

**Exhibit No.:** \_\_\_\_\_  
**Issues:** OFO tariff  
PGA impact  
**Witness:** Scott A. Weitzel  
**Type of Exhibit:** Rebuttal Testimony  
**Sponsoring Party:** Spire Missouri Inc.  
**Case Nos:** GC-2021-0315,  
GC-2021-0316 and  
GC-2021-0353  
**Date Testimony Prepared:** January 27, 2022

**SPIRE MISSOURI INC.**

**CASE NOS. GC-2021-0315, GC-2021-0316 AND GC-2021-0353**

**REBUTTAL TESTIMONY**

**OF**

**SCOTT A. WEITZEL**

**January 27, 2022**

**TABLE OF CONTENTS**

**REBUTTAL TESTIMONY OF SCOTT A. WEITZEL ..... 1**

**I. PURPOSE OF TESTIMONY ..... 2**

**II. TARIFFS ..... 2**

**III. POTENTIAL PGA/ACA IMPACTS..... 5**

**IV. CONCLUSION ..... 8**

**SCHEDULES:**

- Schedule SAW-R1 Cold Weather Event Presentation**
- Schedule SAW-R2 Tariff Sheets**
- Schedule SAW-R3 Staff’s Report**

**REBUTTAL TESTIMONY OF SCOTT A. WEITZEL**

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

**Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

A. My name is Scott A. Weitzel and my business address is 700 Market Street, St. Louis, Missouri 63101.

**Q. WHAT IS YOUR PRESENT POSITION?**

A. I am the Vice President of Regulatory and Governmental Affairs for Spire Missouri Inc. (“Spire” or “Company”).

**Q. PLEASE STATE HOW LONG YOU HAVE HELD YOUR POSITION AND BRIEFLY DESCRIBE YOUR RESPONSIBILITIES.**

A. I have been in regulatory affairs since I joined Spire in August of 2016. I was promoted to my current position in December of 2021. In this position, I am responsible for all regulatory, rates, energy efficiency, external affairs, and government affairs activities for Spire Missouri Inc. I have held previous roles for Spire as the Manager of Tariffs and Rate Administration, Director Rates and Regulatory Affairs and I also served as the Managing Director of Regulatory and Legislative Affairs.

**Q. PLEASE BRIEFLY DESCRIBE YOUR PREVIOUS PROFESSIONAL EXPERIENCE PRIOR TO JOINING SPIRE.**

A. Upon graduation from college, I was employed by CenterPoint Energy as a Gas Marketing Rep/Analyst where I handled billing, nominations, hedge settlement, and account management for commercial, industrial and municipal gas customers. I then spent 9 years working for Ameren Missouri in various roles relating to its gas supply operations. This work included scheduling gas, peak day planning, capacity and storage planning, gas supply procurement, capacity releases, hedging, gas accounting, responding to data requests, purchased gas adjustment (“PGA”) analysis, and review of competitor’s tariffs

1 and cases. I then went to work for Ameren Illinois in the area of gas business development  
2 where I focused on extending natural gas to communities that were not currently supplied  
3 with natural gas, and acquiring gas utilities and municipal gas systems.

4 **Q. WHAT IS YOUR EDUCATIONAL BACKGROUND?**

5 A. I graduated from the University of Missouri-Columbia in 2003 with a Bachelor of Science  
6 in Human Environmental Sciences, with a major in Consumer Affairs and a minor in  
7 Leadership and Public Service. I received my Masters of Business Administration from  
8 Webster University in 2007.

9 **Q. HAVE YOU PREVIOUSLY FILED TESTIMONY BEFORE THE MISSOURI  
10 PUBLIC SERVICE COMMISSION (“COMMISSION”)?**

11 A. Yes, in Files Nos. GR-2017-0215, GR-2017-0216, GO-2019-0058, GO-2019-0059 GU-  
12 2019-0011, GU-2020-0376, and GR-2021-0108, and GO-2022-0171.

13 **I. PURPOSE OF TESTIMONY**

14 **Q. WHAT IS THE PURPOSE OF YOUR REBUTTAL TESTIMONY?**

15 A. The main purpose of my testimony is to respond to the direct testimony and explain the  
16 steps the Company took in regard to the transportation and operational flow orders (OFO)  
17 tariff sheets and the benefits to Spire Missouri’s customers under the purchased gas cost  
18 adjustment if marketers paid for the gas that their customers used and the corresponding  
19 penalties for not supplying appropriate levels of gas, and in some cases, no gas at all during  
20 Winter Storm Uri.

21 **II. TARIFFS**

22 **Q. WHAT IS YOUR ROLE IN THE OVERSIGHT OF SPIRE MISSOURI’S  
23 TARIFFS?**

1 A. In my position, among other things, I oversee the tariffs and rules and regulations for Spire  
2 Missouri. I also oversee the calculation and filing of the purchased gas cost adjustment  
3 (PGA).

4 **Q. ARE YOU FAMILIAR WITH THE FEBRUARY 2021 COLD WEATHER EVENT**  
5 **THAT CAUSED A STRAIN ON THE ENERGY MARKETS?**

6 A. Yes. Internal teams were activated when we saw forecasted low temperatures in our service  
7 territory. I consulted on the curtailment plans, communication plans, and issuance of OFOs.  
8 I was also part of an emergency team that met frequently to get operational updates and  
9 provide solutions for meeting the needs of our customers during Winter Storm Uri. I also  
10 presented to the Commission on Spire's impact and performance during that event in File  
11 No. AO-2021-0264 for the cold weather event workshop. Please see Schedule SAW-R1  
12 for presentation. I have worked for a gas marketer in my career and have spent substantial  
13 time working in gas supply for another Missouri utility.

14 **Q. WHAT TARIFF PROVISIONS ALLOW SPIRE MISSOURI TO ACTIVATE AN**  
15 **OPERATIONAL FLOW ORDER (OFO) AND CHARGE MARKETERS**  
16 **PENALTIES?**

17 A. During February 2021, P.S.C MO. No. 8 tariff book was in effect, and specifically Sheet  
18 numbers 16-16.14 under the Company's transportation tariff contain the details on the  
19 provisions for issuing an OFO and associated penalties for non-compliance. P.S.C. MO.  
20 No. 8, Sheet Nos. 16.7-16.9 allow the Company to issue an OFO. Penalties related to  
21 OFOs are stated in tariff P.S.C. MO. No. 8 Sheet Nos.16.12-16.14. Please see Schedule  
22 SAW-R2 for the specific tariff sheets.

1 **Q. WHAT ARE THE TARIFF PENALTIES DURING A STANDARD OFO, AND**  
2 **COULD THEY HAVE BEEN HIGHER?**

3 A. Yes. The specific tariff sheet is P.S.C. MO. No. 8, Sheet No. 16.14, which states:  
4 *Standard OFO Penalties: For each day of the Standard OFO, the greater of \$5 or 2½ times*  
5 *the daily midpoint stated on Gas Daily's Index for Southern Star Central Gas Pipeline*  
6 *(Oklahoma) times the MMBtu of Unauthorized Over- or Under deliveries that exceed the*  
7 *tolerance level applicable under Section B-5-a Tolerance Levels.*

8 Spire could have issued an emergency OFO, which has penalties greater of \$10 or 5 times  
9 the daily midpoint. Ultimately, we chose not to issue an emergency OFO.

10 **Q. IS SPIRE MISSOURI FOLLOWING COMMISSION-APPROVED TARIFF IN**  
11 **RECOVERING COSTS AND PENALTIES FOR THEIR CUSTOMERS?**

12 A. Yes. Spire Missouri is following its Commission-approved tariff and is attempting to  
13 collect tariffed penalties from marketers that put Spire Missouri's distribution system at  
14 risk and added costs to Missourians.

15 **Q. HAVE ANY OF SPIRE MISSOURI'S CUSTOMERS INFORMED YOU THAT**  
16 **THEY HAVE BEEN CHARGED BY THEIR MARKETERS FOR FEBRUARY 2021**  
17 **GAS COSTS?**

18 A. Yes, on multiple occasions. They were invoiced from some of the same marketers that did  
19 not provide the proper levels of gas, and in some cases no gas.

20 **Q. WHY SHOULD THIS BE A CONCERN FOR THE COMMISSION AND SPIRE**  
21 **MISSOURI?**

22 A. Some of the marketers in these complaint cases are charging Missouri customers for gas  
23 they did not supply or pay for. Spire Missouri spent nearly \$80M on additional gas supply

1 for transportation customers when Complainants failed their obligation, and has received  
2 \$0.00 dollars from the Complainants for cover gas supplied by Spire Missouri during this  
3 period. They are charging Missourians for gas they didn't pay for or contract for.

4 **Q. WHAT AMOUNT DO COMPLAINANTS OWE SPIRE MISSOURI?**

5 A. The Complainants have accumulated approximately \$192,000,000 in penalties. This is  
6 inclusive of the actual gas costs Spire Missouri paid to supply their customers.

7 **Q. WHAT WOULD HAPPEN IF THIS MONEY IS COLLECTED?**

8 A. Any money collected would go back to Missouri firm sales customers as a credit through  
9 the PGA or actual cost adjustment (ACA) mechanism.

10 **III. POTENTIAL PGA/ACA IMPACTS**

11 **Q. HOW HAVE THE COVER GAS COSTS BEEN TREATED FOR SPIRE**  
12 **MISSOURI'S MOST RECENT PGA/ACA?**

13 A. The Company is significantly under recovered as part of its ACA. A main driver of this  
14 under recovered position is the result of the cover gas costs attributable to marketer non-  
15 performance. The ACA is a true up mechanism in the PGA that accounts for actual  
16 recovery of gas costs. It looks at the PGA revenue that was brought in over a period and  
17 what actual gas costs were paid. The over or under collection then establishes the ACA  
18 component, or factor, of the PGA. In the most recent PGA filing the Company was  
19 \$176,357,536.97 under collected. This equated to a \$0.36533 ACA charge. Usually the  
20 ACA component is +/- \$20,000,000-30,000,000, or +/- \$0.04-0.06. This large under  
21 collection is a direct result of marketers failing to pay their OFO penalties, or to even pay  
22 the cost of the cover gas Spire Missouri procured for them.

23 **Q. HOW ARE PENALTY AMOUNTS TREATED FOR PURPOSES OF THE**  
24 **PGA/ACA?**

1 A. The Spire MO West Tariff requires the following in regard to penalties received:  
2 All revenues received from unauthorized use charges will be considered as gas cost  
3 recovery and will be used in the development of the gas cost recovery amount  
4 during the ACA audit as set forth in the Purchased Gas Adjustment schedule  
5 (PGA). (P.S.C. MO. No. 8, Sheet No. 16.13).

6 **Q. ARE MISSOURIANS PAYING HIGHER GAS COSTS BECAUSE OF THE NON-**  
7 **PAYMENT FROM MARKETERS?**

8 A. Yes.

9 **Q. CAN YOU QUANTIFY THAT STATEMENT? OR, PUT ANOTHER WAY, HOW**  
10 **MUCH COULD MISSOURIANS BE SAVING IF THE MARKETERS PAID THE**  
11 **OFO PENALTIES?**

12 A. Yes. Spire Missouri customers on the west side of the state would save approximately  
13 \$300 a year if Spire Missouri is able to collect the tariff-based OFO penalties from  
14 Complainants. This equates to about \$25 a month, and a 30 percent reduction in their  
15 natural gas bills. If Spire Missouri receives these funds from the marketers,  
16 approximately 500,000 customers on the west side of the state will have \$25 more a  
17 month to spend on other expenses and nearly \$300 more in spending power over a year.

18 **Q. IF SPIRE MISSOURI RECOVERS THE FULL AMOUNT OF THE OFO**  
19 **PENALTIES, WILL ANY OF THOSE PAYMENTS CONTRIBUTE TO NET**  
20 **REVENUE OR PROFIT FOR SPIRE MISSOURI?**

21 A. No. All payment amounts will be a direct PGA/ACA credit for firm sales customers.  
22 Spire Missouri will not retain any portion of these payments as net revenue.



1 **Q. COMPLAINANTS HAVE INDICATED THAT OFO PENALTIES ARE**  
2 **INAPPROPRIATE HERE BECAUSE THEY WERE BALANCED OR LONG BY**  
3 **THE END OF THE MONTH. IS THAT IMPORTANT?**

4 A. Not in this situation. Spire Missouri allows flexibility for monthly cash out and  
5 balancing under normal circumstances, as a convenience for marketers. However, a  
6 primary feature and purpose of an OFO is to ensure that marketers' pools are balanced  
7 every day to ensure that the Company has sufficient gas to meet total system sendout  
8 needs each day. Showing up with volumes of gas at the end of the month once pipeline  
9 OFO's are lifted, prices subside, and supply issues are alleviated, doesn't help us meet  
10 daily sendout requirements during critical periods. The OFO has specific requirements  
11 and penalties in addition to the monthly cashout provision.

12 **Q. WHO ULTIMATELY WILL PAY FOR THE GAS IF THE MARKETERS DON'T**  
13 **PAY FOR THEIR TARIFFED PENALTY?**

14 A. Unfortunately, it will be the Missouri businesses and industries that trusted these gas  
15 marketers to supply them with critical energy. That is why Spire Missouri is adamant that  
16 the marketers that caused these problems be accountable, and pay for their actions of poor  
17 supply planning. Spire Missouri does not feel that individual companies that add to the  
18 Missouri economy and employment should pay for the inaction of the marketers during  
19 Winter Storm Uri.

20 **Q. WHY DOES SPIRE SAY MISSOURI BUSINESSES AND INDUSTRIES WILL**  
21 **ULTIMATELY PAY FOR THE GAS IF THE MARKETERS DON'T PAY?**

22 A. Again, our intent is to have the marketers pay for the OFO penalties the Commission-  
23 approved tariff allows. The Company is spending a lot of time, effort, resources, and

1 money on an issue that benefits our customers and not the company. In P.S.C MO. No.8  
2 Sheet No 16.14 in 5(d) it states responsibility for payment. “Unauthorized Over- or Under-  
3 Delivery Penalties for pools shall be billed to and collected from the agent representing the  
4 aggregated customers. Customers will continue to have ultimate responsibility for all  
5 charges on the account.” While customers have ultimate responsibility, Spire Missouri  
6 looks at this as the last resort because this situation was caused by the Complainants. Spire  
7 Missouri has appropriately followed the Commission-approved tariff and believes the  
8 agent(marketer) should be responsible for paying these OFO penalty charges.

9 **Q. HAS THE STAFF OF THE COMMISSION PRODUCED ANY REPORTS**  
10 **REGARDING WINTER STORM URI THAT WOULD BE RELEVANT TO THIS**  
11 **PROCEEDING?**

12 A. Yes. Please see the Staff’s Report filed In the Matter of the Cause of the February 2021  
13 Cold Weather Event and Its Impact on Investor Owned Utilities, File No. AO-2021-0264.  
14 A copy of this Report is attached to my testimony as Schedule SAW-R3.

15 **IV. CONCLUSION**

16 **Q. DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

A. Yes, it does.

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

Constellation NewEnergy- )  
Gas Division, . LLC, )  
Complainant v. Spire )  
Missouri, Inc. d/b/a Spire, )  
Respondent )  
)  
Symmetry Energy Solutions, )  
LLC, Complainant v. Spire )  
Missouri, Inc. d/b/a Spire, )  
Respondent )  
)  
Clearwater Enterprises, )  
L.L.C., Complainant v. Spire )  
Missouri, Inc. d/b/a Spire and )  
its Operating Unit Spire )  
Missouri West, Respondent )

File Nos.  
GC-2021-0315  
GC-2021-0316  
GC-2021-0353

AFFIDAVIT

STATE OF MISSOURI                    )  
  )  
CITY OF ST. LOUIS                    )            SS.

Scott A. Weitzel, of lawful age, being first duly sworn, deposes and states:

1. My name is Scott A. Weitzel, I am the Vice President of Regulatory and Legislative Affairs at Spire Missouri Inc. My business address is 700 Market St., St. Louis, Missouri, 63101.
2. Attached hereto and made a part hereof for all purposes is my rebuttal testimony on behalf of Spire Missouri Inc.
3. Under penalty of perjury, I declare that the foregoing is true and correct to the best of my knowledge and belief.

  
\_\_\_\_\_  
Scott A. Weitzel

1/27/22  
\_\_\_\_\_  
Date

# Spire Missouri AO-2021-0264 Cold Weather Event Workshop

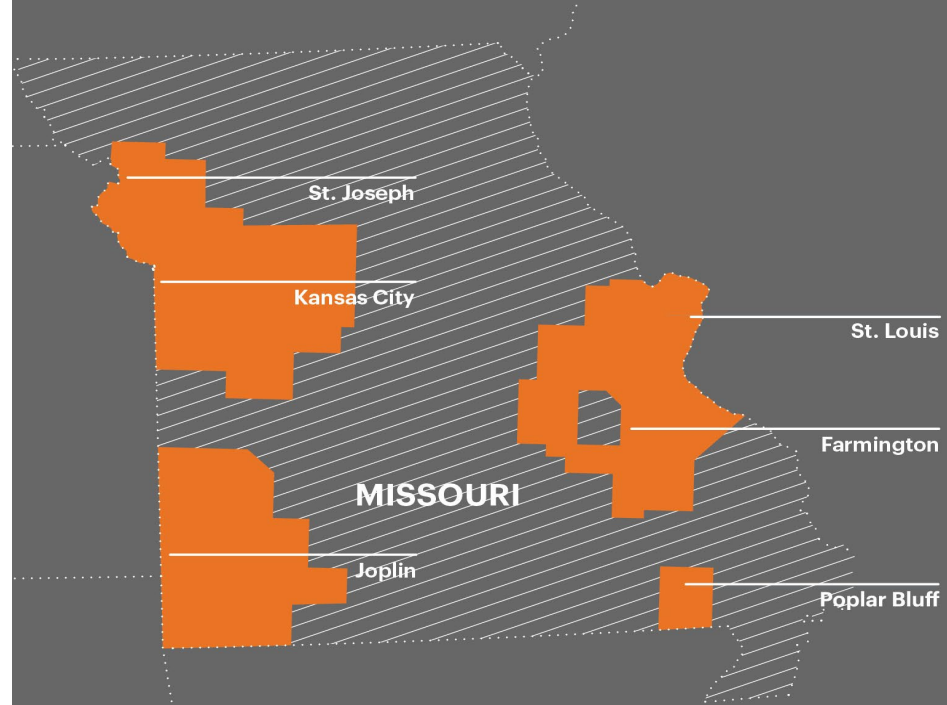
March 23, 2021



# Events in February

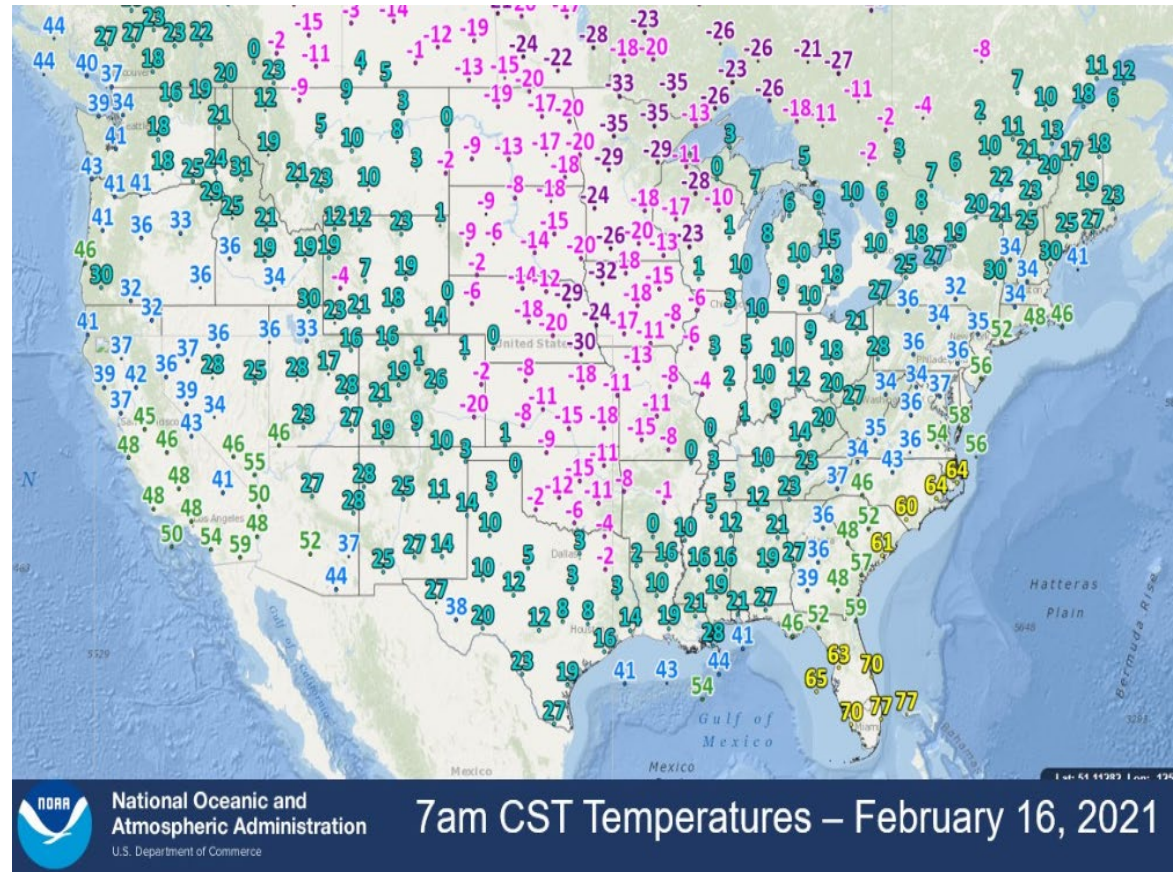
# Spire Missouri

- 1.2 million customers in the state
- Largest gas company in Missouri
- Focused on safe, affordable, and reliable service, community development and growth



# Weather event

- February 15, 2021 was the peak day for our system
- KC: High -1, low -10
- STL: High 4, low 0



# Operational flow orders and force majeure events

- The cold weather impacted Midcontinent and Permian natural gas production wells and they began to “freeze off”
- Producers and marketers were issuing force majeure notices
- Interstate pipelines were experiencing operational constraints due to the lack of supply availability

TSP Name: Southern Star Central Gas Pipeline, Inc.  
TSP: 007906233  
Notice ID: 9703  
Critical: Y  
Notice Type: Operational Flow Order  
Notice Stat Desc: Supersede  
Prior Notice: 9686  
Notice Eff Date / Time: 2/15/2021 11:20 AM  
Notice End Date / Time: 12/31/9999 11:59 PM  
Reqrd Rsp Desc: No response required.  
Post Date / Time: 2/15/2021 11:20 AM  
Subject: Delivery Location Operational Flow Order (OFO)

## Enable Gas Transmission – Human Needs Requirements Advisory

Given the unprecedented level of natural gas production freeze-offs and other supply disruptions, Enable Gas Transmission (EGT) is issuing this advisory to inform shippers of the steps EGT will take to protect the Human Needs requirements of the system.

