

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the Matter of the Establishment of a Working)
Case for the Writing of a New Rule on the)
Treatment of Customer Information by) File No. AW-2018-0393
Commission Regulated Electric, Gas, Steam)
Heating, Water and Sewer Utilities and their)
Affiliates and Non-Affiliates)

SPIRE MISSOURI’S COMMENTS

COMES NOW Spire Missouri Inc. (“Spire Missouri” or “Company”), and in response to the Commission’s October 23rd, 2018 order approving Staff’s request for an additional comment period related to questions arising from the October 9, 2018 customer information workshop, submits the following comments and responses to the questions included in Staff’s notice and the subsequent Commission order:

Staff’s motion to establish this case recited that, pursuant to Executive Order 17- 03, Staff has undertaken a review of the Commission’s rules and identified areas where the Commission’s rules could be consolidated, streamlined, or otherwise improved for user- friendliness. Staff stated its opinion that regarding the treatment of customer information, there is an opportunity to make the Commission’s rules clearer and easier to use.

Spire Missouri continues to support Staff’s effort to streamline customer information rules and consolidate them into one area for ease of location by all parties. As stated in Spire Missouri’s initial comments, the Company believes that, like other rules, customer information rules will be most effective if they are simple, clear and practical, while providing appropriate protections regarding customer privacy.

Regarding the list of questions Staff compiled based on the October 9th, 2018 workshop, the Company submits the following responses:

1. What is an appropriate definition of “utility related services” for purposes of this rule?

It is important to avoid establishing a definition of utility related services that is too narrow and does not fully consider and accommodate the many related support functions necessary to provide utility service to customers, either through the utility or other entities with which it has agreements in place, such as their shared service company, an affiliate or third-party service providers. Taking advantage of the scale, specialization, and cost advantages provided by these entities and structural arrangements provides customers with significant benefits. The Company supports a definition for “utility related services” that captures all tariffed programs, and other services and activities regulated by the Missouri Public Service Commission, as well as the necessary related services provided through shared service companies, affiliates, and third-parties that allow such services to be provided in a quality manner and at a reasonable cost.

2. What is an appropriate definition of “non-utility related services” for purposes of this rule?

The Company believes an appropriate definition of “non-utility related services” is any service that does not meet the definition of “utility related services.”

3. In what situations, and for what purposes, is it appropriate for a utility company to share specific customer information with third parties without consent of the customer?

As stated above, the Company believes that when providing utility related services, it is appropriate to share customer information with third-parties, or affiliates without receiving the consent of the customers. Through specific service and facilities agreements, Spire Missouri provides utility related service in compliance with all current customer information and privacy regulation. The Company also believes the sharing of customer information is essential when working with third-parties subject to agreements that cover the treatment of confidential customer information, such as contact centers, bill printers or collection agencies or when the Company must

defend itself against a complaint or other litigation in which a customer has disclosed its own information. Finally, the Company should be allowed to share customer information with governmental entities when requested or when responding to an emergency situation. In many instances, the Company has a legal obligation to accommodate such requests. These obligations should appropriately be recognized in any revised rule.

4. What is an appropriate definition of “customer information” for purposes of this rule?

407.1500 RSMo. defines several forms of customer “personal information” that are required to be protected, as well as, several forms of customer general information. Spire Missouri provides all services in compliance with the applicable statutes, including 407.1500; therefore, the definition of customer information does not need to be redefined here. If an alternative definition is created, information that is aggregated, broad, and cannot result in specific customer identification should not be defined as protected customer information.

5. How should a utility’s privacy statement be shared with the public?

- A. Appear on website – how frequently?**
- B. Mailed to shareholders – how frequently?**
- C. Mailed to customers – How frequently?**

Spire’s privacy policy is available on the Company’s website, where it can be maintained and updated as necessary. This is a common way for utilities to communicate such information to their customers. The Company would advocate refraining from sending such information in the mail. This may cause confusion for customers who may believe the Company’s privacy policy has been updated or changed, as well as adds unnecessary cost. The Company’s contact center is always able to provide the Company’s privacy policy information or direct customers to such information on the Company’s website. While the Company does not object to exploring additional methods of

making customers aware of our privacy policy, such as a bill statement directing customers to the policy information on the website or as part of its new customer packet, it believes these current procedures are adequate.

6. Should utilities advise their customers that their customer information is shared with other entities? If “yes” what types of customer information sharing should be disclosed to customers, and how and when should this disclosure occur?

As stated above, all sharing of customer information with third party affiliates and non-affiliates are subject to specific agreements that ensure compliance with all applicable customer privacy laws. In addition, the Company makes its privacy policy available to customers on its website. Where information is being provided to third parties for purposes other than providing utility related service, the Company will also seek the customer’s documented consent. The Company believes these measures are sufficient to properly advise customers on how their information is being shared.

In conclusion, Spire Missouri looks forward to continuing its participation in this matter and intends to engage constructively in any further discussions on this topic with Staff and the other parties participating in this working case.

Respectfully submitted,

SPIRE MISSOURI INC.

By: /s/ Michael C. Pendergast

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