
From:

Date: August 6, 2021 at 12:03:34 PM CDT

To: pscinfo@psc.mo.gov

Subject: Spire Energy Comment

We have been customers of Laclede Gas/Spire Energy for over 30 years. Over the last decade they have become less and less consumer centered and more bureaucratic. Luckily I don't have reason to interact with Spire on a regular basis, but the few times I have it has not been in a customer oriented/helpful manner.

Our gas bill has been listed with them since 1990 under my husband's name. I have always taken care of paying the bills and contacting them when necessary, primarily to adjust our budget billing. I don't remember exactly when it was that I called, but they refused to speak with me unless I provided them my Social Security Number. My response was, what? why? We have been customers for over 20 years, paid our bill timely, I've contacted them several times before with no issue, why now all of the sudden do they need my Social in order to answer questions or adjust my budget billing? Being the person I am, who does not give their SSN for unnecessary purposes (victim of identity theft) I had to fax in an executed Power of Attorney, just to adjust my budget billing.

Now, fast forward to the last couple of months. I had a need to contact them regarding moving an account to our name due to a tenant vacancy after 18 years. This is what I found:

We had a fully executed "leave on" agreement with Laclede/Spire for this property. In that agreement, the switch over to us, as property owners, is to be automatic (in the case the tenant doesn't notify) and without a transfer/activation fee. When I called to make the switch I was told there would be no fee. When I received the bill, the fee was added. When I called to ask why the fee, I was met with a stone wall of unknowledgeable friendly assistance who said they "would enter a ticket and see what happens." When I received the next bill and the fee was still on there, I had to AGAIN call. etc etc etc. The burden was on me the customer, to follow-up obtain the status, etc.

Billing is another consideration. Why is it that Spire prints a bill on 5/19, due on 6/3...not much turn around time. When Ameren prints a bill 5/20 and it isn't due until 6/15? Giving a full week more time to receive and pay the bill. I constantly have to pay my Spire bill, sight unseen in order for it to be received timely. Good thing I have budget billing and know what the charge is supposed to be.

Bottom line is: Until Spire can transform itself to become more customer oriented, teach/train their staff to take the initiative, empower their employees to access and learn what agreements are available and/or on certain accounts; and follow through or follow-up to ensure resolution on issues for their customers, Spire should not receive any rate increase. We have no choice but

to utilize their services and that should mean that they recognize they work for us or at least treat us like a customer that has choices.

Thank you for your consideration,

Leslie & Chuck Gross