This Standard Operational Flow Order (OFO) is being issued pursuant to Section 9, GT&C, of MRT’s Tariff to advise shippers system wide that, effective February 12 and continuing until further notice, shippers will be required to maintain physical receipts at or above scheduled volumes and at or above physical deliveries. MRT anticipates it will be unable to support short imbalance positions and will be unable to



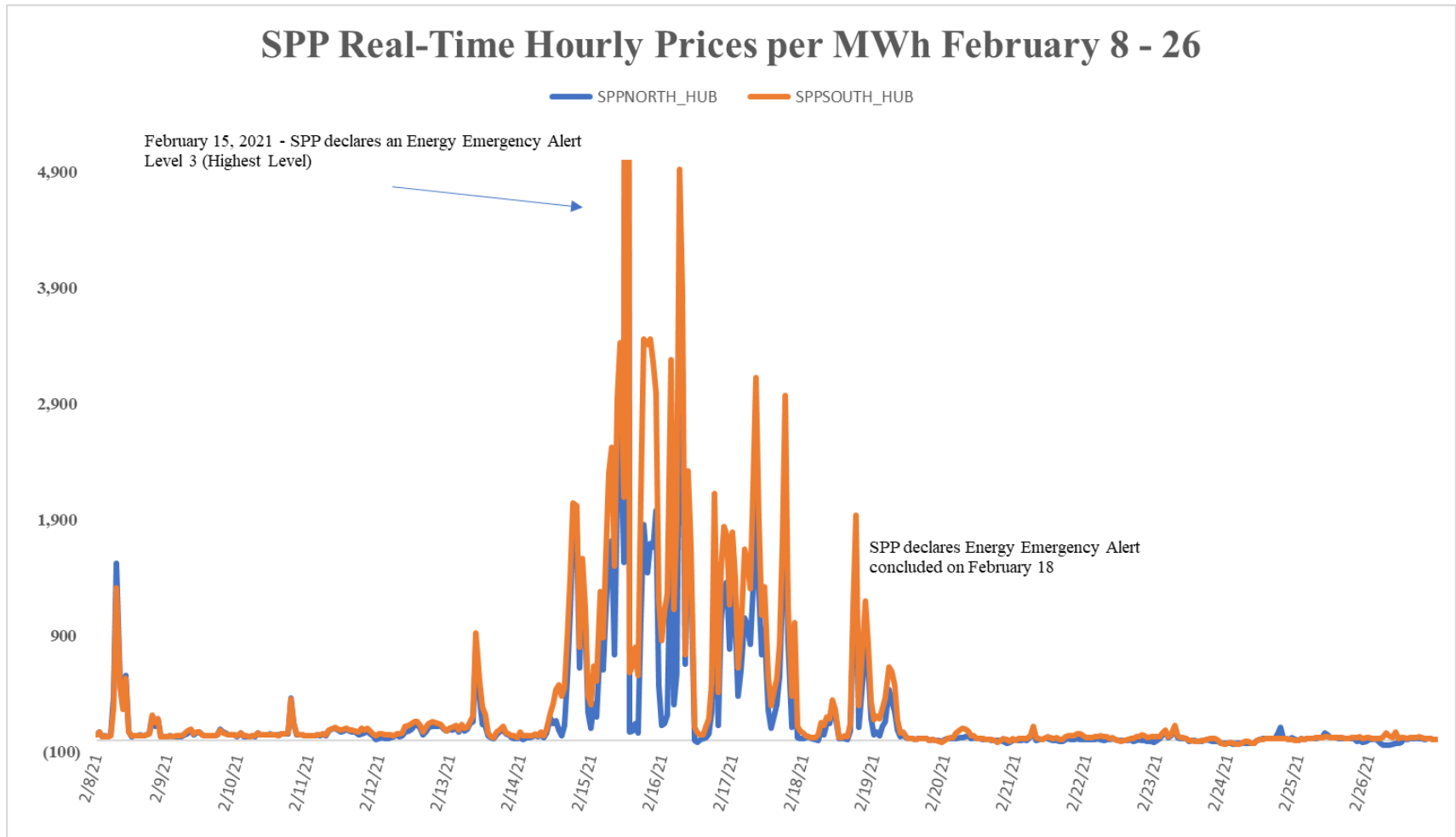


# Not just a natural gas issue

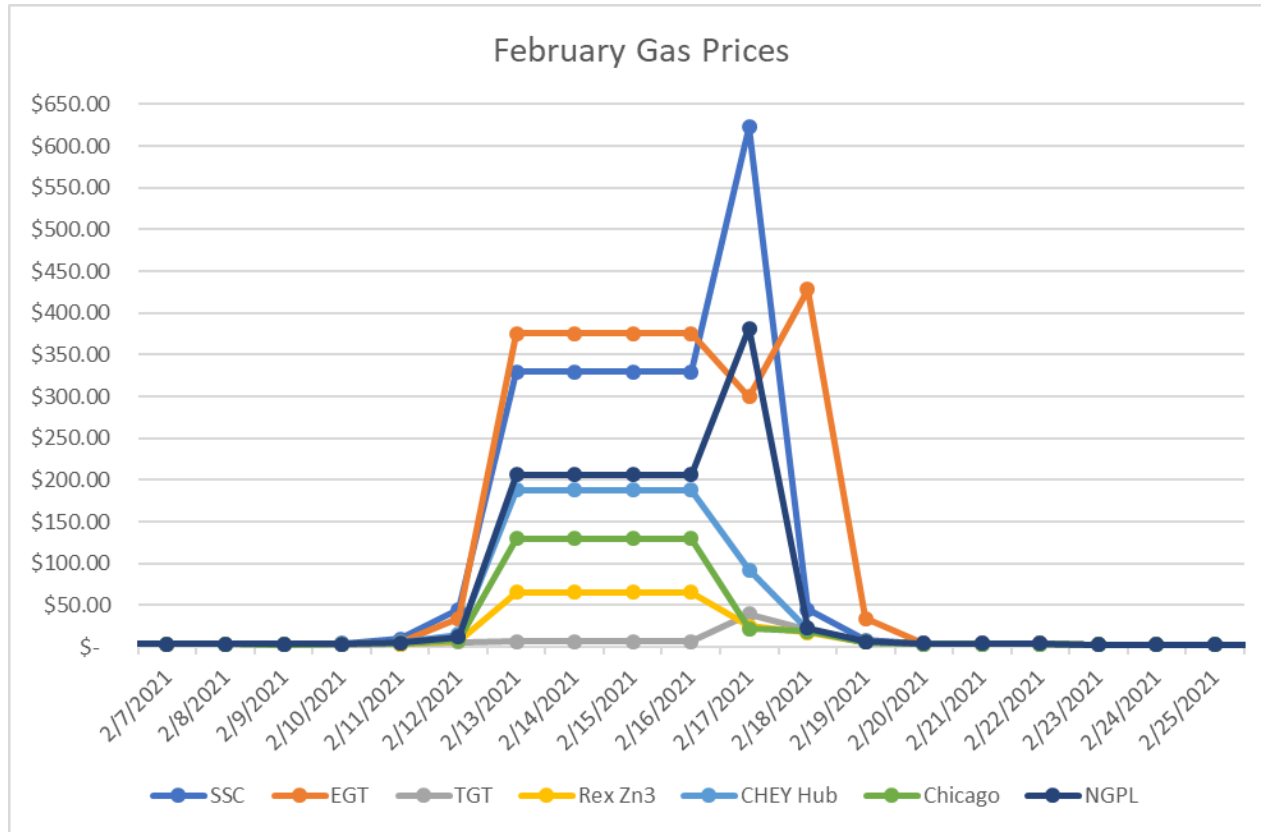
- Kansas City, MO – February 14, 2021 – At the request of the Southwest Power Pool (SPP), ...asking customers to conserve electricity use as much as possible through Wednesday, Feb. 17. The SPP, which coordinates the 17-state regional power supply, **advises that the region's coldest weather in decades is creating high demand for electricity. At the same time, the extreme weather is driving high demand for natural gas used to heat homes and businesses, straining the gas supply available to generate electricity, and icy conditions have made availability of wind generation uncertain.** The SPP has advised that the unprecedented low temperatures across a widespread region creates the potential for electricity shortages and has asked all utilities in the region to encourage customers to reduce electricity usage in order to maintain electricity supply overall and avoid potential power outages.
- Kansas City, MO – February 15, 2021 – Due to extended extreme temperatures affecting the regional power supply, the Southwest Power Pool (SPP) has asked member electric utilities, to **implement controlled, temporary emergency electricity reductions in order to help avoid larger uncontrolled and extended power outages throughout the region.** Power will cycle off and on periodically until the reduction is no longer required by the SPP. With these extreme cold temperatures, equipment may not operate as intended. As a result, outages could last longer than 30 - 60 minutes.



# Hourly Southwest Power Pool (SPP) price \$19,246



# February daily natural gas prices



# This was not just a Missouri issue

BUSINESS

## February cold snap could cost CenterPoint customers additional \$354, plus interest

CenterPoint wants to add the cost to residential charges over a 2-year period starting in May.

By Mike Hughlett Star Tribune | MARCH 17, 2021 — 5:07AM

### Atmos Energy

Due to the historic nature of this winter storm, the Company experienced unforeseeable and unprecedented market pricing for gas costs, most notably in our Colorado, Kansas, and Texas jurisdictions, which resulted in aggregated natural gas purchases during this period of approximately \$2.5 to \$3.5 billion for these jurisdictions. These purchases are generally payable at the end of March 2021.

#### Item 1.01      Entry Into a Material Definitive Agreement

On February 22, 2021, ONE Gas, Inc., an Oklahoma corporation (“ONE Gas” or “we”), entered into a credit agreement (the “Credit Agreement”) with Bank of America, N.A., as administrative agent, and the lenders party thereto.

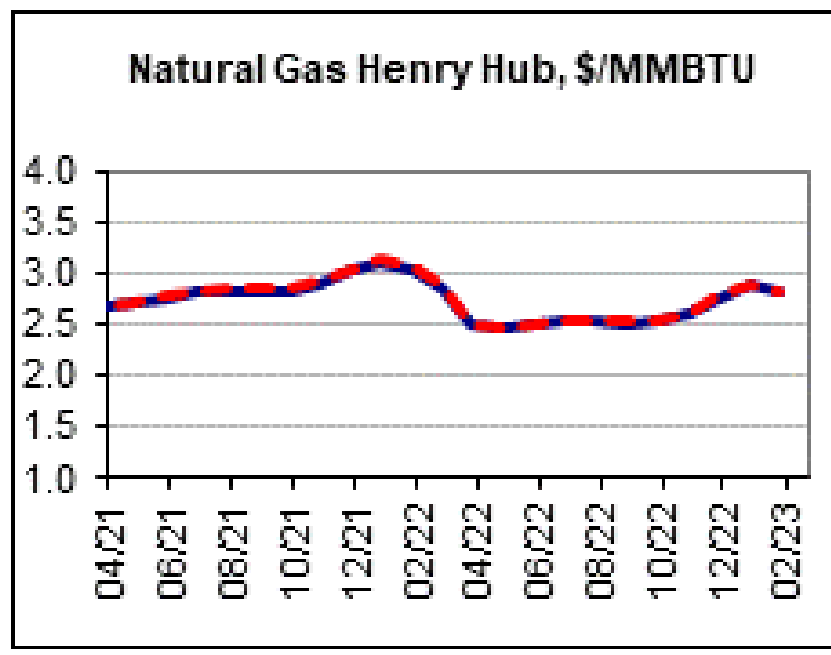
The Credit Agreement provides for a \$2.5 billion unsecured term loan facility. Proceeds of the loans under the Credit Agreement will be available for natural gas purchases as a result of the 2021 winter weather events and the repayment of indebtedness. The Credit Agreement matures two years after the loans are funded under the Credit Agreement. The loans under the Credit Agreement will bear interest at a “Eurodollar Rate” or a “Base Rate” as specified in the Credit Agreement, plus a margin specified in the Credit Agreement which adjusts based on our debt ratings and the outstanding amount of loans remaining under the Credit Agreement. Outstanding loans or commitments under the Credit Agreement are required to be prepaid or reduced, as applicable, with the net cash proceeds received by ONE Gas or any of its subsidiaries from certain debt and equity issuances.



# Current and future natural gas prices

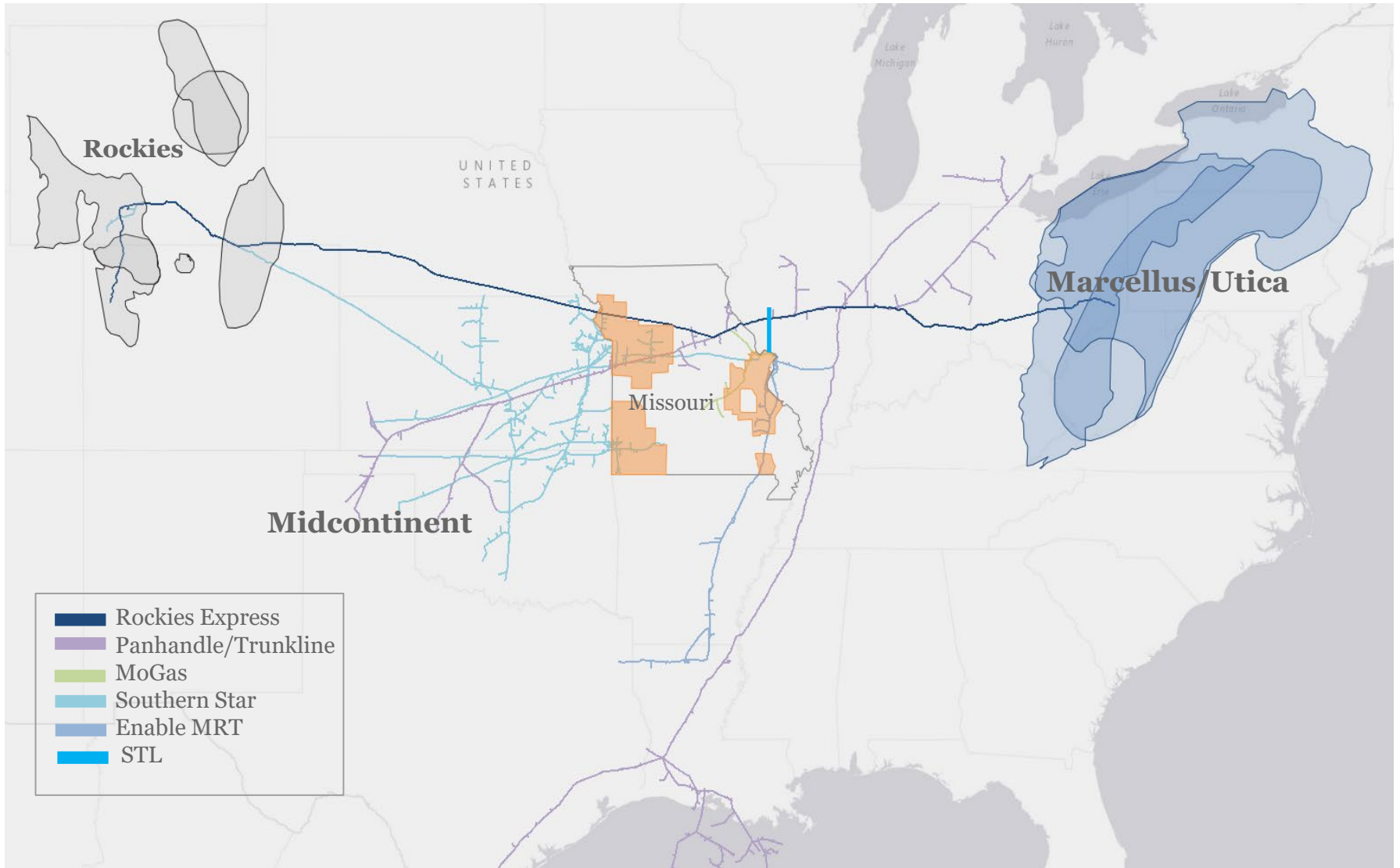
- Natural gas prices quickly returned back to normal levels once the polar vortex ended and natural gas is still an affordable, abundant, and reliable source of energy.

MONTH	OPTIONS	CHARTS	LAST	CHANGE	PRIOR SETTLE
APR 2021	OPT	.	2.537	+0.056	2.481
MAY 2021	OPT	.	2.567	+0.056	2.511
JUN 2021	OPT	.	2.624	+0.054	2.570
JUL 2021	OPT	.	2.683	+0.050	2.633
AUG 2021	OPT	.	2.697	+0.049	2.648
SEP 2021	OPT	.	2.687	+0.050	2.637
OCT 2021	OPT	.	2.703	+0.050	2.653



# Operations

# Spire Missouri



# Peak day planning, risk management tools, firm capacity, supply diversity

- Spire appreciates the long-standing policy at the MPSC for supporting price mitigation
- Spire uses different price structures, firm transportation agreements, storage, different supply basins, diverse groups of marketers and producers, and hedging to mitigate impacts to our customers

## 20 CSR 4240-40.018 Natural Gas Price

### Volatility Mitigation

- Purpose: This rule represents a statement of commission policy that natural gas local distribution companies should undertake diversified natural gas purchasing activities as part of a prudent effort to mitigate upward natural gas price volatility and secure adequate natural gas supplies for their customers

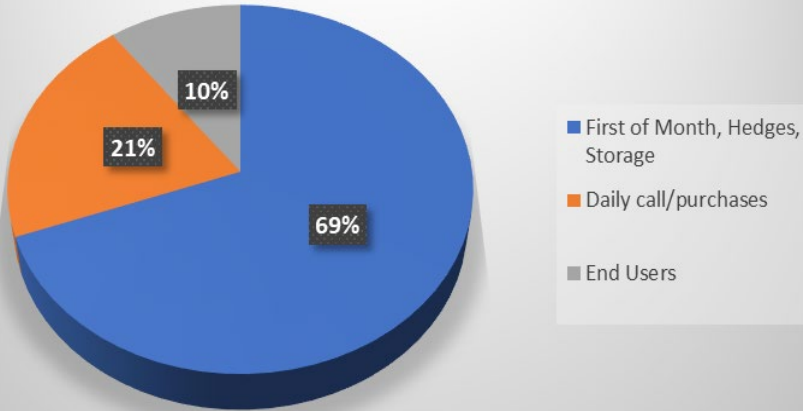




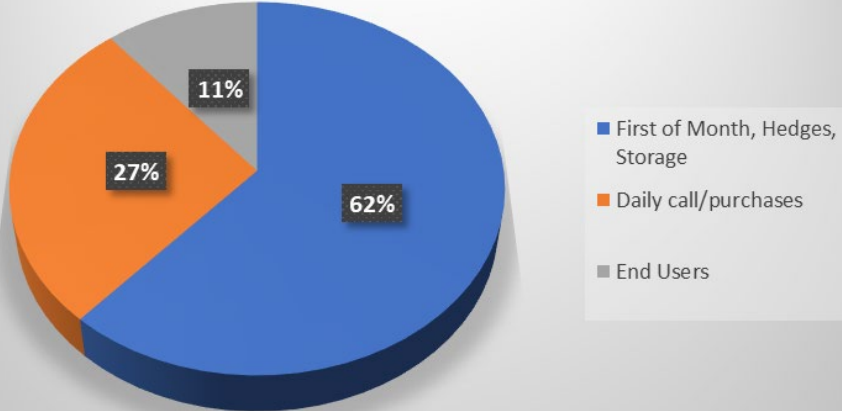
# Continued- Peak day planning, risk management tools, firm capacity, supply diversity

- Resource plans are filed with the MPSC to show how a utility will meet its peak day design. Firm transportation, storage, etc

**Spire East Peak Day 2-15**



**Spire West Peak Day 2-15**



## Did the gas utility issue operational flow orders (OFOs) that lead to penalties to customers? If so, what solutions may need to be considered if tariff language restrictions create extreme hardships for customers? Did the gas utility curtail customers and what impact did that have on the utility system? How did the utility work with its customers during the weather event?

