18
Late Fee Assessed After	04/09/18

45867

Present Reading	Previous Reading	Usage (CCF) X	BTU Factor	= Thermos
2273	2118	155	1.026	159.03
Actual		Residential General		

Delivery 02-15-2018 to 03-15-2018	50.95
Customer Charge	19.50
Usage ≤ 30 Therms: 30 @ \$0.91686	27.51
Usage > 30 Therms: 129 @ \$0.00	0.00
ISRS	3.94
Natural Gas Cost	73.61
Usage ≤ 30 Therms	7.95
Usage > 30 Therms	65.66
Taxes	10.20
Sales Tax	1.25
St. Charles Tax	8.95
Other Charges	2.00
Dollar Help YTD AMT (6.00) Cur Due	2.00
Total Current Charges	\$136.76

Gas Usage History (Total Therms Used)



Total Therms Used	102.82	201.10	159.03
Daily Average Therms	3.55	6.93	5.48
Days in Billing Cycle	29	29	29

Important Message

***Do not send a payment *** You are enrolled in our Automatic Payment Plan. The amount due will be deducted from your bank account on the "Due Date", unless you have suspended your plan recently.

Thank you for your recent Dollar Help contribution. Together, we can make a difference for our neighbors in need.

Please retain this portion for your records. See back of bill for other convenient ways to pay.

Please return this portion with your payment. We ask that you please don't fold, staple or paper clip payment to your bill.

Account Number: [REDACTED]
 Service Address: [REDACTED]



Amount Due \$136.76
 Due By 04/02/18
 Late Fee Assessed After 04/09/18

\$1 Check the box to the left. DollarHelp is an easy way to help your neighbors who struggle to pay their heating bills. Share the warmth by checking the red box here, signing up at DollarHelp.org, or overpaying your bill by exactly \$1. Together we can make a difference.

*** DO NOT SEND A PAYMENT ***
 You are in the Easy-Pay Automatic Payment Plan. The amount due will be deducted from your bank account on the "Due By" date, unless you have suspended your plan recently.

Amount Enclosed: \$

Please do not write below.



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Context and talking points for Customer Service Infrastructure System replacement Surcharge (ISRS)

Summer 2018

What is the ISRS charge for?

The ISRS charge is authorized by a Missouri statute (Section 393.1009-1015). It allows us to recover costs for two specific reasons – (1) performing mandated safety work and (2) complying with government requirements to relocate our pipelines.

We're committed to bringing the people we serve reliable energy that's safe. In 2011, we developed a pipeline upgrade program to comply with a safety requirement to replace hundreds of miles of old pipe over time with a safer, more reliable material (plastic). The ISRS charge covers a portion of the upfront cost we pay for these pipeline upgrades. The ISRS charge also covers costs we incur to meet government requirements to relocate our pipelines for the greater good of the communities we serve, such as for road expansions.

How does the charge work?

In April 2018, we began charging new rates as a result of a "rate case" we filed with the Missouri Public Service Commission (MoPSC). Since the new rates covered all of our costs through September 30, 2017, our previous ISRS charge was reset to \$0.

Since September 30, 2017, we have continued to perform mandated pipeline upgrade safety and relocation work. By October 2018, our customers will see a new ISRS charge for that work for the period from October 1, 2017 through June 30, 2018.

As a result of this filing, residential customers will now see a XX-cent ISRS charge on their bill in Missouri East, and a XX-cent ISRS charge in Missouri West. Again, this only covers a portion of the cost needed to upgrade our infrastructure.

As we continue to do ISRS safety and relocation work, we'll continue working with the MoPSC to determine a fair rate for the ISRS charge. This charge can change up to twice a year.

How do customers learn about the charge?

At the time we renew an ISRS charge, we'll provide our customers with an initial notice about the change through a bill insert. We'll also send, once a year, a bill message to further educate customers about the charge. Please see Attachment 1 for the initial ISRS bill message and the annual ISRS notice.

What should I tell a customer who calls?

The first month customers see the charge on their bill, they'll likely have questions. In that case, here's some helpful information for you to share with them:

- We care about your safety, so in 2011, we developed a pipeline upgrade program to comply with a safety requirement to replace hundreds of miles of old pipe over time with safer, more reliable plastic pipes. The ISRS charge covers a portion of the costs of those pipeline upgrades, as well as a portion of what we spend on projects for the greater good of the communities we serve (i.e. road improvements).
- We work with MoPSC closely to make sure rates are fair, and we're following Missouri law. And according to those laws, we can work with the MoPSC to adjust the charge up to two times a year.
- Even with this charge, it will take us decades to fully recover our costs.
- We always try to keep this charge as low as possible for customers. This charge has generally been an increase of less than 2 percent of your annual bill. This charge is lower for residential customers than for commercial and industrial customers.

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Pay My Bill

Get Started

Terms Explained

Customer charge +

Usage +

Infrastructure System Replacement Surcharge (ISRS) -

A portion of the cost to upgrade our pipelines to bring you even safer, more reliable service.

Natural gas cost +

Therm +

More Information

Rate schedules and clauses +