- In accordance with Spire Missouri’s tariff, an OFO was issued on the west side of the state during this weather event. There were two main factors in the Company’s decision:
  - (1) Concerns of pressure profiles on interstate pipelines affecting Spire Mo distribution system.
  - (2) Marketers were reducing supply to end user transportation customers (commercial & industrial, and schools), and in some cases not providing any supply
- Extreme hardship on “customers”
  - The OFO penalties are assessed to marketers and not our firm customers. Some marketers didn’t perform, not our customers.
- Approximately \$195,000,000 in OFO penalties were assessed to a handful of marketers pursuant to our tariff
- These penalties (which include the cost of covering non-performance) directly offset the gas costs in the PGA for our regulated customers
- Penalties exist and are appropriate because Marketer nonperformance jeopardizes our system and customers
  - Spire was required to cover the non-performance of marketers at spot market prices
- Spire went out to the market to buy gas to cover the failure of marketers
- In some cases, the marketers have no firm transportation to their customers even though they are probably selling firm service to end user customers



Continued-Did the gas utility issue operational flow orders (OFOs) that lead to penalties to customers? If so, what solutions may need to be considered if tariff language restrictions create extreme hardships for customers? Did the gas utility curtail customers and what impact did that have on the utility system? How did the utility work with its customers during the weather event?

- A curtailment period was issued but we fortunately did not have to turn any customers off
  - **The curtailment period was essential to maintaining the system and keeping our priority customers online**
- Spire was in constant communication with its customers and the media about developing weather and system events. Please see the following 3 slides for examples



# Media push

- Three news releases sent over the course of the week about cold weather:
  - One statewide on 2/15 encouraging customers conserve energy
  - Two to Southwest Missouri, one announcing our curtailment plan the night of 2/16, another 2/18 that it was lifted
- Interviews and other media outreach



Media Contact:  
Jason Merrill  
314-365-7125  
[Jason.Merrill@spireenergy.com](mailto:Jason.Merrill@spireenergy.com)

For Immediate Release

## **Spire asks customers to conserve energy due to polar vortex, unprecedented natural gas demand across Midwest**

*By following simple steps, customers can reduce energy, save money during colder temperatures*

ST. LOUIS (Feb. 14, 2021) — Due to frigid weather conditions across the Midwest, Spire is urging customers across Missouri to conserve energy.


The current weather has impacted supply to many utilities across the central United States, with natural gas wells freezing in some parts of the country and increased demand on the natural gas transportation system. Like many other utilities and communities, Spire is asking customers to conserve where possible.

“Our teams are working hard to make sure our customers are safe and warm during these weather conditions,” said Scott Carter, Spire Missouri president. “We are carefully monitoring the situation and while our systems remain strong, we want to work together as a community by taking some temporary steps to make sure they stay that way.”



# Targeted emails – Transportation customers

## Goal: Notification of Emergency Curtailment Plan



Hello,

We continuously strive to provide the best possible service to our customers and communities. And keeping you up to date on important developments that impact that service is part of our commitment to you.

The current frigid weather conditions we're facing around the Midwest have led to an unprecedented demand for natural gas across the natural gas supply and delivery chain.

We've been carefully monitoring the situation and are quickly working to ensure that we continue to provide and maintain service whenever and wherever possible. However, due to disruptions in natural gas production regions and interstate pipelines that serve Spire, we're temporarily unable to provide transportation services to your business due to the extreme cold, and are implementing an emergency **curtailment** plan.


Please take immediate steps to reduce the gas usage at your facilities to the minimum levels necessary to protect buildings and inventory, as outlined in Spire's tariff rules and Missouri Public Service Commission regulations. \*This request does not apply to hospitals, nursing homes, essential food processors, and other human needs applications.

As a trusted natural gas provider, we know how much our customers value and depend on us to deliver the energy they need to fuel their businesses. And that reliability takes on added importance during the extreme cold, like what we're seeing throughout the region.

We appreciate your patience as we continue to work with our suppliers to ensure you and other Spire transportation customers impacted by these conditions have access to the energy you need.

For timely updates on this evolving situation, please visit [SpireEnergy.com/WeatherUpdates](https://www.spireenergy.com/WeatherUpdates). If you have any questions, please email us at [BusinessDevelopment@SpireEnergy.com](mailto:BusinessDevelopment@SpireEnergy.com) or contact us at (800) 582-1234, and a Spire business development representative will connect with you.

Sent: 2/15



RE: Spire Lifts Emergency Curtailment for Southwest Missouri Transportation Customers

Hello.

Earlier this week, we notified you that we had enacted our emergency curtailment plan due to weather conditions affecting the natural gas supply chain.

Through the collaboration with our communities throughout Southwest Missouri, including customers like you, stress across the supply system is beginning to improve.

Effective today, we're lifting the emergency curtailment plan for your business.

Please be aware that the Operational Flow Order is still in place at this time. Please check with your marketer to confirm delivery of your expected supply.

For timely updates on this evolving situation, please visit [SpireEnergy.com/WeatherUpdates](https://www.spireenergy.com/WeatherUpdates).

If you have any questions, please email us at [BusinessDevelopment@SpireEnergy.com](mailto:BusinessDevelopment@SpireEnergy.com) or contact your Business Development representative.

Sincerely,

Customer Support Team  
Spire

Sent: 2/18



# Customer communications

Emails, texts and automated calls for the following notices:

- Prompts for all **transportation** customers to contact their marketers (Missouri West - SWMO)
- Curtailment notifications to all transportation customers (Missouri West)
- Conserve notifications to **all small commercial and industrial** customers (Missouri West - SWMO)
- Conserve + cold weather tips (cold weather, higher usage means higher bills) notifications to all **residential** customers (all regions)

Number of social media posts:

- Facebook: 10
- Twitter: 3
- LinkedIn: 5
- Instagram: 2



# Interstate pipelines and Spire service to its customers

## Do you anticipate being billed penalties from any gas pipeline?

We don't have all the information at this time to answer the question. Spire was a responsible shipper on our interstate pipelines and believes if there are any penalties, it would be immaterial.

- There are several FERC dockets going on right now about pipeline penalties that we are monitoring or a party to the case

## Gas Service to our customers:

- We were able to provide gas service to nearly all of our 1.2 million customers. This reliability rate was significantly better than other similarly situated utilities
- There was a small mechanical issue on the east side of the state where 60-70 customers lost service and were quickly turned back on
- To protect a specific segment of our system on the east side we did ask one interruptible customer not to run during the week of the polar vortex. That customer was already not in operation during that time



# Regulatory approach



What are possible solutions to rules and tariff language that may impede financial relief for the utility and its customers? This could include discussion of the potential extreme prices on PGA/ACA

- **Instead of having all of the gas costs associated with the extreme weather event run through the PGA/ACA in one year, Spire suggests spreading the financial impact over multiple years**
- **Add a provision for the Filing Adjustment Factor (FAF) for up to 3 years to allow for (\$.10-\$0.25) credit**
- Will allow utilities to manage the variables with the ACA component as well as unknown gas prices at time of filing.
- It is already an approved mechanism in the PGA tariff
- All costs in the PGA and ACA will continue to be treated the same way as the current process
- *PGA Filing Adjustment Factor (FAF) - In addition, in any PGA Filing, the Company may file a rate change (hereinafter referred to as the “PGA Filing Adjustment Factor” (FAF) not to exceed five cents (\$0.05) per Ccf which is designed to refund to, or recover from, customers any over- or under-recoveries of gas costs that have accumulated since the Company’s last ACA Filing. **During 2021-2023, a FAF may be a credit up to \$0.25 per Ccf to account for the price spike and polar vortex seen in February 2021. This will allow the utility to mitigate price impacts on the customer***



## Continued- What are possible solutions to rules and tariff language that may impede financial relief for the utility and its customers? This could include discussion of the potential extreme prices on PGA/ACA

- File a waiver similar to YG-2019-0070/GR-2019-0119
- Spire on 11/5/2018:
  - In the interests of avoiding rate shock, however, the Company seeks to increase the ACA rate for VF service to 10 cents per therm, instead of the full 26 cents per therm that could be supported by those higher deferred balances
- Staff:
  - On November 5, 2018, the Company filed a Verified Application for Waiver (“Waiver”) which was docketed as Case No. GE-2019-0126, along with a substitute tariff sheet in Tariff Tracking File No. YG-2019-0070. As noted in the Company’s Waiver request, the Company’s Vehicle Fuel (VF) service ACA rate tariff was subject to a rate cap years ago, which rate cap was subsequently eliminated a number of years ago. However, the rate cap continued to be applied in subsequent ACA filings, which led to higher deferred balances for the VF service ACA. In the interest of avoiding rate shock to VF service customers, the Company is seeking a waiver in order to increase the ACA rate for VF service to 10 cents per therm instead of the full 26 cents per therm that would otherwise be required by the currently effective tariff language. Staff does not oppose this waiver
- MPSC on 11/7/2018:
  - Spire Missouri, Inc., d/b/a Spire East’s is granted a variance from the requirement of its Purchased Gas Cost Adjustment Tariff to include the actual Vehicular Fuel ACA factors in its November 2018 PGA filing



## What magnitude of a price increase could result? Could the period of recovery be extended? Would another mechanism such as an Accounting Authority Order (AAO) need to be available?

- All price and PGA discussions are forecasted and estimated. Many factors will lead to the final PGA/ACA rate. Some of these factors may include OFO fees, optimization, current ACA recovery, current PGA recovery, future WACOG of gas in storage, future and actual basis prices, future and actual NYMEX prices
- February 2021 gas costs vs total year 2020
  - West: Spire spent more in February 2021 than it did in the whole year of 2020
  - East: Spire spent about 40% of its 2020 calendar year in February 2021
- Price impacts:
  - East PGA increase of \$0.12 or \$0.04 over 3 years
    - Total bill impact 10-15% or 4% increase over 3 years
- Price impacts:
  - West PGA increase of \$0.18 or \$0.06 over 3 years
    - Total bill impact 15-25% or 7% increase over 3 years
- Spire would like an extended recovery time period laid out in previous slides. This extended period of time would be to the benefit of the customer
- AAO is an option but there is a mechanism currently in place to recover gas costs and true up gas costs in the PGA/ACA mechanism



# Evaluating and analyzing

# How can we help mitigate this in the future?

- Supply/Pipeline diversity on the West side of state
- Be involved with industry discussions about weatherization of production wells
- Ownership or JV in production wells. Tied to price to produce, not market price. Similar to electricians owning and getting recovery for generation in MO
- Continue to file complaints at market-reporting agencies or FERC if we see improper price signals or transparency
- Enhancing our reliability/resource plans to look 5, 10, 20+ years out
- **We intend to propose greater restrictions over third party marketers**
  - Ability to serve behind LDC gates- Firm rights to citygate
  - Financially strong and ability to post PG or LC
  - Application process



# Questions

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: The provisions of this schedule apply to the transportation service provided to customers qualified to receive such service, in accordance with the Company's applicable rate schedules.

1 Company's Responsibility: Company shall deliver to a customer volumes of gas which are thermally equivalent to the volumes of gas received for the customer at a receipt point, less any amount retained by Company according to Section A-6 Retainage.

2 Customer's Responsibility: A customer, by taking service under a transportation service rate schedule, warrants and agrees that:

(a) Gas delivered to the Company for transport shall be free from all adverse claims, liens and encumbrances and shall indemnify and save the Company harmless from and against all suits, actions, causes of action, claims and demands, including attorneys' fees and costs, arising from or out of any adverse claims by third parties claiming ownership of or an interest in said gas, caused by the failure to provide clear title to the gas,

(b) Company shall not be responsible in any way for damages or claims relating to the customer's gas or the facilities of the customer or others containing such gas prior to receipt into Company's facilities or after delivery to the customer, and

(c) The customer's gas shall at all times remain vested in the customer.

3 Customer's Agent: Agents shall be allowed to deliver gas to Company's system for a transportation service customer.

(a) Agent's Responsibilities: An agent arranging for delivery of gas for a transportation service customer must receive Company authorization prior to delivering gas to Company's system. Agents may obtain Company authorization to aggregate balancing as described in Section A-4 Aggregation by entering into a signed agreement with Company, which shall acknowledge the agent's responsibilities under Section A-9 Cash Out and Section B-5 Penalties for Unauthorized Usage.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

3 Customer's Agent: (continued)

(b) Affidavit: A customer to be represented by an agent must provide Company with an affidavit identifying its agent. This authorization shall be in a form agreeable to Company and shall remain in effect until a signed replacement is received by Company.

(c) Billing: Company may accept payment from the customer's agent; however, the customer shall continue to be responsible for all charges on the account. In the event of any billing dispute, Company shall notify the customer directly and shall not be required to notify the customer's agent.

4 Aggregation: Customers' agents shall be allowed to aggregate their customers' usages for purposes of nominating and balancing transportation deliveries on the same pipeline.

(a) Aggregation Groups (Pools): An agent shall establish its customers within each aggregation area into a pool or pools. Customers may not belong to more than one pool. Customers not assigned to a pool shall be individually balanced.

(b) Changes to Pools: Company must receive changes to pools, in writing, no later than four (4) business days prior to the end of each month. Changes shall become effective on the first day of the following month except that pools shall be as designated prior to the first effective day of an OFO or POC. In the event an OFO or POC overlaps the end of one month and the beginning of another, no changes to pools will become effective until the first day of the month following.

(c) Monthly Imbalances: The agent selecting pooling or individual customers not belonging to a pool shall be responsible for clearing the monthly imbalance according to Section A-9, Cash Out.

5 Nominations: A transportation service customer or the customer's agent shall be responsible for nominating volumes of gas to be received by Company for delivery to the delivery point in order to meet customer's or pool's daily requirement for flowing gas plus retainage.

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101



Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

6 Retainage: The gas retained by the Company shall be two percent of the volume delivered to the Company for transportation to the customer as compensation for Company's lost and unaccounted for and Company use gas; provided however, that upon agreement of the Company and customer in situations where actual lost and unaccounted for gas attributable to facilities serving the customer may be measured accurately, such actual measurement may be used in lieu of the two percent retainage otherwise provided in this subsection.

7 Daily Quantity of Transportation Service Gas: The customer will, as nearly as practicable, have delivered to the Company, and shall take redelivery from Company at the same uniform rate. Variations in such deliveries or redeliveries which cause the Company operating problems of any kind shall give the Company the right to discontinue receipts of such gas until such variations are corrected.

8 Quality and Pressure of Transportation Service Gas: The gas delivered by a producer, supplier or pipeline to the Company for transportation to the customer or the customer's agent shall conform to the standards prescribed in the Company's applicable rate schedules and General Terms and Conditions and shall at all times be merchantable gas of a quality otherwise required for the system of the Company to which the gas is being delivered. Such gas shall be free from any foreign materials such as dirt, dust, gums, iron particles, water, entrained liquids, and other impurities which might render it unmerchantable or interfere with the proper operation of pipelines, meters, regulators or other facilities through which it flows or is. Company may refuse to receive gas not meeting the quality requirements of Section A-8-a Specifications. Acceptance by the Company of any gas not meeting the applicable quality requirements shall not obligate the Company to continue such receipts, nor shall it remove the customer's obligation to deliver gas meeting those specifications:

(a) Specifications: Unless stated otherwise in specific agreements, gas shall conform to the following specifications:

- (i). It shall not contain more than one (1) grain of hydrogen sulfide per 100 cubic feet, nor more than twenty (20) grains of total sulphur per 100 cubic feet,
- (ii). Its temperature shall not exceed 70° Fahrenheit.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

8 Quality and Pressure of Transportation Service Gas: (continued)

(a) Specifications (continued)

(iii). It shall not contain more than seven (7) pounds of water vapor per 10,000 Ccf,

(iv). It shall not contain more than 2% carbon dioxide by volume, nor more than 1% oxygen by volume,

(v). Its Btu content shall be no less than that normally provided or currently flowing from interconnected pipelines, nor less than as provided for in an existing contract for Company's gas from that source.

(b) Determination of Quality: If the customer or customer's agent contracts for the purchase of gas from a producer or pipeline who is not currently delivering gas to the Company and such gas is to be delivered directly into Company facilities, the customer will bear all expense connected with the determination of the quality of gas being delivered and any required interconnections. However, the Company's obligation to transport such gas is also contingent upon the execution of an agreement between the Company and such producer or pipeline which the Company shall not unreasonably withhold setting forth the terms of interconnection, quality standards, and the respective rights of the Company and such producer or pipeline in connection with deliveries of such gas.

(c) Heat Content: The heat content of the gas delivered to the customer by the Company shall be the heat content available in its system at the particular point of delivery at the time of delivery. It is recognized that the heat content at the various delivery points will vary from point to point and from time to time and nothing herein contained shall be construed as obligating the Company to alter the usual operation of its facilities to achieve deliveries of a prescribed heating value at any point or points.

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

8 Quality and Pressure of Transportation Service Gas: (continued)

(d) Measuring Heat Content of Gas Received: The heat content of the gas tendered shall be the heat content stated in BTU per cubic foot of all gas received from transporting pipeline(s) into the distribution system.

(e) Measuring Heat Content of Gas Delivered: On Company's distribution systems served by a single transporting pipeline, the heat content of natural gas stated in BTU per cubic foot shall be the heat content of the gas delivered by the transporting pipeline. For customers transporting all gas requirements on a single transporting pipeline into a distribution system served by multiple pipelines, the BTU contents of customers' gas will be the same as the BTU contents of the transporting pipeline. For customers transporting gas on more than one pipeline, into distribution systems served by multiple pipelines, the heat content of gas delivered to customers shall be calculated utilizing the BTU per cubic foot for each transporting pipeline multiplied by a pro rate share of the delivered transportation gas.

(f) Additional Equipment for Measuring Heat Rate: If additional BTU measurement is required by the Company or the customer, the Company shall determine the type and location of such measurement equipment and cause the same to be installed at the customer's sole expense. For customers requesting the installation of BTU measurement equipment hereunder, thermal balancing shall be performed on the basis of such measurement for a minimum period of twelve consecutive months following such installation. In all cases where BTU measurement devices requiring periodic or continuous sampling of the gas are to be installed, the customer shall pay the Company a monthly charge reasonably calculated to reimburse the Company for its operating expenses related to such sampling as well as other expenses incurred to measure and account for the heat content of the.

(g) Delivery Pressure of Transportation Service Gas: Delivery pressures to customers shall be mutually agreed upon from time to time and shall take into account system capacity, customer requirements, and other pertinent factors.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

9 Cash Out: Monthly volumes of gas delivered to a transportation service customer should, to the extent practicable, match Company's receipts for the customer less any amount retained by Company according to Section A-6, Retainage. Agents may balance the aggregated volumes of gas for each pool of customers they represent, according to the terms of Section A-4, Aggregation.

(a) Monthly Cash Out: Differences between deliveries and retainage-adjusted receipts shall be reconciled on a monthly basis between Company and a customer or the customer's agent.

(i) If Company's retainage-adjusted receipts (nomination) for the customer are less than deliveries (usage) to the customer, the customer or the customer's agent shall pay:

- 1.0 times the index price for each MMBtu of imbalance up to and including 5% of nominations, plus
- 1.2 times the index price for each MMBtu of imbalance which is greater than 5%, up to and including 10% of nominations, plus
- 1.4 times the index price for each MMBtu of imbalance which is greater than 10% of nominations, plus
- For each MMBtu of imbalance Southern Star Central's maximum tariff transportation rate, plus the incremental/variable storage withdrawal cost rate.

(ii) If Company's retainage-adjusted receipts (nomination) for the customer exceed deliveries (usage) to the customer, the customer or the customer's agent shall receive:

- 1.0 times the index price for each MMBtu of imbalance up to and including 5% of nominations, plus
- 0.8 times the index price for each MMBtu of imbalance which is greater than 5% of nominations, up to and including 10%, plus
- 0.6 times the index price for each MMBtu of imbalance which is greater than 10% of nominations, plus
- For each MMBtu of imbalance Southern Star Central's maximum tariff transportation rate, minus the incremental/variable storage injection rate.

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

**TRANSPORTATION PROVISIONS**  
**TRPR**

## A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

## 9 Cash Out: (continued)

(b) Index Price: The index price shall be determined as the arithmetic average of the first-of-the-month index prices published in Inside F.E.R.C.'s Gas Market Report for the month immediately following the month in which the imbalance occurred, for

Southern Star Central Gas Pipeline, Inc. (Texas, Kansas, Oklahoma) (If Inside FERC's Gas Market Report does not publish an index price for Southern Star, then the alternate index price approved by FERC for use by Southern Star Central will be substituted.)

And

Panhandle Eastern Pipe Line Company (Texas and Oklahoma)

10 Limitations: If the Company's system capacity is inadequate to meet all of its other demands for sales and transportation service, the services supplied under this schedule may be curtailed in accordance with the Priority of Service rules in the Company's General Terms and Conditions, R-16 and R-17. If a supply deficiency occurs in the volume of gas available to the Company for resale, and the customer's supply delivered to the Company for transportation continues to be available, then the customer may continue to receive full transportation service even though sales gas of the same or higher priority is being curtailed. The determination of system capacity limitations shall be in the sole discretion of the Company reasonably exercised. If capacity limitations restrict the volume of gas which the customer desires to be transported, the customer may request the Company to make reasonable enlargements in its existing facilities, which requests the Company shall not unreasonably refuse, provided that the actual cost (including indirect costs) of such system enlargements are borne by the customer. Title to such expanded facilities shall be and remain in the Company free and clear of any lien or equity by the customer. Nothing herein contained shall be construed as obligating the Company to construct any extensions of its facilities.

11 Limitation of Transportation Service and Other Charges: Transportation shall be available only where the gas supply contracts, tariffs and schedules under which the Company obtains its gas supplies permit. Any conditions or limitations on transportation by the Company imposed by such contracts, tariffs and schedules shall be applicable to service hereunder. In the event that this transportation service causes the incurrence of demand charges, standby charges, reservation charges, penalties or like charges from the Company's gas suppliers or transporters, which charges are in addition to charges for gas actually received by the Company, such charges shall be billed to the customer in addition to amounts for service rendered hereunder.

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

A. REQUIREMENTS FOR TRANSPORTATION SERVICE: (continued)

12 Third Party Metering: When the gas delivered to the Company for transportation to the customer is delivered through meters which are not owned and operated by the Company or the customer, customer's agent(s) or supplier(s) shall, at the earliest practicable time, but not later than the last day of each month, furnish the Company a statement showing the amount of gas in Ccf or MMBTU per day delivered for the customer's account to the Company during the billing period. The customer, upon request, shall furnish to the Company all charts, or satisfactory copies thereof, or other documentation in the case of electronic metering, upon which the statements provided for above were based. Any original charts furnished shall be returned within thirty days. By accepting natural gas transported hereunder, the customer agrees to maintain records of the volumes of transportation gas delivered to the Company on its account and to permit the Company to inspect such records upon request during the customer's regular business hours.

B. PRIORITY OF SERVICE

1 Notice: Notice of Operational Flow Orders (OFO's) and Periods of Curtailment shall be provided as far in advance as practicable and prospectively may be changed by Company upon reasonable advance notice as conditions warrant. Where practicable, OFO's will be issued by 12 noon Central time and will be effective the second day after issuance, thereby providing time for Transportation Customers to adjust their nominations in accordance with the OFO. Company may make OFO's effective with a shorter notice if necessary to protect the integrity of its system and/or where such actions are necessary to insure compliance with the requirements of upstream pipeline companies and shall permit Transportation Customers to adjust nominations as necessary to reasonably comply with the OFO.

Notice shall be given to each affected customer by telephone and in writing, in the manner elected by the customer or its agent, including facsimile and electronic mail. Notification of the customer's agent shall fulfill the requirement of this paragraph. During emergency situations, if providing notice to customers by one of the previously identified methods is not practicable, Company may use commercial radio and/or television to notify customers.

Spire West will also make every reasonable effort to provide direct notification by electronic or telephonic means to each affected customer.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

Notice of an OFO shall specify the nature of the problem sought to be addressed, the anticipated duration of the required compliance and the parameters of such compliance. Upon termination of an OFO, Spire West will post on its website the rationale for lifting that particular OFO.

2 Operational Flow Orders: Company may issue Operational Flow Orders (OFO's) to Transportation Customers as necessary to protect the integrity of its system or any portion thereof and/or to insure compliance with the requirements of upstream pipeline companies. Any OFO, along with associated conditions and penalties, shall be limited, as practicable to address only the problem(s) giving rise to the need for the OFO. Company may issue notice of an OFO as provided in section (1) above to instruct all customers or agents served through a given pipeline segment, on a distribution system or any portion thereof or any individual agent or customer to control their usage to avoid either Under-Deliveries or Over-Deliveries. The Company will specify in the OFO whether customers or agents are required to avoid Under-Deliveries, Over-Deliveries, or both. Conditions which threaten the integrity of the Company's distribution system may include but are not limited to, exceeding the maximum allowable operating pressure of the distribution system segment, loss of sufficient line pressure to meet distribution system delivery obligations, or other conditions which may cause the Company to be unable to deliver natural gas consistent with its tariff. Conditions relevant to compliance with the requirements of upstream pipelines may include, but are not limited to, 1) situations where relevant Company resources are being used at or near their maximum tariff or contractual limits; and, 2) situations where actions are necessary to comply with a relevant OFO or the functional equivalent of a relevant upstream pipeline OFO, Critical Notice or force majeure. Company's actions with respect to its OFO's shall be reasonable, objective, non-discriminatory and consistent with the General Terms and Conditions for Gas Service, R-16 Priority of Service, and R-17. Before issuing an OFO, Spire West will attempt to identify specific customers causing the conditions that give rise to the need for the OFO, and attempt to remedy those problems through requests for voluntary action; provided, however, exigent circumstances may exist which require immediate issuance of an OFO.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

2 Operational Flow Orders:

(a) Standard OFO: A Standard OFO shall require the customer to take, during a period specified by the company, preemptive or preventive actions and/or measures in order to neutralize or reduce threats to, or to otherwise preserve the integrity of all or a portion of Company's system or as necessary to insure compliance with the requirements of upstream pipeline companies.

(b) Emergency OFO: An Emergency OFO shall require the customer to take immediate actions and/or measures in order to neutralize or reduce threats to, or to otherwise preserve the integrity of all or a portion of Company's system or as necessary to insure compliance with the requirements of upstream pipeline companies.

(c) Authorized Usage: A transportation service customer's authorized usage during an OFO shall be equal to that customer's daily retainage-adjusted confirmed nomination in MMBtus.

(d) Interrupted Supply: On any day on which a transportation service customer's supply is partially or totally interrupted for any reason, that customer's authorized usage shall be limited to the retainage-adjusted confirmed nomination in MMBtus being delivered to Company on behalf of that customer.

(e) Spire West will not apply an OFO penalty to a Transportation Customer whose conduct during an OFO is compliant with the OFO or Spire West directives.

(f) Curtailment of Transportation Service: A transportation service customer shall not be required to curtail as long as the customer's gas is delivered to Company's delivery system and the Company's system capacity is adequate to make deliveries as provided in Section A-10, Limitations.

3 Period of Curtailment: Consistent with the provisions of Section A(10) Limitations, curtailment may be initiated due to a supply deficiency or limitation of pipeline capacity or a combination of both. Company may require its sales service and transportation service customers to limit, in whole or in part, their use of Company's facilities during a Period of Curtailment (POC), taking into consideration priority of use or other factors it deems necessary to ensure public health and safety.

(a) Authorized Usage: Company shall, at its sole discretion, authorize customers a usage level which is appropriate to the conditions of the POC.

(b) Curtailment Priority: Curtailment shall first apply to the lowest priority category (Category Three) and successively to each higher priority category as required.

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101



**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

3 Period of Curtailment: (continued)

(b) Curtailment Priority (continued)

The categories to be used by Company to allocate available service, listed from highest to lowest priority, are:

(i) For a Spire West Sales Service Supply Deficiency

(a) Category 1.

Sales service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company

(b) Category 2.

Commercial sales service

(c) Category 3.

Industrial sales service

(ii) For a Spire West Distribution System Capacity Deficiency

(a) Category 1.

Sales or transportation service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company

(b) Category 2.

Commercial sales service and commercial transportation service

(c) Category 3.

Industrial sales service and industrial transportation service

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

3 Period of Curtailment: (continued)

(c) Exception to Curtailment Priority: Company may curtail customers in higher priority categories before curtailing customers in lower priority categories only if curtailing lower priority category customers would not be useful in maintaining deliveries to the higher priority customers.

(d) Allocation of Partial Capacity: Should partial service only be available to an affected category, deliveries to individual customers shall be limited to the customer's pro rata share of available supply, such allocation to be based on the ratio of the customer's requirements in the category for which partial service is available to the aggregate requirements of all the Company's customers in the same category.

(e) Emergency Usage during POCs: A customer may request to use gas above authorized levels to forestall irreparable injury to life or property. Requests by telephone shall be followed immediately by a written request. Written requests shall state the nature, cause, and expected duration of the emergency and may be submitted by facsimile (fax) or electronic transmission. The customer must act to eliminate the cause of the emergency as soon as practicable. The charge for usage above authorized levels shall be determined at the time Company receives the customer's request. Disputes concerning this charge shall be referred to the Commission for resolution.

(f) Relief from Liability: Company shall be relieved of all liabilities, penalties, charges, payments, and claims of whatever kind, contractual or otherwise, resulting from or arising out of Company's failure to deliver all or any portion of the volumes of gas desired by a customer or group of customers during a POC. Company's relief shall apply if curtailment is according to these General Terms and Conditions or any other orders or directives of duly constituted authorities including, but not limited to, the Missouri Public Service Commission.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

4 Unauthorized Deliveries: Over-Deliveries and/or Under-Deliveries which vary from customer's authorized usage level under an OFO or during a POC, shall be subject to the penalties described in Section B-5 Penalties for Unauthorized Usage.

(a) Individual Customers: Unauthorized Deliveries for individually balanced customers shall be calculated by comparing each customer's retainage-adjusted confirmed nominations with actual usage less contract demand.

(b) Pools: Unauthorized Deliveries for pools subject to aggregated balancing as defined under Section A-4 Aggregation, shall be calculated by comparing the group members' total retainage-adjusted confirmed nominations with their total actual usage less contract demand.

(c) Meter Reading: Actual usage during an OFO shall normally be provided by electronic gas measurement (EGM) equipment. If Company is unable to obtain data from a customer's EGM device, the customer's usage shall be determined by actual meter reads.

(d) Refusal to Comply: Company may disconnect from its system or refuse to accept the nomination of a customer which endangers system stability and/or safety by continuing to incur Unauthorized Deliveries.

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

5 Penalties for Unauthorized Usage: A customer or pool's unauthorized usage under an OFO or during a POC shall cause the incurrence of penalties. All revenues received from unauthorized use charges will be considered as gas cost recovery and will be used in the development of the gas cost recovery amount during the ACA audit as set forth in the Purchased Gas Adjustment schedule (PGA).

- (a) Tolerance Levels: Penalties shall be assessed:
  - (i) During an OFO or POC, when Unauthorized Over- Deliveries to EGM meters exceed 5% of authorized daily delivery levels.
  - (ii) During an OFO, when Unauthorized Under-Deliveries to EGM meters exceed 5% of authorized daily delivery levels.
- (b) Penalties during POCs shall be:
  - (i) The greater of \$10 or 5 times the daily midpoint stated on Gas Daily's Index for Southern Star Central Gas Pipeline (Oklahoma) for each day of the POC, for each MMBtu of Unauthorized Over Delivery that exceeds the Tolerance Levels set in Section B-5-a Tolerance Levels but is no greater than 10% of the authorized delivery level for the customer or the aggregated balancing group, and
  - (ii) The greater of \$20 or 10 times the daily midpoint stated on Gas Daily's Index for Southern Star Central Gas Pipeline (Oklahoma) for each day of the POC, for each MMBtu of Unauthorized Over Delivery in excess of 10% of the authorized delivery level for the customer or the aggregated balancing group.

---

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri West

---

**TRANSPORTATION PROVISIONS**  
**TRPR**

B. PRIORITY OF SERVICE (continued)

5 Penalties for Unauthorized Usage: (continued)

(c) Penalties during OFOs: Penalties for Unauthorized Over-deliveries or Under-deliveries shall be calculated as follows:

(i) Standard OFO Penalties: For each day of the Standard OFO, the greater of \$5 or 2½ times the daily midpoint stated on Gas Daily's Index for Southern Star Central Gas Pipeline (Oklahoma) times the MMBtu of Unauthorized Over- or Under-deliveries that exceed the tolerance level applicable under Section B-5-a Tolerance Levels.

(ii) POC and Emergency OFO Penalties: For each day of the POC or Emergency OFO, the greater of \$10 or 5 times the daily midpoint stated on Gas Daily's Index for Southern Star Central Gas Pipeline (Oklahoma) times the MMBtu of Unauthorized Over-or Under-deliveries that exceed the tolerance level applicable under Section B-5-a Tolerance Levels.

(d) Responsibility for Payment: Unauthorized Over- or Under-Delivery Penalties for individually balanced customers shall be billed to and collected from the applicable customer. Unauthorized Over- or Under- Delivery Penalties for pools shall be billed to and collected from the agent representing the aggregated customers. Customers will continue to have ultimate responsibility for all charges on the account.

---

DATE OF ISSUE: March 20, 2018

DATE EFFECTIVE: April 19, 2018

ISSUED BY: C. Eric Lobser, VP, Regulatory & Governmental Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

**MISSOURI PUBLIC SERVICE COMMISSION  
FINANCIAL AND BUSINESS ANALYSIS  
AND INDUSTRY ANALYSIS DIVISIONS  
AND REGULATORY ANALYSIS DEPARTMENT REPORT**



**IN THE MATTER OF THE CAUSE OF THE FEBRUARY 2021  
COLD WEATHER EVENT AND ITS IMPACT ON INVESTOR OWNED UTILITIES  
FILE NO. AO-2021-0264**

- EO-2021-0358: Union Electric Co., Inc. d/b/a Ameren Missouri (Electric)  
EO-2021-0359: Evergy Missouri West, Inc.  
EO-2021-0360: Evergy Missouri Metro, Inc.  
EO-2021-0361: The Empire District Electric Co. d/b/a Liberty  
GO-2021-0362: Union Electric Co., Inc. d/b/a Ameren Missouri (Gas)  
GO-2021-0363: Spire Missouri, Inc. d/b/a Spire Missouri West  
GO-2021-0364: Spire Missouri, Inc. d/b/a Spire Missouri East  
GO-2021-0365: The Empire District Gas Co., d/b/a/ Liberty  
GO-2021-0366: Liberty Utilities (Midstates Natural Gas) Corp. d/b/a Liberty  
GO-2021-0367: Summit Natural Gas of Missouri, Inc.

**APRIL 30, 2021**

**IN THE MATTER OF THE CAUSE OF THE FEBRUARY 2021  
COLD WEATHER EVENT AND ITS IMPACT ON INVESTOR OWNED UTILITIES  
FILE NO. AO-2021-0264  
TABLE OF CONTENTS**

I.	Introduction .....	1
II.	Summary of February 2021 Cold Weather Event.....	2
III.	Interstate, Regional and Federal Regulatory Entities Preparation for and Response to the Cold Weather Event.....	6
A.	Natural Gas Interstate Pipelines Preparation for and Response to the Cold Weather Event.....	6
B.	Federal Regulatory Entities Initial and Ongoing Responses to the Cold Weather Event.....	20
C.	Regional Transmission Organizations’ Preparations for and Responses to the Cold Weather Event .....	25
IV.	Missouri Local Distribution Company Prices for Cold Weather Event .....	59
A.	Market Prices.....	59
V.	Response of Utilities Subject to Commission Jurisdiction.....	62
A.	Investor-Owned Electric Utilities.....	62
B.	Local Distribution Companies (Natural Gas).....	74
VI.	Customer Notifications/Impacts by Utilities Subject to Commission Jurisdiction .....	75
A.	Communication Efforts with Customers, Media and Government Officials.....	75
B.	Customer Calls/Informal Commission Complaints .....	83
C.	Technical Issues .....	84
D.	Policies and Procedures.....	85
E.	Missouri Call Center Operations.....	89
VII.	Mechanisms That Could Potentially be Used to Address Impacts on Customers Served by Utilities Under Commission Jurisdiction.....	94
A.	Accounting Authority Orders.....	94
B.	Investor-Owned Electric Customers – The Fuel Adjustment Clause .....	95
C.	Local Distribution Company Customers.....	97
D.	Local Distribution Companies - Purchased Gas Adjustment/Actual Cost Adjustment.....	100

**IN THE MATTER OF THE CAUSE OF THE FEBRUARY 2021  
COLD WEATHER EVENT AND ITS IMPACT ON INVESTOR OWNED UTILITIES  
FILE NO. AO-2021-0264**

**I. Introduction**

On February 24, 2021, the Missouri Public Service Commission (“Commission”) issued an *Order Directing Staff to Investigate and Submit Report* (“Investigation Order”) noting, “Much of the Midwest, including Missouri, experienced unseasonably cold temperatures in February 2021. Such temperatures resulted in rolling electrical blackouts and extreme natural gas price spikes in Missouri.”

In its Investigation Order, the Commission directed its Regulatory Analysis and Customer Experience Departments, with assistance from its Industry Analysis and Financial Analysis Divisions, to investigate Missouri’s electric and natural gas utilities’ preparation for and response to Missouri’s February 2021 extreme cold (“Cold Weather Event”) and to report their findings to the Commission in no later than April 22, 2021.

On April 15, 2021, Staff filed a motion requesting the Commission open 10 additional files, one for each investor-owned electric and natural gas utility and to issue protective orders in each file to address confidentiality issues. On April 21, 2021, the Commission issued a Protective Order and Notice that Additional Files Have Been Opened as more specifically outlined below.

On April 21, 2021, Staff filed a motion asking for additional time, until April 30, 2021, to file its report. The Commission granted Staff’s motion on April 22, 2021.

The Commission, in its Investigation Order, further directed that,

Such a report should summarize analysis performed by the RTOs, market monitors, FERC, NERC, or any other relevant body. The report should also include information from the utilities as to their response measures, impacts on customers, and lessons learned going forward.



This Report provides the analysis and observations of members of the Industry Analysis and Financial Analysis Divisions, including the Customer Experience Department, (“Staff”) and the Regulatory Analysis Department, and provides some recommendations Staff identified during its investigation to date. Staff also identified areas requiring additional analysis, and will provide additional information in this docket or in other dockets as appropriate. Regularly used terms and definitions are included in Appendix A, Appendix of Acronyms and Key Terms.

During its investigation, Staff received Highly Confidential, Confidential, and public responses to its requests for information. The public information is provided in this Report. The company-specific information, including Highly Confidential and Confidential material, will be filed in the following docket assigned to that utility.

- i. EO-2021-0358: Union Electric Co., Inc. d/b/a Ameren Missouri (Electric)
- ii. EO-2021-0359: Evergy Missouri West, Inc.
- iii. EO-2021-0360: Evergy Missouri Metro, Inc.
- iv. EO-2021-0361: The Empire District Electric Co. d/b/a Liberty
- v. GO-2021-0362: Union Electric Co., Inc. d/b/a Ameren Missouri (Gas)
- vi. GO-2021-0363: Spire Missouri, Inc. d/b/a Spire Missouri West
- vii. GO-2021-0364: Spire Missouri, Inc. d/b/a Spire Missouri East
- viii. GO-2021-0365: The Empire District Gas Co., d/b/a/ Liberty
- ix. GO-2021-0366: Liberty Utilities (Midstates Natural Gas) Corp. d/b/a Liberty
- x. GO-2021-0367: Summit Natural Gas of Missouri, Inc.

*Contributor: Natelle Dietrich*

## **II. Summary of February 2021 Cold Weather Event**

From all indications, planning for the Cold Weather Event began as early as Monday, February 1, 2021, with Staff receiving the first calls related to the event starting February 13, 2021. As part of monitoring and planning for a weather event, the regional transmission operators (“RTO”) use an

Energy Emergency Alert (“EEA”) rating system. Under this system: EEA 1 status means the RTO suggests utilities issue public alerts; EEA 2 status means the RTO requires the utilities to provide public awareness encouraging customers to conserve; and, EEA 3 status means the RTO may require potential interruptions or load shedding.

The extreme cold temperatures, extended period of those temperatures, and precipitation contributed to what some have described as an “85 year event”. The Southwest Power Pool (“SPP”) indicated this was the first time in SPP history that it had to move to EEA 2 or EEA 3 status.

According to the National Weather Service, the western side of the state experienced the coldest temperatures, while the St. Louis and Springfield areas experienced larger snowfall amounts. As depicted in more detail in the graphs below for each area, from February 11 through February 17, 2021:

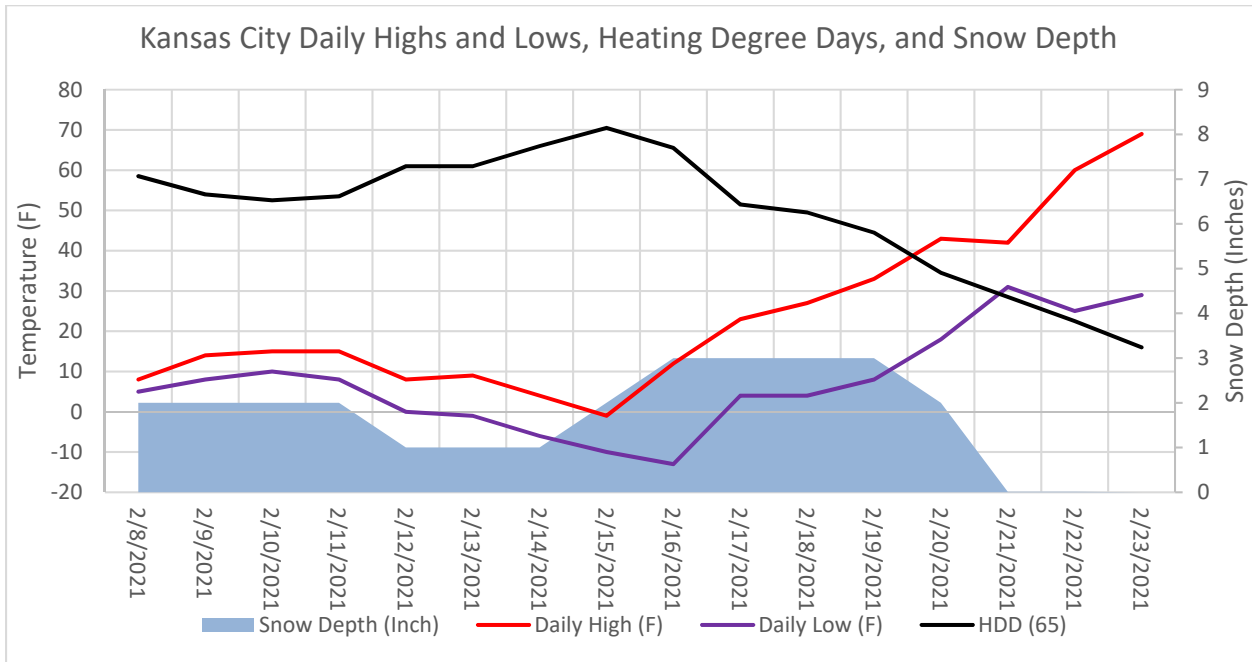
Kansas City saw temperatures from -13 degrees to 23 degrees during this period, with February 15 having a high temperature of -1 degree and a low temperature of -10 degrees. Snow depths were about 1 to 3 inches during this period.

Springfield saw temperatures from -15 degrees to 19 degrees during this period, with February 15, 2021 having a high temperature of 0 degrees and a low temperature of -9 degrees. Snow depth on February 17, 2021 was about 7 inches.

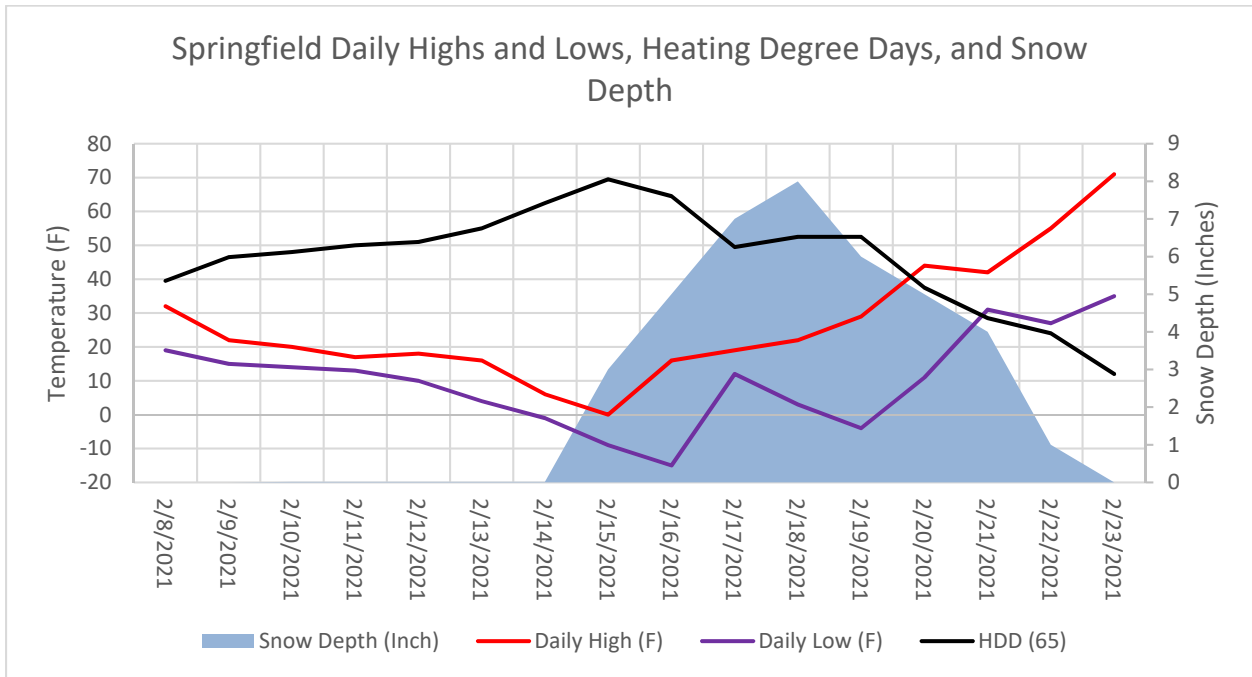
St. Louis saw temperatures from -4 degrees to 22 degrees during this period, with February 15, 2021 having a high temperature of 4 degrees and a low temperature of 0 degrees. Snow depth on February 16, 2021 was about 7 inches.

While the daytime highs on February 16, 2021 were generally in the double digits, each area saw its lowest temperatures on that day, with Kansas City and Springfield hitting lows of -13 degrees and -15 degrees, respectively.

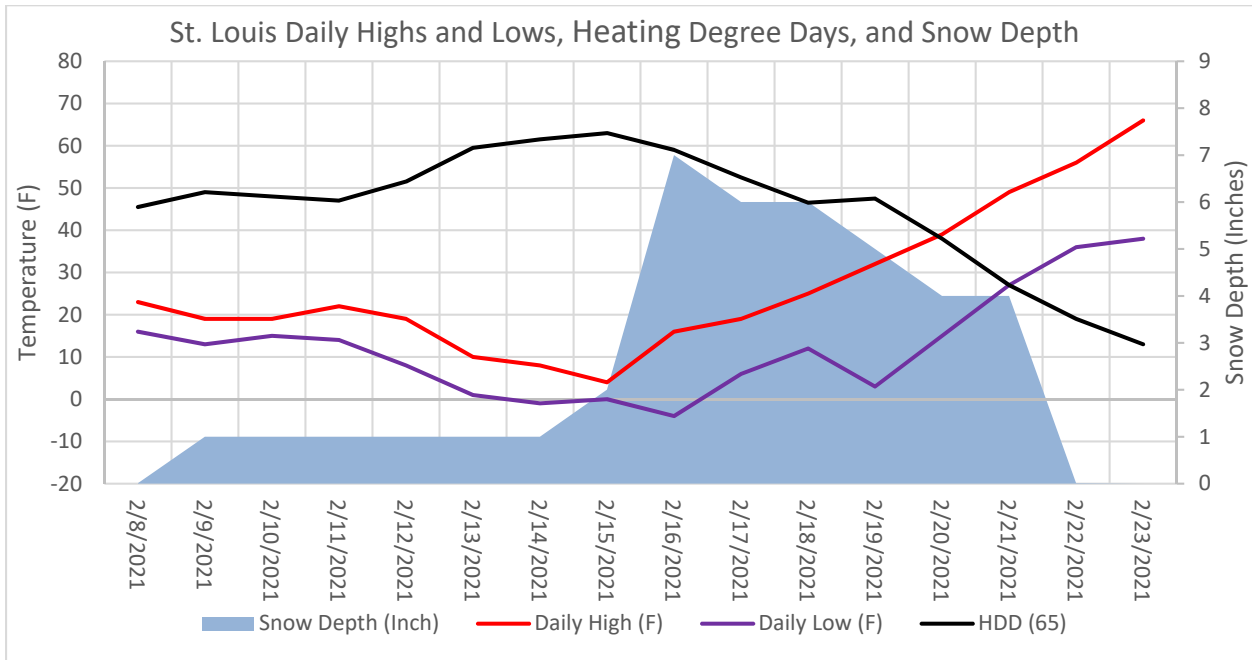
**Figure 1**



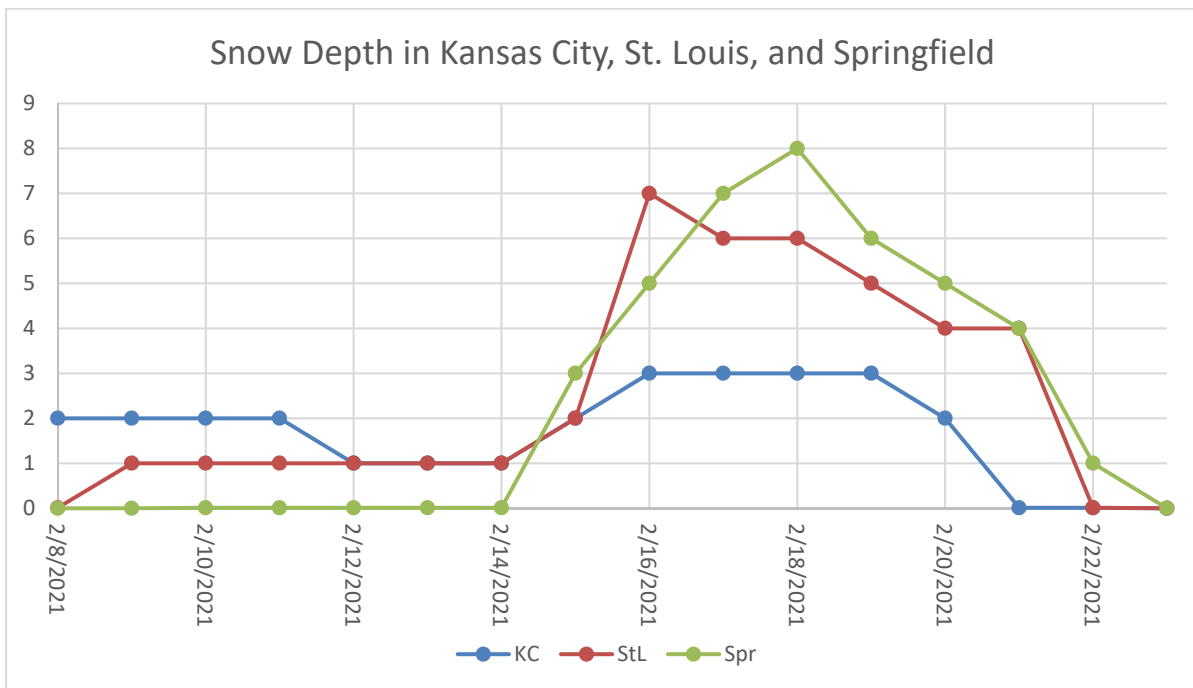
**Figure 2**



**Figure 3**



**Figure 4**



On February 17, 2021, an ice jam formed on the Missouri River in the bend approximately 1 mile upstream from Jefferson City, Missouri. Ice build-up extended approximately 15 miles upstream.

The river level below the ice jam dropped from four feet to -0.3 feet in a matter of a few hours. Downstream of the ice jam, the flow dropped by more than 50 percent from about 37,000 cfs (cubic feet per second) to about 17,000 cfs. The next day, February 18, 2021, the Corps of Engineers flew along the Missouri River to investigate. They found the ice back up extended more than 60 miles upstream. Downstream, the river level continued to drop; the lowest recorded level on the gauge at the Missouri River Bridge during the ice jam was -0.5 feet (or one-half foot below zero) on Friday, Feb. 19, 2021. On Monday, Feb. 22, 2021, the ice jam broke loose, resulting in the river level jumping up approximately seven feet in just 15 – 20 minutes.<sup>1</sup>

*Contributor: Natelle Dietrich*

### **III. Interstate, Regional and Federal Regulatory Entities Preparation for and Response to the Cold Weather Event**

#### **A. Natural Gas Interstate Pipelines Preparation for and Response to the Cold Weather Event**

##### **1. Background**

The natural gas system from extraction at its source to delivery to its end-users is divided into three key phases, as shown in Figure 5, which are:

- **Production** – This involves the extraction and processing of the natural gas to meet minimum quality and safety standards in order to be discharged into the transmission system.
- **Transmission** – This involves the transportation of the gas from where it is injected into the interstate pipeline system to where it is discharged from the interstate pipeline system to either a direct customer or to a distribution system. The transmission phase also includes storage.

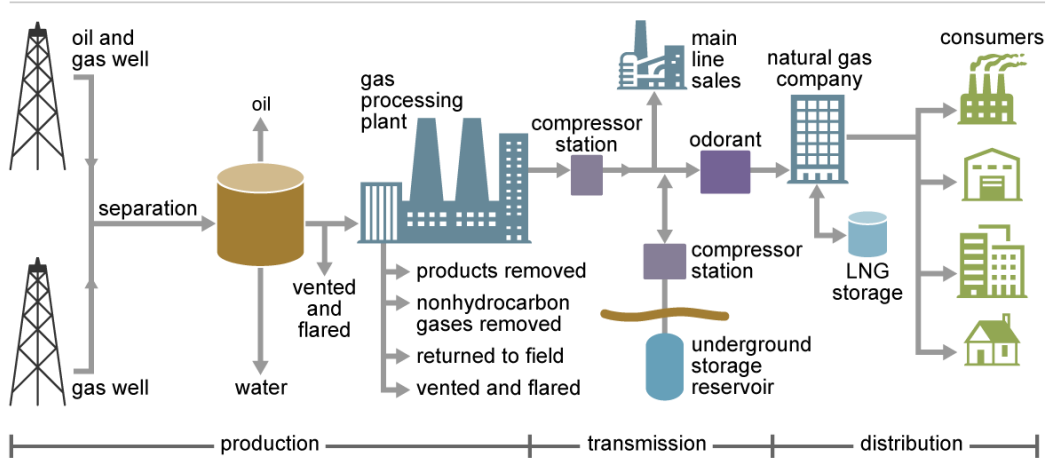
---

<sup>1</sup> NEWS. Update for Missouri American Water Staff. Appendix B.

- **Distribution** – This involves the delivery of the gas through a distribution system to various types of end-user customers.

**Figure 5**

**Natural gas production and delivery**



Source: U.S. Energy Information Administration

Source: <https://www.eia.gov/energyexplained/natural-gas/>

**2. Missouri Natural Gas Shippers or End Use Natural Gas Customers<sup>2</sup> Have Access to Diverse Natural Gas Sources**

Natural gas is transported to and through Missouri on an interconnected network of interstate pipelines<sup>3</sup> from wellheads<sup>4</sup> in several regions of the country, many of which were adversely affected by the Cold Weather Event. Most natural gas comes to Missouri from the production fields of Wyoming, Colorado, Oklahoma, Texas and/or Louisiana, but shale natural gas from areas like the Appalachian Basin also flows into Missouri. Twelve interstate pipelines, which are part

<sup>2</sup> Shippers are interstate pipeline customers that hold tariffed service contracts for the delivery of natural gas. The term “customer” and “end-use customer” are used interchangeably with “shipper” throughout this Report.

<sup>3</sup> Interstate pipelines are entities engaged in natural gas transportation subject to the jurisdiction of the Federal Energy Regulatory Commission (“FERC”).

<sup>4</sup> A wellhead is equipment at the top of the well that ensures safe operation and manages the flow of natural gas out of the well into the gathering system.

of the natural gas transmission system, pass through portions of Missouri<sup>5</sup> providing transportation and delivery of natural gas to end-users. The end-users include industrial customers, ethanol plants, electric generation plants, and regulated and municipal natural gas distribution systems (“LDCs”)<sup>6</sup> that deliver to their end-use consumers, residential, commercial, and industrial customers. The Commission website includes a map of Missouri Natural Gas Pipelines with each interstate pipeline and the Missouri towns and cities that they serve.<sup>7</sup>

Additionally, shippers can contract with a natural gas marketer<sup>8</sup> to arrange for both the purchase and delivery of natural gas. Marketers will normally have a portfolio of natural gas suppliers from which they purchase natural gas on a number of natural gas pipeline segments or interconnected pipelines giving further natural gas sourcing diversity.

---

<sup>5</sup> Panhandle Eastern Pipe Line Company (“Panhandle”) and Southern Star Central Gas Pipeline Company (“Southern Star”) provide transportation service from western Missouri to eastern Missouri. Southern Star provides natural gas transportation to Kansas and Missouri including Joplin, Springfield, Kansas City and other parts of Missouri. ANR Pipeline Company (“ANR”) serves northern Missouri while Texas Eastern Transmission (“TETCO”), Natural Gas Pipeline Company of America (“NGPL”), and Ozark Gas Transmission (“OGT”) serve southeastern Missouri. Rockies Express Pipeline (“REX”) connects to Panhandle in Audrain County and serves east central Missouri and St. Louis. Enable Mississippi River Transmission (“MRT”) serves Missouri from the southeastern border of Missouri to St. Louis. MoGas Pipeline transports gas from Audrain County to Fort Leonard Wood. Tallgrass Interstate Gas Transmission (“TIGT”) transports gas to the Kansas City region. Enable Gas Transmission serves Southwestern Missouri. Spire STL Pipeline serves the St. Louis region.

<sup>6</sup> Local Distribution Company (“LDC”) – Any entity, other than a natural gas pipeline, engaged in the transportation or local distribution of natural gas and its sale to end-use customers that will consume the gas. Examples of LDCs include investor-owned natural gas utilities regulated by the Commission, as well as municipal utilities.

<sup>7</sup><https://psc.mo.gov/CMSInternetData/Gas/Missouri%20Natural%20Gas%20Pipeline%20Map%207-12-2018.pdf>

<sup>8</sup> A natural gas marketer is an entity that arranges purchases and sales of natural gas. Unlike pipeline companies or local distribution companies, a gas marketer does not own physical assets commonly used in the supply of natural gas, such as pipelines or storage fields. A gas marketer may be an affiliate of another company, such as a local distribution company, natural gas pipeline, or producer, but it operates independently of other segments of the company.

### 3. Natural Gas Production and its Impacts from Extreme Cold Weather

Natural gas straight from the ground cannot safely be injected into an interstate pipeline. It must first be processed to remove hydrocarbons and liquid and to ensure it contains a minimum Btu<sup>9</sup> content per cubic foot. Each interstate pipeline has a tariff approved by the Federal Energy Regulatory Commission (“FERC”) setting out these minimum safety and quality standards.

To produce natural gas that meets minimum injection standards requires raw natural gas to be extracted from the ground, transported to a processing facility, and processed. Extreme weather effects, including electric power outages, can disrupt these processes and constrain natural gas supply.

Extraction, transportation, and processing gas each involve mechanical processes that require energy, either electricity or natural gas. For example, natural gas does not simply flow into or through the pipeline. It must be pushed into and through the pipeline using a series of compressors. Because each of these steps may require electricity, any interruption in electric service, like the wide spread power outages in Texas, can prevent processed natural gas from being injected into an interstate pipeline.

Natural gas extraction and processing can also be directly affected by extreme temperatures. For example, when outside temperatures drop below freezing in natural gas producing fields, if a wellhead is unprotected, water and other liquids inside wells, pipes, and valves can freeze and block or “freeze off” the flow of gas. In addition to wellheads freezing, cold can negatively affect the processing equipment that separates gas from liquids and impurities. If that equipment freezes up plants must either heat the equipment up or wait for the temperatures to rise before coming back on-line.

---

<sup>9</sup> A Btu, or British Thermal Unit, is a measure of energy or heat content of fuels or energy sources. It is a quantity of heat required to raise the temperature of one pound of liquid water by one degree Fahrenheit at the temperature that water has its greatest density (approximately 39 degrees Fahrenheit). <https://www.eia.gov>.



A number of wellheads reportedly froze off in Colorado, Oklahoma, and Texas during the Cold Weather Event constraining local natural gas production. In Texas, arguably the state hardest hit by the Cold Weather Event, Dan Woodfin, a senior director at the Electric Reliability Council of Texas (“ERCOT”), was quoted by the Texas Tribune stating on February 16, 2021, “It appears that a lot of the generation that has gone offline today has been primarily due to issues on the natural gas system.”<sup>10</sup>

Weatherization of wellheads can normally allow wellheads to continue production well below freezing. However, weatherization requirements for wellheads are typically regulated by the state in which they are located. The lack of weatherization requirements in Texas, may have contributed to some of their wellhead freeze offs.

During the peak price period between February 16 and 17, 2021, the price escalated in part due to little or no natural gas being available for purchase in certain areas due to not only increased demand, but also production and processing issues resulting from the Cold Weather Event. The chart below shows the day-ahead price per MMBtu<sup>11</sup> reported by S&P Global<sup>12</sup> for natural gas at key distribution hubs<sup>13</sup> within the Southwest Power Pool’s (“SPP’s”) footprint during the Cold Weather Event.

---

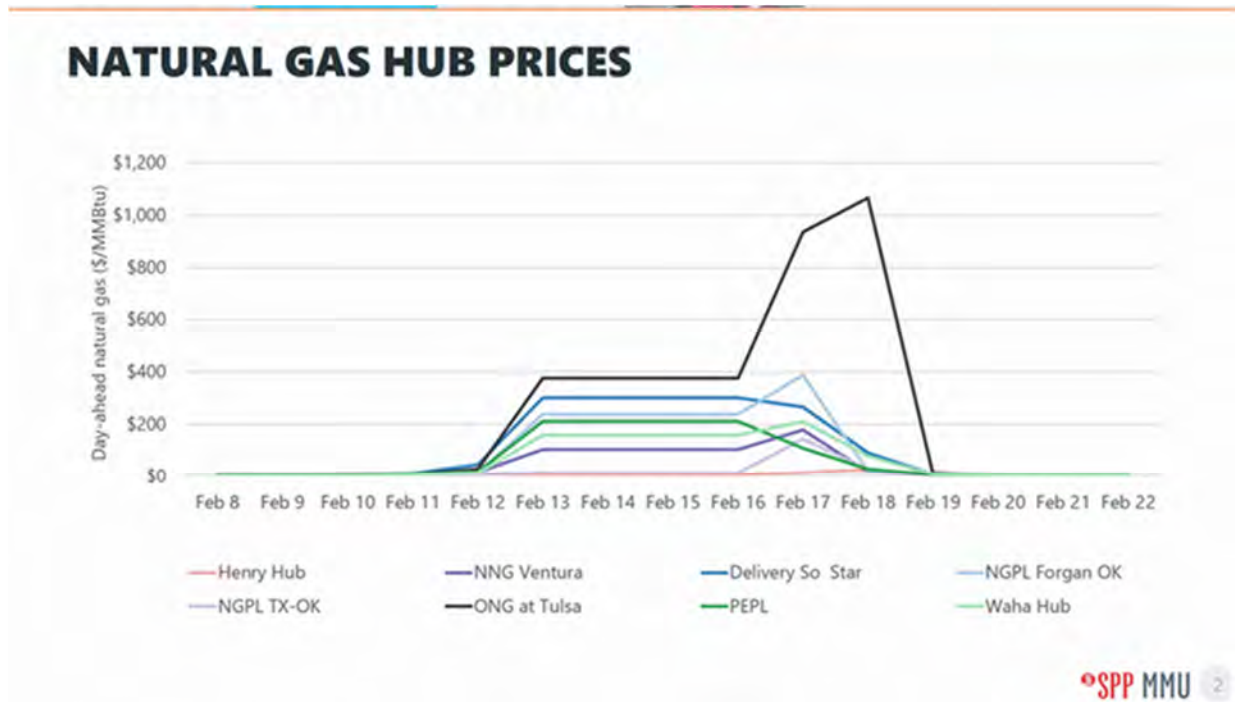
<sup>10</sup>*Texas largely relies on natural gas for power. It wasn’t ready for the extreme cold*, by Erin Douglas, The Texas Tribune, February 16, 2021, 5p.m. Central.

<sup>11</sup>A MMBtu is measurement of heat content equal to ten therms, which is equivalent to one dekatherm.

<sup>12</sup> S&P Global Market Intelligence is a provider of multi-asset class and real-time data, research, news and analytics.

<sup>13</sup> A natural gas transportation hub is a central point of interstate natural gas pipeline transmission system infrastructure where natural gas supplies can flow between interconnected pipelines. Hubs are used as a central pricing points for the interstate natural gas market.

Figure 6



#### 4. Natural Gas Storage and Transmission Pipeline Interconnectivity Can Help to Mitigate the Effects of the Natural Gas Price Volatility and Extreme Weather Events

Interstate Pipelines are essential to the natural gas industry, as they transport natural gas from where it is produced to where it is used. Interstate natural gas pipelines typically interconnect with other interstate pipelines, which allows them to offer shippers access to production fields or natural gas marketers not directly connected to their system.

Many interstate pipelines have natural gas storage available. The natural gas is typically stored underground in either depleted natural gas or oil reservoirs, salt cavern formations or aquifers. The storage of natural gas allows shippers the opportunity to reduce natural gas price volatility by buying natural gas when the price is low and then withdrawing the gas from storage later when the

price is higher. The storage of natural gas also allows customers to have another source of natural gas available when natural gas supply is limited or the shipper's demand exceeds its nominations.<sup>14</sup>

During the Cold Weather Event, natural gas marketers and shippers were able to minimize the impacts of the wellhead freeze offs in Texas and Oklahoma by having a portfolio of suppliers from which they purchased natural gas on a number of different interstate natural gas pipeline segments. Most shippers, including those in Missouri, were generally able to reach out to marketers and producers that still had natural gas available and to contract for transportation to make up for the natural gas from other regions that did not show up.

## **5. Securing Delivery of Natural Gas is a Two-Step Process**

Getting natural gas to a citygate,<sup>15</sup> which is a withdrawal point, is a two-step process; it typically requires both contracting to buy the natural gas and contracting with an interstate pipeline to transport that natural gas. Different types of contracts are available for both purchasing and transporting natural gas. Each shipper decides which types of gas purchase and transportation contracts and combinations it will enter into based upon the price and level of risk it is willing to bear.

### **a. Pricing Under Natural Gas Purchase Contracts**

While interstate pipelines are regulated by FERC, the purchase price of natural gas is not regulated.<sup>16</sup> The sale of natural gas between two parties is considered an arms-length transaction

---

<sup>14</sup> A nomination is a formal request by a shipper or marketer to transport natural gas on a pipeline. Shippers, or marketers on their behalf, are required to schedule the transportation of natural gas through a day-ahead nomination process with the interstate pipeline. The nomination cycle provides for an initial nomination and an evening and three intraday nominations to balance the receipt of natural gas into the interstate pipeline and the delivery of natural gas at the shipper's destination. Interstate pipelines require nominations to allow them to manage the system and match up injections and deliveries.

<sup>15</sup> A citygate is a point or measuring station at which a distributing gas utility receives gas from a natural gas pipeline company or transmission system.

<sup>16</sup> FERC routinely monitors both natural gas and electric prices throughout the United States and has the ability to investigate any perceived manipulation of prices and to assess penalties.

and the price is set by the market or whatever price customers are willing to pay. Customers may purchase natural gas directly from the gas producer or through marketing companies. The customer then contracts with the interstate pipeline to transport the gas from its receipt point to the customer's facility or delivery point. Marketing companies may also contract with the pipeline for transportation service so that the end use customer pays a single price to the marketer at the point of delivery. The shipper of the natural gas, the entity that intends to take the gas off the pipeline at the delivery point, holds the contractual agreement with the natural gas producer or marketer. That private contract will set the price per unit of gas, quantity of gas and delivery date(s).

Natural gas may be priced in a number of ways:

- A fixed price may be negotiated with the producer for a quantity of gas to be delivered at a location for a period of time in the future;
- A gas price may be set based on NYMEX<sup>17</sup> (Henry Hub, Louisiana price) plus a basis differential associated with the delivery point or trading hub on a designated pipeline;
- A first of the month ("FOM") price based on an index platform may set the price for gas deliveries throughout the month; or,
- A spot market price for each day gas is traded (Monday through Friday, except for federal holidays) is also available.

Of these, the spot market price is most volatile as it tends to fluctuate based upon supply and demand, weather conditions, and or pipeline constraint issues. Gas prices vary from pipeline to pipeline and region by region.

---

However, the fact that an investigation is ongoing, as well as any information received in the course of an investigation, are treated as non-public unless FERC expressly authorizes the public disclosure thereof. The FERC Office of Enforcement annually publishes its Annual Report on Enforcement highlighting significant investigations, including those that have proceeded to FERC Orders to Show Cause and those litigated in Federal District Court.

<sup>17</sup>The New York Mercantile Exchange ("NYMEX") is a commodity futures exchange that includes a natural gas trading platform based on the index price of natural gas at the Henry Hub in Louisiana.

## **b. Pricing Under Natural Gas Interstate Transportation and/or Storage Contracts**

Each interstate pipeline has a FERC-approved tariff that sets out the rates it may charge for different types of transportation and storage services, as well as penalties that may be charged and other actions that may be taken to maintain the integrity of the pipeline system. The physical properties of natural gas limit the storage and operating parameters of all interstate pipelines, and both interstate pipelines and storage facilities can only hold and/or transport a finite amount of natural gas at any given time. One key factor in maintaining the safety and integrity of the pipeline system is to ensure the pressure in the pipeline is in an acceptable range, so gas withdrawn downstream on an interstate pipeline must be matched closely with gas receipts or withdrawn from storage.

There are three predominate types of transportation and storage services that can be contracted for under a transportation and/or storage contract. These are:

- Firm Transportation (“FT”) service,
- Interruptible Transportation (“IT”) service, and
- Firm Storage (“FS”)<sup>18</sup> service.

Customers may opt to enter in to contracts for any combination of these services.

A FT contract guarantees the shipper a set portion of the limited capacity on the interstate pipeline to transport gas from a receipt point, where the natural gas enters the pipeline, to a delivery point. Interstate pipelines are also divided into zones. Typically, the interstate pipeline has a production or field zone and market zone. The longer the pipeline, typically the more zones. A FT rate is set for each zone. The total FT charge to the shipper depends on which zone the receipt of gas takes place in, how many zones the natural gas is transported through and which zone delivery occurs in. It is not unusual for interstate pipelines to offer discounted FT service to shippers. FT contracts

---

<sup>18</sup> Each interstate pipeline submits to FERC on a quarterly basis an Index of Customers which includes all FT and FS contracts. This information is available to the public.

are for up to a finite quantity of gas, measured in dekatherms (“Dths”)<sup>19</sup> to be delivered every day of the contract period.

Similar to a FT contract, a FS contract guarantees the shipper a set portion of limited storage capacity in the interstate pipeline’s storage facilities and provides an opportunity to reduce the impact of price volatility and natural gas limitations. The storage contract also sets the maximum quantity of natural gas that may be injected into or withdrawn from the storage facility on a daily basis. The costs of operating and maintaining a natural gas storage field are included in the interstate pipeline’s FS rates. Interstate pipeline customers can enter into storage contracts for the storage of specific quantities of gas. Interstate pipeline storage is available to any customer willing to pay. However, as with pipeline capacity, there is a physical limit to the amount of natural gas that each gas storage field can accommodate.

IT service is another contractual transportation service regularly offered by natural gas pipelines regularly where transportation capacity is not guaranteed. Under IT service, a shipper can only transport natural gas on the interstate pipeline if there is sufficient capacity available on the pipeline after all FT customers’ gas is accounted for.

FT and IT rates can vary greatly between interstate pipelines as they are based upon each individual interstate pipeline’s cost of service. So, when deciding where and how much to pay for natural gas, shippers will factor in the transportation rates on the interstate pipelines needed to transport that natural gas, and may enter any combination of FT and/or IT.

Failing to reserve adequate firm capacity can have serious consequences. For example, a shipper for a natural gas electric generation unit may only contract for IT service if that generation unit is normally used only to cover summer peak electric demand. However, if, as happened to some during the Cold Weather Event, that unit is needed to run during a period when transportation

---

<sup>19</sup> A dekatherm is a measurement of heat content equal to ten therms, which is equivalent to 1 MMBtu. This measurement is required by FERC for interstate pipeline transportation contracts. A dekatherm is approximately equal to a Mcf when adjusted for temperature and atmospheric pressure.

demand is high, the interstate pipeline may well not have room to carry that IT capacity. Thus, regardless of the availability of natural gas supply, the shipper may not be able to get natural gas to the unit. Similarly, if a FT shipper does not hold sufficient natural gas pipeline capacity to meet its demand, it will need to enter an additional contract to transport that additional natural gas. If that excess demand occurs during a period of high demand on the pipeline, such as the Cold Weather Event, the shipper may find itself unable to find capacity or space on the pipeline to transport that additional natural gas. Ultimately, it is within the shipper's discretion, whether an industrial customer, LDC, or municipal utility, as to what level of risk it is willing to accept when entering transportation contracts with interstate pipelines.

## **6. Information on Cold Weather Event and Natural Gas Operations**

The temperatures experienced throughout the Midwest were well below normal during the Cold Weather Event that occurred between February 8 and February 18, 2021. According to press releases, natural gas wellheads in multiple states were to some degree impacted by the abnormal cold weather. Preparation for the Cold Weather Event and the ability to weatherize the wellheads influenced whether natural gas was available to flow or not. There is no publicly available information site that gathers specific details on wellheads that were shut-in or not operational. Each interstate pipeline would have the details of which of its line segments were able to deliver gas to meet nominations of its shippers and which line segments had issues with producers not being able to deliver natural gas. There were some reported incidents of natural gas deliveries being interrupted or interstate pipeline segments having pressure issues and interstate pipeline interruptible customers were likely not able to transport natural gas during some days and hours of the Cold Weather Event. FT customers were also notified by interstate pipelines if issues existed with pipeline segments serving them that could possibly limit gas deliveries. Customers furthest downstream on a pipeline are impacted by the cumulative actions of customers upstream.

Numerous interstate pipeline critical notices were issued to require shippers to stay within their contracts and to balance their gas nominations and receipts of gas into the interstate pipelines with their deliveries. However, because of the ability to predict potential cold weather well ahead of the Cold Weather Event that occurred, the planning and preparedness of interstate pipelines and

their shippers greatly aided in maintaining the integrity of the interstate pipeline systems. Interstate pipelines began issuing weather related critical notices by at least February 1, 2021. As issues with some gas delivery into the pipeline systems occurred, some shippers were able to access gas from multiple sources to compensate for those areas where natural gas receipts were not sufficient to meet their nominations.

As stated above, the natural gas production process is dependent on power to deliver natural gas to interstate pipelines. Additional power is needed for interstate pipeline storage field injections and withdrawals and compressor stations that help push natural gas through the pipeline system and to maintain pressures throughout the pipeline system so that the integrity of the entire pipeline system remains functional and able to deliver gas to customers. Interstate pipelines serving Missouri kept their pipeline systems up and running through many of the Cold Weather Event obstacles. Over years of planning and experiences, interstate pipelines have developed procedures to address every possible incident. This allowed them to maintain safe and operational pipeline systems throughout the Cold Weather Event. The responsibility of interstate pipelines is immense because of the reliance of millions of end use customers on being able to use natural gas to keep warm. However, entering into contracts to transport natural gas with interstate pipelines and to purchase natural gas from suppliers to meet its needs is the responsibility of the shipper/customer.

## **7. Natural Gas in Missouri**

The Commission regulates Ameren Missouri Gas (“Ameren Gas”), The Empire District Gas Company (“Empire Gas”), Liberty Utilities (Midstates Natural Gas) (“Liberty Midstates”), Spire Missouri East, Spire Missouri West and Summit Natural Gas of Missouri (“SNGMO” or “Summit”). The preparations for and impact of the Cold Weather Event on Missouri natural gas LDCs are discussed in other sections of this Report. In general, the natural gas LDCs regulated by the Commission are winter peaking utilities because natural gas is used for heating by residential, commercial and industrial customers. The Missouri natural gas LDCs firm transportation contract capacities are based on 30-year weather extremes.



The price of natural gas has been volatile over time and has historically been affected by supply and demand. Cold weather events have often increased demand and led to increased natural gas prices. Typically, these cold weather events are short lived and move with the weather from west to east across the country so that the low temperatures do not effect a large section of the country all at once or for an extended period of time. A few notable polar vortex events caused by the jet stream bringing arctic air into the central region of the United States have impacted larger regions of the country for longer periods of time. Because gas prices are set at multiple interstate pipeline hubs and vary regionally on a daily basis, weather related demand increases typically impact natural gas prices in a region of the country for only a few days at most. Hurricanes in the Gulf of Mexico have created supply shortages, leading to natural gas price increases. Even the perception of a demand or supply change can impact the price of natural gas.

According to the U.S. Energy Information Administration (“EIA”) the national average price of natural gas at citygates has averaged under \$5/Mcf since December 2014. The supply of natural gas has increased immensely since shale gas production began and this has reduced and somewhat stabilized the price of natural gas throughout the United States or where shale gas is available to supply customers. However, the history of natural gas prices demonstrates that there can be volatility in the pricing of the natural gas commodity. October 2005 saw an average natural gas price of \$12.16/Mcf after hurricanes Katrina and Rita disrupted Gulf of Mexico natural gas production. Natural gas prices also peaked in June and July 2008 at \$11.85/Mcf. During 2020 natural gas prices at the citygate averaged between \$3/Mcf and \$4/Mcf. The impact of the Cold Weather Event on natural gas prices is provided in Section IV. A. of this Report.

## **8. Information on Natural Gas Penalties**

FERC Interstate pipeline tariff provisions provide for the interstate pipeline to assess penalties to shippers where the integrity of the pipeline system may be at risk. The integrity of the pipeline system is dependent on maintaining the appropriate pressure along the pipeline system. Typically a pipeline will have issues with only a segment of pipe and not the entire pipeline system. Imbalances created when shipper nominations or gas receipts into the interstate pipeline do not match the amount of natural gas delivered to, or pulled off the pipeline by, the shipper may lead

to pressure problems or cause the pipeline to buy or sell gas to eliminate the imbalance if customers remain out of balance between their nominations and deliveries for an extended period of time. Some interstate pipelines allow shippers to balance on a monthly basis or more frequently to avoid imbalance penalties.

The imbalance penalty tariff language varies from pipeline to pipeline. There are varying degrees of penalties associated with imbalances when a customer is out-of-tolerance between nominations and receipt of gas into the pipeline system with deliveries to the shipper's facilities. Operational Flow Orders ("OFOs")<sup>20</sup> are only issued by a pipeline as a last resort when shipper compliance has not occurred or the integrity of the pipeline system has been compromised. The OFO typically requires the shipper to be in compliance with the conditions of its contract with the interstate pipeline. This requires balancing on an almost real-time basis. The OFO may affect only shippers within a segment of an interstate pipe or on the entire pipeline system.

The OFO typically does not reduce the shipper's contract deliverability of natural gas. An emergency OFO results from a pipeline system integrity issue that may reduce the availability to transport gas outside of contracted hourly prorated amounts. Force majeure events are extreme emergencies that often reduce the availability of gas to flow to shipper destinations. An explosion on an interstate pipeline is an example of a force majeure event that would limit delivery of natural gas to shippers until repairs are made to the pipeline. Penalties for violating OFOs monetarily incent shippers to return to compliance. The Electronic Bulletin Board ("EBB") of each interstate pipeline is required to provide notices to the public of critical and non-critical events that impact the pipeline. The notices include planned maintenance projects that may restrict gas flow on specific line segments or notices of developing winter weather conditions. Shippers monitor the interstate pipeline EBBs closely and have direct communications with the pipeline system operators.

---

<sup>20</sup> An Operational Flow Order ("OFO") is an interstate pipeline tariff provision that allows penalties to be assessed to shippers for not complying with contractual and tariff requirements. OFOs would be issued as critical notices on a pipeline and cover a specific period of time. Pipelines also notify the end time of the OFO.

Many critical notices are issued requesting specific shipper compliance with contractual terms without assessing a penalty as long as the problem is rectified without further incident. The purpose of a monetary penalty, when assessed, is to incent the shipper to remain in compliance with its contractual agreement with the pipeline. Because the imbalance of gas may require the pipeline to buy or sell gas to bring the pipeline system into balance, the index price of gas and a multiplier is often used to calculate the penalty. The Cold Weather Event began ahead of the federal President's Day Holiday, February 15, 2021. Interstate pipelines began issuing weather condition critical notices on their EBBs on February 1, 2021. Shippers were given many opportunities to prepare for the Cold Weather Event although the extent of the impact could not be totally predicted or that natural gas prices would increase to as high as \$1,000/Mcf. Gas trading platforms were closed Saturday, February 13, 2021 through President's Day. The Friday, February 12, 2021 index prices were in effect until Tuesday, February 16, 2021.

Because of the high price of gas at the time of the Cold Weather Event, any penalties assessed by pipelines to shippers would be correspondingly high. For example, if the gas price was normally \$3/Dth and the February 12, 2021 price was instead \$600/Dth, the increase of 200 times the normal price would be used in the calculation of the penalty assessed on February 12, 2021. During times of OFOs, shippers are required to nominate and deliver within their contract limits or risk a penalty. A penalty assessed at two times the price of gas is less a concern when the gas price is \$3/Dth. The penalty would be included on the interstate pipeline's monthly invoice to each shipper. Several interstate pipelines requested waivers from FERC to allow additional time to calculate penalties before invoices were issued.

*Contributors: Janis Fischer and Cherlyn Voss*

## **B. Federal Regulatory Entities Initial and Ongoing Responses to the Cold Weather Event**

### **1. Status of Investigatory Proceedings at FERC and NERC**

Although FERC does not regulate the price of natural gas, it routinely monitors both natural gas and electric prices throughout the United States and has the ability to investigate any perceived

manipulation of prices. FERC has the ability to assess penalties and Energy Policy Act of 2005 increased both FERC's jurisdiction and its penalty authority, thereby increasing the importance of FERC's enforcement program. All information and documentation received during an investigation, as well as the existence of an investigation, is treated as non-public (only FERC can authorize the public disclosure of an investigation or information obtained during an investigation). More information regarding investigations may be found in the FERC Office of Enforcement's Annual Report on Enforcement, which are issued in the last quarter of each calendar year. These annual reports highlight significant investigations, including those that have proceeded to FERC Orders to Show Cause and those litigated in Federal District Court.

The FERC and North American Electric Reliability Corporation ("NERC") announced on February 16, 2021, that they intend to open a joint inquiry into the operations of the bulk energy system during the extreme winter weather conditions experienced by the Midwest and South-Central States. The joint inquiry is to include the Regional Entities (Texas RE, Midwest Reliability Organization and SERC Reliability Corporation). The joint inquiry is to cover three general themes: 1) Comprehensive, detailed analysis of the event and root causes; 2) Commonalities with other cold weather events, including the 2011 winter event that also impacted Texas; and 3) Findings and recommendations for further action. As of April 22, 2021, the results of this inquiry are still pending.

In addition, FERC announced on February 22, 2021, that its Office of Enforcement is examining wholesale natural gas and electricity market activity during the Cold Weather Event to determine if any market participants<sup>21</sup> engaged in market manipulation or other violations. If the Office of Enforcement finds any potential wrongdoing, it will be addressed under FERC's statutory authority. FERC will pursue those matters as non-public investigations.

---

<sup>21</sup> Market Participants are (a) buyers and sellers of electricity or certain utility level Bulk Electrical Services within an administered energy market run by a Regional Transmission Operator ("RTO") or other similar entity; and (b) financial entities that take financial positions on an RTO's energy market.

FERC's Division of Analytics and Surveillance ("DAS") monitors market participant behavior in the wholesale natural gas and electricity markets on an ongoing basis. DAS uses market participant-level trading data and data from the financial markets to screen daily and monthly trading at the majority of physical and financial natural gas trading hubs in the United States and the organized and bilateral wholesale electricity markets. DAS closely identifies and scrutinizes any potentially anticompetitive or manipulative behavior to determine if any investigation is appropriate. This monitoring occurs all of the time but additional scrutiny is currently being conducted because of the high natural gas and electricity prices that occurred during the Cold Weather Event. Any referral of suspected market manipulation to the Office of Enforcement will become part of FERC's investigation. Any FERC investigation into wrongdoings will take months to complete and therefore there are no further details to report at this time.

## **2. Status of Interstate Pipeline Penalties**

Many shippers avoided interstate pipeline penalties during the Cold Weather Event when the interstate pipelines waived penalties worth hundreds of millions of dollars. Both Panhandle and Southern Star filed with FERC seeking approval to waive some or all penalties assessed to customers. While interstate pipeline tariffs allow the assessment of penalties to shippers, any collection of penalties are then paid-out to non-offending shippers. The interstate pipelines do not keep any penalty proceeds. Panhandle filed its waiver request on March 9, 2021 (Docket No. RP21-616). Panhandle requested waiver of OFO penalties on Gas Day 15 (February 15, 2021) only. A Gas Day represents the gas nominations provided on a specific calendar day of each month. Over the period of the Cold Weather Event Panhandle assessed penalties in excess of \$121 million. The waiver of Gas Day 15 applied to \$50 million of the penalties. Panhandle did not seek waiver of penalties for Gas Days 16-18. Spire Marketing, Inc., Spire Missouri's gas marketing affiliate, filed a protest in the case. FERC approved Panhandle's waiver request on March 25, 2021 agreeing with Panhandle that such a waiver is not unduly discriminatory because all affected shippers were similarly situated regarding the notice.

Southern Star filed its waiver request on March 11, 2021 and asked for FERC authorization to waive the invoicing, collection and crediting of penalties that were applied to transportation

shippers and point operators system wide and to storage customers. Southern Star’s penalties to shippers would have exceeded \$158 million with an additional \$15 million assessed to storage customers. A number of Missouri shippers intervened in Southern Star’s case. Spire Missouri filed comments and The Empire District Electric Company, d/b/a Liberty filed a protest. Both the Commission and the Kansas Corporation Commission intervened in the case. FERC approved Southern Star’s waiver request on April 9, 2021 agreeing with Southern Star that waiving the penalties was in the public interest.

A number of Missouri interstate pipelines waived some Cold Weather Event related penalties. The waiver of these penalties did not require FERC approval. See the table below for a summary of waivers.

**Waivers Issued or Requested by Pipelines that Serve Missouri**

<b>Pipeline</b>	<b>Waiver</b>	<b>Explanation</b>
ANR Pipeline Company	2/5/21 – 2/21/21	Waived all higher Extreme Condition Daily Scheduling Penalties (“DSPs”) and Extreme Condition Unauthorized Overrun Service (“UOS”) penalties during the posted 2/5-2/21 Extreme Condition period in Zones ML7 and ML3. Non-Extreme Condition DSP and UOS penalty rates continue to apply.
Enable Gas Transmission	Invoice Delay Waiver	Filed with FERC Case No. RP21-611, to delay invoice date to allow calculation of penalties.
MoGas Pipeline Company	None	
Enable Mississippi River Transmission	None	
National Gas Pipeline Company of America (“NGPL”)	Cash-out Imbalance Extension Waiver	NGPL is extending the time to calculate and settle existing imbalances on both transportation service agreements and Point Operator Allocation agreements that are subject

		to AMIP cash-out pursuant to Section 44 of the General Terms and Conditions (“GT&C”) of NGPL's Tariff. This is applicable to both long and short positions and will provide time for NGPL and affected Shippers to authenticate the imbalances through mutually agreed to mechanisms and mitigate any negative effects of the price volatility experienced during this 10-day period.
Ozark Gas Transmission	None	
Panhandle Eastern Pipeline Company	Limited Waiver	Filed with FERC Case No. RP21-616, approved March 25, 2021
Rockies Express Pipeline	None	
Southern Star Central Gas Pipeline	Waiver	Filed with FERC in Case No. RP21-618, approved April 9, 2021
Texas Eastern Transmission	2/15/21 – 2/18/21	During the period beginning on February 15, 2021 and continuing through February 18, 2021 Texas Eastern Transmission, LP will waive all applicable OFO penalties.
Tallgrass Interstate Gas Transmission	2/13/21 – 2/18/21	After discussions with many of our customers and customer groups, Tallgrass Interstate Gas Transmission, LLC (“TIGT”) is waiving a portion of the penalties related to the Critical Time Operational Flow Order that was in effect from Saturday, February 13, 2021, through Thursday, February 18, 2021 (the “OFO”).

### **3. FERC Potential Next Steps**

The outcome of FERC’s inquiry will likely be a report. If FERC finds any violations by interstate pipelines under its jurisdiction there could be complaint case dockets initiated by FERC. The Commission and interstate pipeline shippers would have an opportunity to participate in those cases. If FERC’s Office of Enforcement files complaints against marketers for natural gas price manipulation, any settlement or resolution will be publicly available although certain confidential information will not be provided. The Commission and shippers that can show harm from any natural gas market manipulation may file in federal court to recover damages from the offending parties. This process would likely extend out years before compensation, if any, was ultimately received.

*Contributor: Janis Fischer*

### **C. Regional Transmission Organizations’<sup>22</sup> Preparations for and Responses to the Cold Weather Event**

#### **1. Background on RTOs and Operations in Missouri**

Pursuant to the *Federal Power Act*, 16 USC § 824a(a), Congress and the FERC established Regional Transmission Organizations (“RTOs”) and charged them with eight formal responsibilities. These responsibilities as applied include: the maintenance of the electric system’s reliability, the creation of an open access transmission<sup>23</sup> system, and facilitation and operation of a competitive wholesale market for electricity. An RTO does not own or physically operate any electric generation, electric transmission or distribution facilities. RTOs do not sell or issue bills

---

<sup>22</sup> A Regional Transmission Organization (“RTO”) the “air traffic controller” of the electric grid within its jurisdiction, which controls, monitors, and coordinates the Bulk Electric System (“BES”). RTOs in Missouri are the Midcontinent Independent System Operator (“MISO”) and Southwest Power Pool (“SPP”). RTOs also administer the wholesale energy and capacity markets through which utilities buy, sell, and deliver other utility level services to each other.

<sup>23</sup> Open Access Transmission is a federal policy opening access to the BES to any qualified generator or load and thereby establishing competition between generators for load, and providing load access to less expensive sources of energy.



for retail electricity, nor do they set prices or rates for retail electric customers. RTOs are charged with and have limited authority to ensure the wholesale markets they administer are competitive and that the market participants do not abuse market power. If the RTO finds market power abuse or anti-competitive activity that is sufficiently egregious, the FERC enforcement division is notified for further investigation and potential punitive actions. RTOs also can impose penalties for unreserved transmission usage.

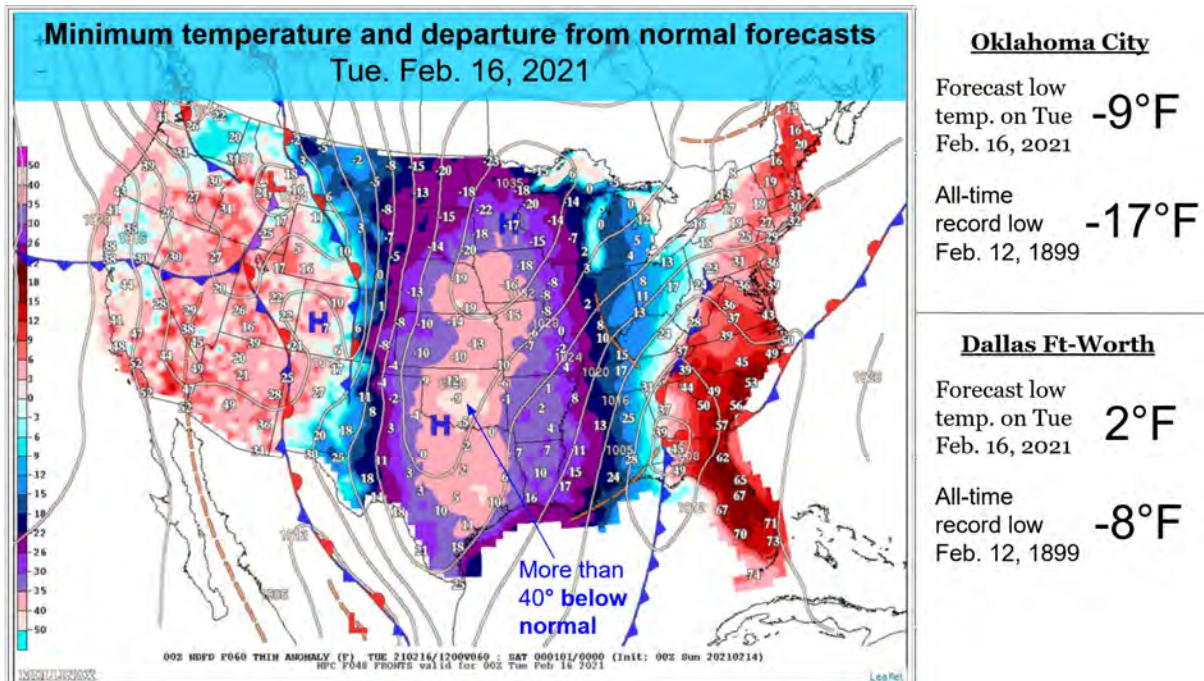
Beginning around February 6, 2021<sup>24</sup> an Arctic air mass enveloped much of the continental United States as far south as the Mexican border and from Washington and Oregon to Ohio and Alabama, encompassing all of the Southwest Power Pool (“SPP”) and Midcontinent Independent System Operator (“MISO”), the RTOs and Bulk Electric System (“BES” or “the grid”)<sup>25</sup> managers serving Missouri. Average temperatures fell more than 15°F or more below normal across the region creating challenging conditions for the utilities to operate, as shown in the graphic below.

---

<sup>24</sup> National Weather Service: “A potential and persistent outbreak of Arctic Air affected our region from 6<sup>th</sup> through 17<sup>th</sup>.” [February 6-17th, 2021 Arctic Blast \(weather.gov\)](#)

<sup>25</sup> Bulk Electric System (“BES”) includes all transmission equipment operated at 100,000 volts or higher, generators connected to the transmission system, and specifically excludes local distribution facilities.

Figure 7



Source: National Weather Service (“NWS”) Prediction Center Twitter feed, NWS Weather Prediction Center on Twitter: "Widespread extreme #cold has been impacting the Plains and down into the Deep South. This cold snap is forecast to result in record low temperatures that are comparable to the historical cold snaps of Feb 1899 & 1905. Please stay safe and stay warm! <https://t.co/S9drmeeirx>" / Twitter

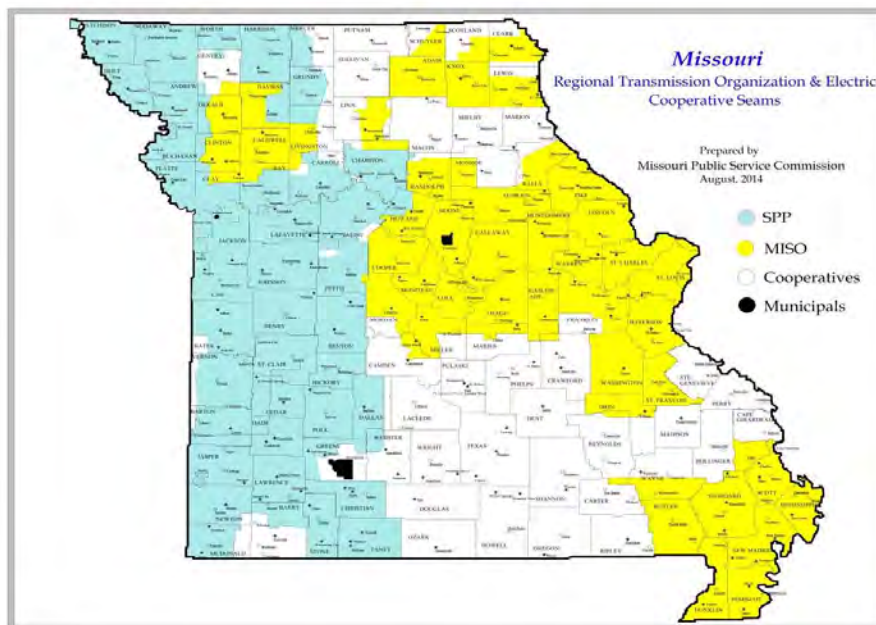
Fuel normally used for heating (especially natural gas) and generating electricity became scarce and competition between entities wanting electricity for those uses pushed fuel prices significantly above normal levels. Power was transferred to SPP from MISO and the PJM Interconnection, LLC<sup>26</sup>. As the cold snap persisted, electric demand increased and each RTO’s transmission lines began to experience congestion, which is when electric transmission lines are carrying close to the maximum amount of power they are safely capable of transporting. This reduced the ability of electric utilities and transmission owners operating under the different RTOs to transmit power resulting in temporary rolling black-outs and load shedding<sup>27</sup> events. Emergency operations were concluded and normal operations were declared on February 20, 2021, by MISO and SPP.

<sup>26</sup> The PJM Interconnection, LLC is an RTO serving parts of Illinois, Ohio, and Indiana, as well as certain other eastern states.

<sup>27</sup> Load is the consumption or use of electric energy such as a lamp producing light. This term includes use of energy by residential, commercial, and industrial customers. Load Shed is the deliberate shutdown of electric power to certain portions of the BES.

Of the two RTOs serving Missouri, MISO serves most of eastern Missouri, (Ameren Missouri and Columbia Water and Light District and other cooperatives and municipal utilities) and SPP serves western Missouri (Eversource Energy Metro, Inc. d/b/a Eversource Energy Missouri Metro (“Eversource Energy Missouri Metro”) and Eversource Energy Missouri West, Inc. d/b/a Eversource Energy Missouri West (“Eversource Energy Missouri West”) (collectively, “Eversource Energy”), The Empire District Electric Co. d/b/a Liberty (“Liberty-Empire”), City Utilities of Springfield and other municipal utilities and electric cooperatives. Associated Electric Cooperatives, Inc. (“AECI”) is not in an RTO but does participate in the energy markets<sup>28</sup> operated by both RTOs.

**Figure 8**



A primary RTO function is to balance the supply and demand for electricity across the BES, i.e., the supply of electricity must be instantaneously adjusted to meet the demand for electricity or it is possible that a deficiency in supply in one utility could damage generators or other utility

<sup>28</sup> The Electric Energy Market is a commodity market that handles the buying and selling of electricity and electricity-related services. This can be a real time market or a market that sets the wholesale price of that commodity a day or more in advance.

facilities located elsewhere. Another and less obvious RTO function is to ensure there is sufficient reserve electric generator capacity<sup>29</sup> available to meet electric supply deficiencies even in adverse conditions and arrange for alternate supplies of energy and transmission when there are not.

## **2. Midcontinent Independent System Operator Preparation for and Response to the Cold Weather Event**

MISO divides itself into three large reserve regions as shown in the following map:

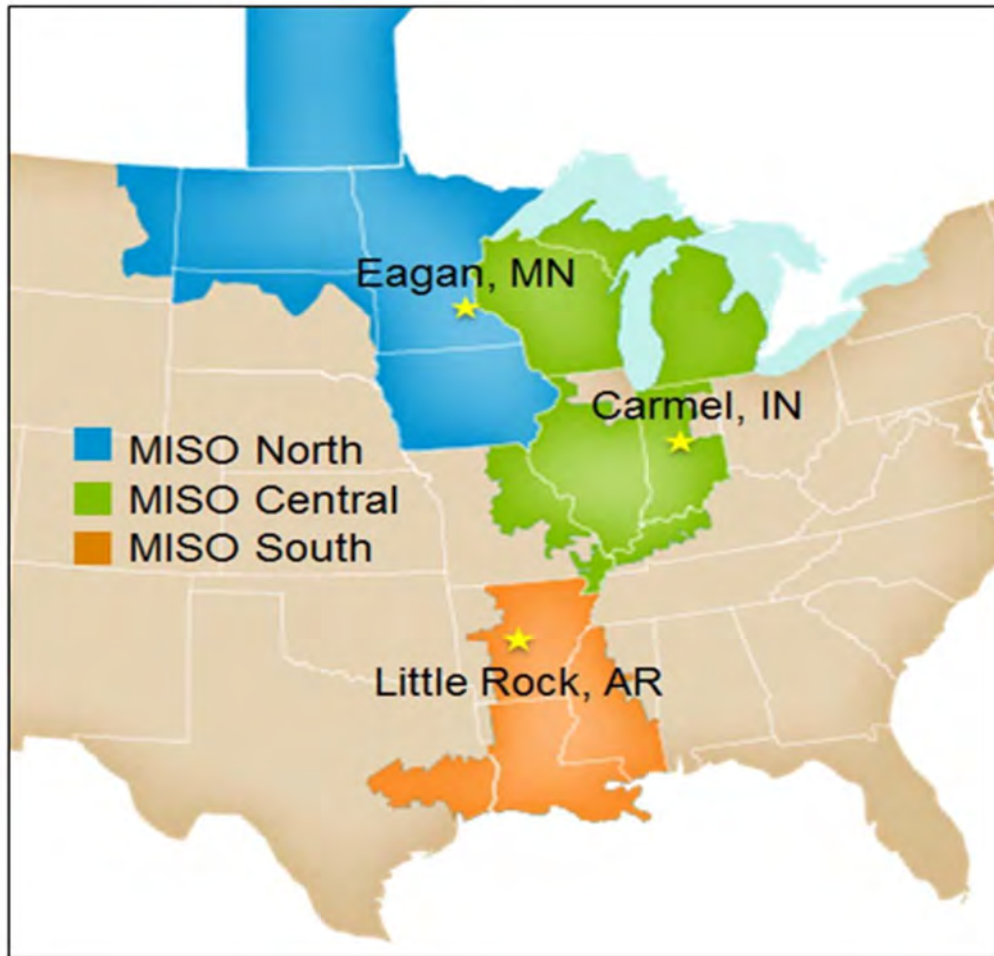
- MISO Central, which includes all or part of Missouri, Illinois, Indiana, Michigan and Wisconsin;
- MISO North, which includes all or part of Iowa, Minnesota, Montana, North Dakota and South Dakota; and,
- MISO South, which includes all or part of Arkansas, Louisiana, New Orleans, Mississippi and Texas.

The MISO part of Missouri is located in the MISO Central Reserve Region.

---

<sup>29</sup> Electric Generator Capacity is the *ability* of a generator to produce electricity and is measured and sold in kilowatts-days or megawatt-days but is not the actual generation of electricity. Electric generator capacity is different from “energy”, which is electricity actually being produced and is measured in kilowatt/hours or megawatt/hours.

**Figure 9**  
**MISO Reserve Regions**



Used with permission. Credit to Midcontinent Independent System Operator. *MISO Update to Michigan Public Service Commission*. April 2019. Slide 3. [Microsoft PowerPoint - 041819 MPSC Meetingv4.pptx \[Read-Only\] \(michigan.gov\)](#)

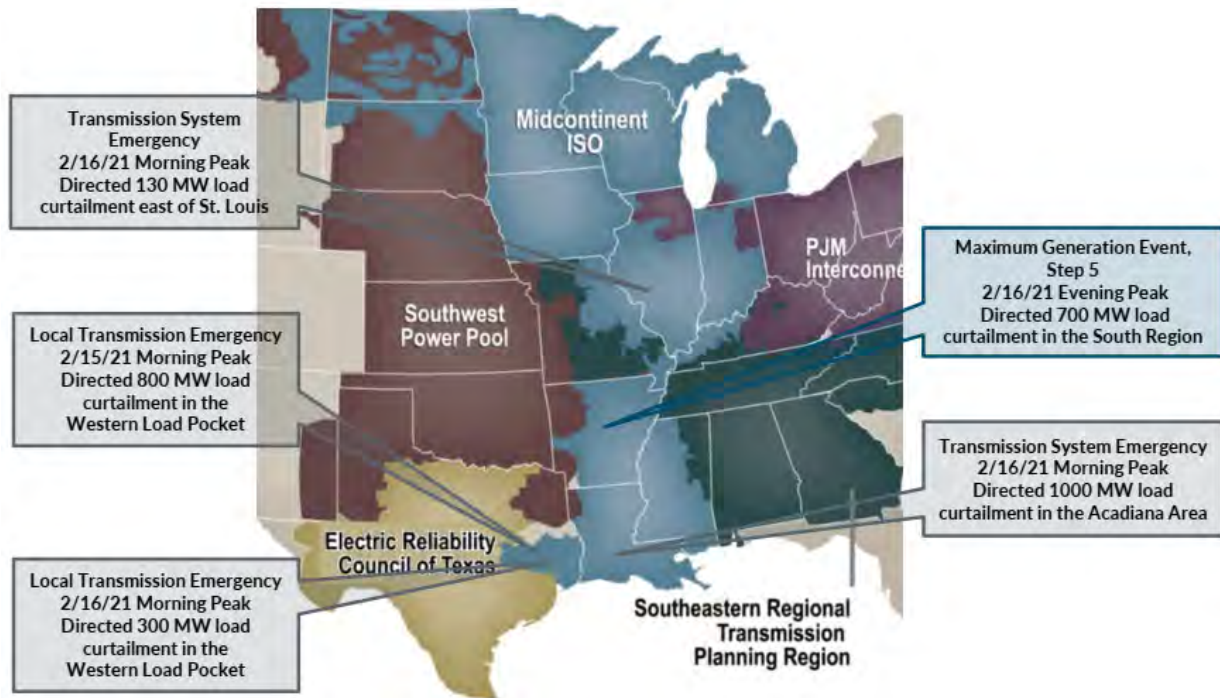
**a. Load Shed (Outage Events)**

To protect the entirety of the BES from faults that could cascade into major or even regional power outages from which it is difficult to recover, it occasionally becomes necessary to shed load (disconnect load from the BES). For example, this is the action often called for when there is not enough electricity generated to meet demand. Given the magnitude of the threat to the BES, load can be shed on a local basis, over larger areas, in a targeted fashion or through a rolling blackout.



When MISO determines load must be shed, it instructs an entity called a Local Balancing Authority (“LBA”)<sup>30</sup> to shed a specific quantity (in megawatts) of load and it becomes the responsibility of the LBA to determine which load is disconnected from the system. MISO directed the following load shed events (outage events) from February 15-17, 2021.

**Figure 10**  
**MISO Outage Events During the Cold Weather Event**



Source: Midcontinent Independent System Operator, *Overview of February 2021 Arctic Weather*. Presentation to Markets Committee of the Board of Directors. March 23, 2021. Slide 9. Used with Permission.

<sup>30</sup> A Local Balancing Authority (“LBA”) is an entity responsible to control and take action to maintain the near-instantaneous equality of electric demand and supply in a given area.

Description	Load Curtailed	Outage Duration <sup>31</sup>	Outage Date	Affected LBA <sup>32</sup>
<ul style="list-style-type: none"> <li>Local Generation and Transmission Emergency;</li> <li>Southeast Texas;</li> </ul>	800 MW	16 hours	February 15-17	EES
<ul style="list-style-type: none"> <li>Local Generation and Transmission Emergency;</li> <li>Southeast Texas;</li> </ul>	300 MW	5 hours 40 minutes	February 16-17	EES
<ul style="list-style-type: none"> <li>System Transmission; Emergency;</li> <li>Louisiana;</li> <li>Pro-rata Load Shed<sup>33</sup></li> </ul>	1000 MW	4 hours 5 minutes	February 16-17	EES, CLEC, LEPA, LAFA, LAGN
<ul style="list-style-type: none"> <li>System Transmission; Emergency;</li> <li>Central Illinois</li> </ul>	130 MW	7 hours	February 16	AMIL
<ul style="list-style-type: none"> <li>Max Gen Event-Step 5 (NERC EEA 3)<sup>34</sup>;</li> <li>MISO South Region;</li> <li>Pro-rata Load Shed</li> </ul>	700 MW	2 hours 20 minutes	February 16-17	MISO South Region

Source: Midcontinent Independent System Operator, *Overview of February 2021 Arctic Weather*. Presentation to Markets Committee of the Board of Directors. March 23, 2021. Slide 11. Used with Permission.

<sup>31</sup> The Outage Duration is the amount time from when MISO issued a load shed instruction to the LBA until the last customer was restored. Outage Duration time includes restoration of service to load; i.e., some load may have service restored very quickly while other load may take more time to be restored.

<sup>32</sup> Affected LBAs: AMIL-Ameren Illinois, CLEC-CLECO Power, central Louisiana, EAI-Entergy Arkansas, EES- Entergy Texas, Entergy New Orleans, Entergy Louisiana, EMBA-Entergy Mississippi, LAFA-Lafayette Utility System, LAGN-CLECO, Cajun Louisiana, LEPA-Louisiana Energy and Power Authority, and SMEPA-South Mississippi Electric Power Asc.

<sup>33</sup> Pro-rata load shed is the proportionately equal sharing of the loss of service among the Load Serving Entities in the Local Balancing Area. Alternatively, targeted load shedding is loss of service directed at specific points on the BES.

<sup>34</sup> A NERC EEA is a NERC Energy Emergency Alert. This is part of the NERC Emergency Operating plan which requires jurisdictional entities to prepare Emergency Operating Plans of their own that provide for specific actions under specific, identified circumstances within their jurisdictional areas.

**b. MISO North and Central Load Shed**

On February 16, 2021, 130 MW load in MISO Central (Illinois), east of St. Louis, was lost due to equipment failure from east to west energy flows exceeding 150% of the line’s rated capacity, that is the amount of energy it is designed to transmit without potential material damage. A transmission line splice (the above ground point where the ends of two conductors are joined) failed. Where possible, affected load was served by alternative transmission and distribution lines and full service was restored within seven (7) hours; however, load was progressively restored throughout the day as circumstances allowed. This was the only load shed in the MISO North/Central Regions. That load shed only affected the Ameren Illinois LBA. The Ameren Missouri LBA was not directed to and did not shed load. *At no point during this event did MISO order Missourians in the MISO part of the state to shed load.*

**c. MISO South Load Shed**

On February 13-16, 2021, MISO ordered and issued the following alerts or directives to its Southern Region:

Date	Action <sup>35</sup>	Explanation
February 13	Cold Weather Alert	
February 14	Conservative Operations Directive	
February 15	Capacity Advisory	
February 15	Max Gen Alert	Potential generator/transmission issues identified.
February 15, 11 p.m., local time	Max Gen Warning	Increase in unplanned outages and capacity uncertainty.

<sup>35</sup> MISO Actions in MISO South are discussed supra under MISO Emergency Notifications to Stakeholders.



February 16, 5:35 p.m. CST	Max Gen Event Level 2C	LBAs to issue public notice that load shed is imminent. 2500 MW capacity became unavailable at 3 p.m. (CST). Appeals for conservation issued. BES instability risk high, imports unavailable. Directed LBA to shed 700 MW.
February 16, 6:40 p.m. CST	Max Gen Event Step 5	

Source: Midcontinent Independent System Operator, *Overview of February 2021 Arctic Weather*. Presentation to Markets Committee of the Board of Directors. March 23, 2021. Slide 12. Used with Permission.

**d. MISO-Texas Load Shed**

MISO-Texas experienced local transmission emergencies on February 15-17, 2021, shedding 800 MW, and on February 16-17, 2021, shedding 300 MW. This part of the Texas BES is not part of the Electric Reliability Council of Texas (“ERCOT”) and depends on capacity located in Louisiana. These emergencies included voltage concerns (when demand exceeds supply, voltage can drop which damages transmission, utility and customer equipment); as well as, transmission lines exceeding their thermal limits (electrical energy creates heat in the facilities over which it flows and can be damaging if the facilities’ temperatures exceed materials-design thresholds) and those lines having to be removed from service to avoid permanent damage, which would result in longer restoration times. To avoid cascading faults, minimize damage to the BES and the time needed to restore damaged facilities it became necessary to shed load.

**e. MISO-Louisiana Load Shed**

MISO-Louisiana experienced cascading outages on February 16, 2021 (outages of facilities that result in excessive demand falling onto other facilities which then fail) which affected the entire BES in Louisiana. As much as 1,000 MW of load was shed in Louisiana for about 4 hours. These faults were blamed on east-to-west energy flows nearing operating limits on large facilities including, a 500 KV transmission line and several local generators.

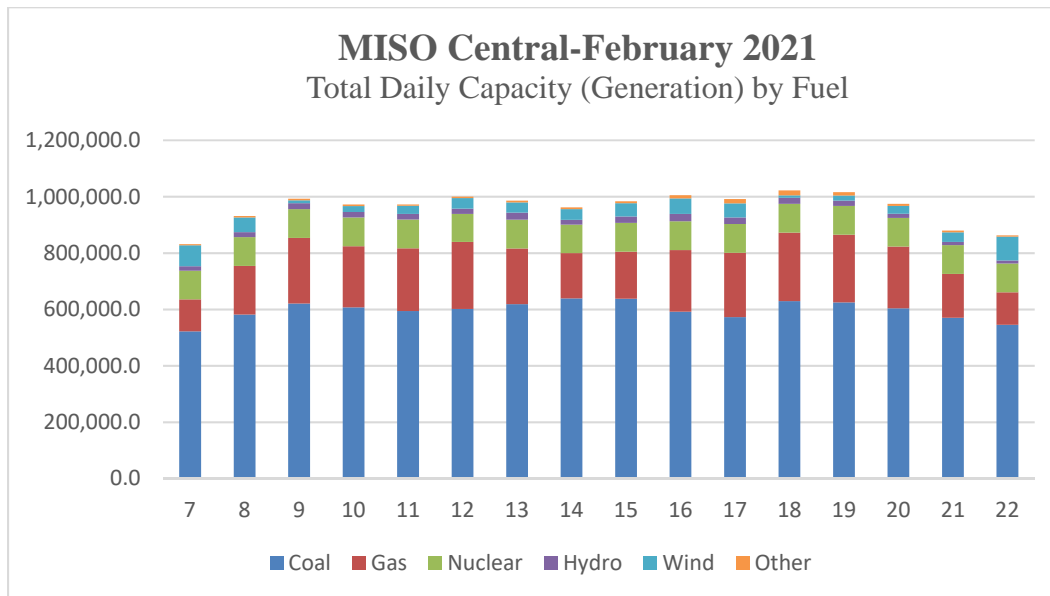
**f. MISO Capacity (Generation)**

Average energy production by fuel type over the period February 7-22, 2021 is illustrated in the following table.

Energy production in the MISO Central region over the period February 7-22, 2021 by fuel type is presented in the following table and chart, based on publically available MISO Market Reports at [MISO Market Data \(misoenergy.org\)](http://misoenergy.org). In the MISO Central Region, coal was and is the dominant fuel used to produce energy, distantly followed by gas, nuclear, hydro, wind and other generating fuels. The central region’s load varied from 831,705 MW on February 7, 2021 to a peak of 1,022,314 MW on February 18, 2021. During this time period, MISO South relied much more on gas generation than coal generation and had double the share of nuclear generation than the total MISO footprint or the MISO North or MISO Central Region.

<b>Percentage MISO Energy Production (Generation) by Fuel Type</b>						
February 7-22, 2021						
Region	Coal	Gas	Nuclear	Hydro	Wind	Other
MISO Footprint	48%	27%	14%	2%	8%	1%
MISO North	55%	9%	10%	1%	24%	1%
MISO Central	62%	20%	11%	2%	4%	1%
MISO South	15%	56%	25%	2%	0%	1%

**Figure 11**



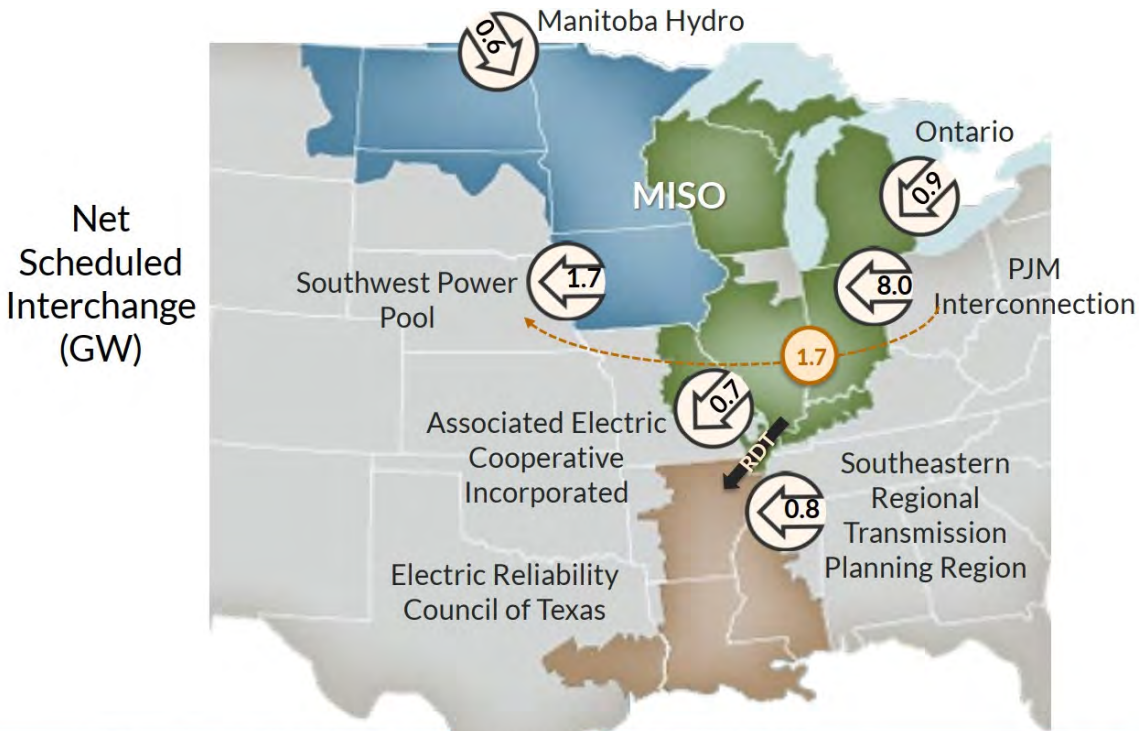
**g. MISO’s Energy Imports, Exports and Wheeling<sup>36</sup>**

Typically, SPP is an energy exporter, with generators within the SPP footprint generating more energy than SPP load consumes. However, during the Cold Weather Event SPP was importing power from MISO, which was instrumental in assisting other RTOs. MISO and its neighbors exported energy to SPP and MISO wheeled energy from the PJM Interconnection (another RTO) into SPP even though it further strained the MISO grid. MISO also exported energy into Associated Electric Cooperatives, Inc. (“AECI”). MISO imported power from Manitoba Hydro, the Ontario Electric System, PJM and utilities in the Southeastern Regional Transmission Planning Region (“SERTP”).

The graphic below illustrates the net scheduled energy interchange between the MISO regions and its neighbors during the February 15-17, 2021 period.

<sup>36</sup> Wheeling is the use of another party’s facilities to move energy from a source to a sink, the delivery point of electric energy to load. In this instance, SPP received wheeled energy across MISO from the PJM Interconnection.

**Figure 12**  
**MISO Imports, Exports and Wheeling**



7 Image represents average flows into, out of and through MISO over 3 days (February 15-17, 2021)



Source: Midcontinent Independent System Operator, *Overview of February 2021 Arctic Weather*. Presentation to Markets Committee of the Board of Directors. March 23, 2021. Slide 7 Used with Permission.

During February 15-17, 2021 the following energy flows wheeled across MISO into SPP or AECI:

- MISO collectively to SPP: 1700 MW, or 1.7 gigawatts (“GW”)
- PJM, wheeled through MISO: 1700 MW
- MISO to AECI: 700 MW

The following energy flows were imported into MISO:

- Manitoba Hydro: 600 MW
- Ontario: 900 MW
- PJM: 8000 MW
- SERTP: 800 MW

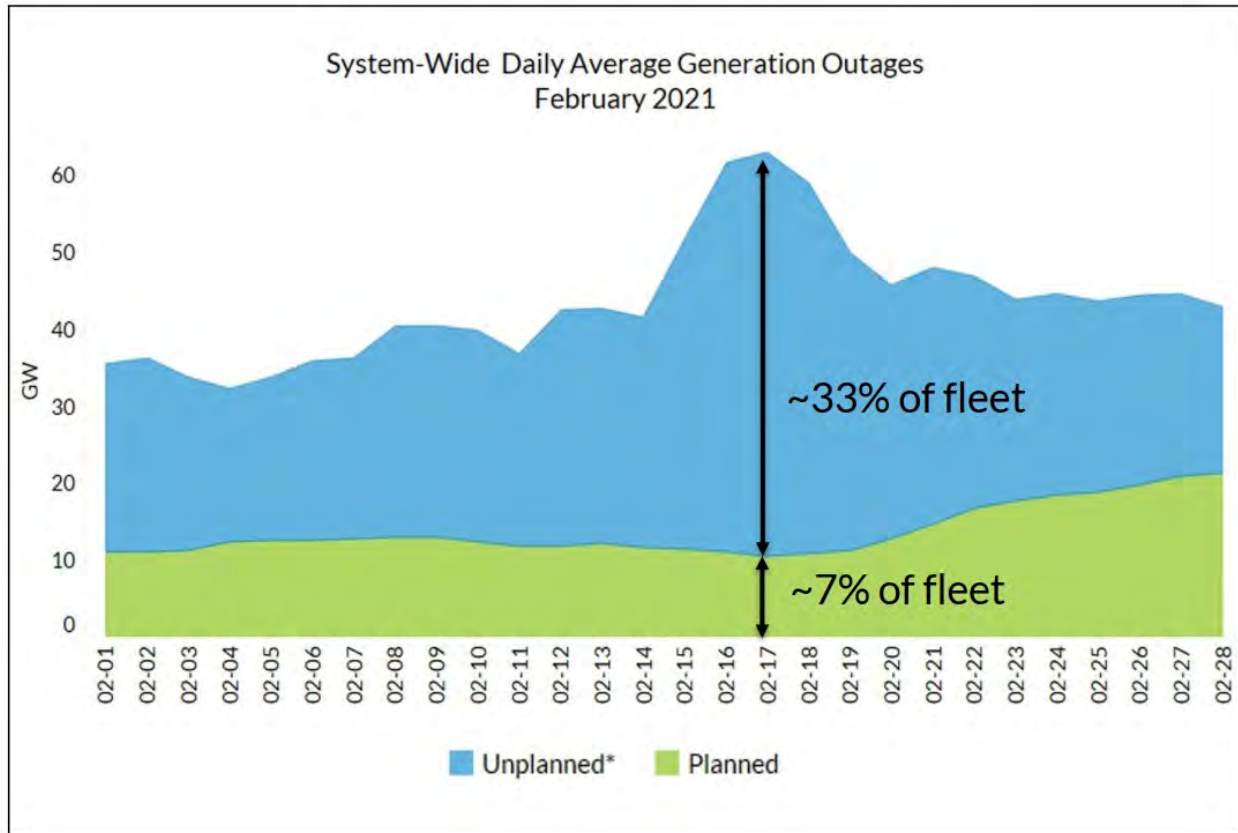
## **h. Generation Outages**

There are two generator outage classifications, or a generator may be derated. They are:

- **Planned Outages** - where the operator deliberately and with notice to affected parties removes the generator from service for maintenance or other purposes, and
- **Forced Outages** - where a generator stops generating energy unexpectedly due to mechanical or fuel related issues or the operator must take it down to avoid damage.
- **Derated** - where the generator's ability to produce electricity is temporarily or permanently reduced from its designed or nameplate electric generation capacity due to a mechanical fault or limitation or an external event (such as fuel limitations).

MISO provided the following graphic to compare planned vs. unplanned system generation outages. "Unplanned" in the graph below includes forced outages.

**Figure 13**



Source: Midcontinent Independent System Operator, *Overview of February 2021 Arctic Weather*. Presentation to Markets Committee of the Board of Directors. March 23, 2021. Slide 6. Used with Permission.

MISO reported to its Markets Committee of the Board of Directors on March 23, 2021 that approximately 40% (or about 60 GW) of MISO’s system wide generation fleet was unavailable for dispatch<sup>37</sup> on February 17, 2021.

<sup>37</sup> Dispatch is an instruction or order from some supervisory entity to a generator owner to produce a certain amount of energy at a specific time for a specific duration or to increase or decrease current output to some other level. RTOs operate wholesale energy markets in which they determine how to equate the supply of energy to the demand for energy and dispatch generators to achieve those requirements.

Explanations for the unplanned outages range from 25% of the generators did not have sufficient fuel (this can include no wind for wind turbines), 15% experiencing mechanical issues, another 15% experiencing unexplained weather-related issues, and 45% other issues.

### **i. MISO Emergency Notifications**

MISO's Emergency Operating Plan ("EOP")<sup>38</sup> provides for a series of escalating alerts to be issued to its members and stakeholders<sup>39</sup> to inform them of local or regional risks faced by grid operators and users, and to advise or order preparations appropriate for the circumstances. These alerts are governed by MISO's Market Capacity Emergency procedures, [SO-P-EOP-00-002 MISO Market Capacity Emergency.book \(misoenergy.org\)](#). Pursuant to MISO's Open Access Transmission Tariff ("OATT"),<sup>40</sup> affected parties are required to comply with these directives. The alerts work in a step-wise progression to ensure that necessary MISO available generation and transmission are on line and ready to be dispatched by MISO to avoid shedding of load; however, as the alerts escalate to the extreme case, they can be used to mandate shedding of load. When load is shed, MISO directs the LBA to shed the load and it is the responsibility of the LBA to determine which load is to be shed.

FERC established NERC to draft and enforce reliability standards on the North American Continent<sup>41</sup>. NERC requires entities subject to its jurisdiction (including the RTOs) under NERC standard EOP-011-1 ([Template - Standard \(Results Based\) \(nerc.com\)](#)) to create and maintain Emergency Operations Plans ("EOPs"), but NERC does not determine how that plan should be

---

<sup>38</sup> Emergency Operating Procedures ("EOP") are a plan or set of plans that specifically lays out the steps and procedures to be performed by RTOs, utilities and other entities subject to the jurisdiction of the NERC when adverse or emergency circumstances arise that threaten the electric reliability of a region or the BES.

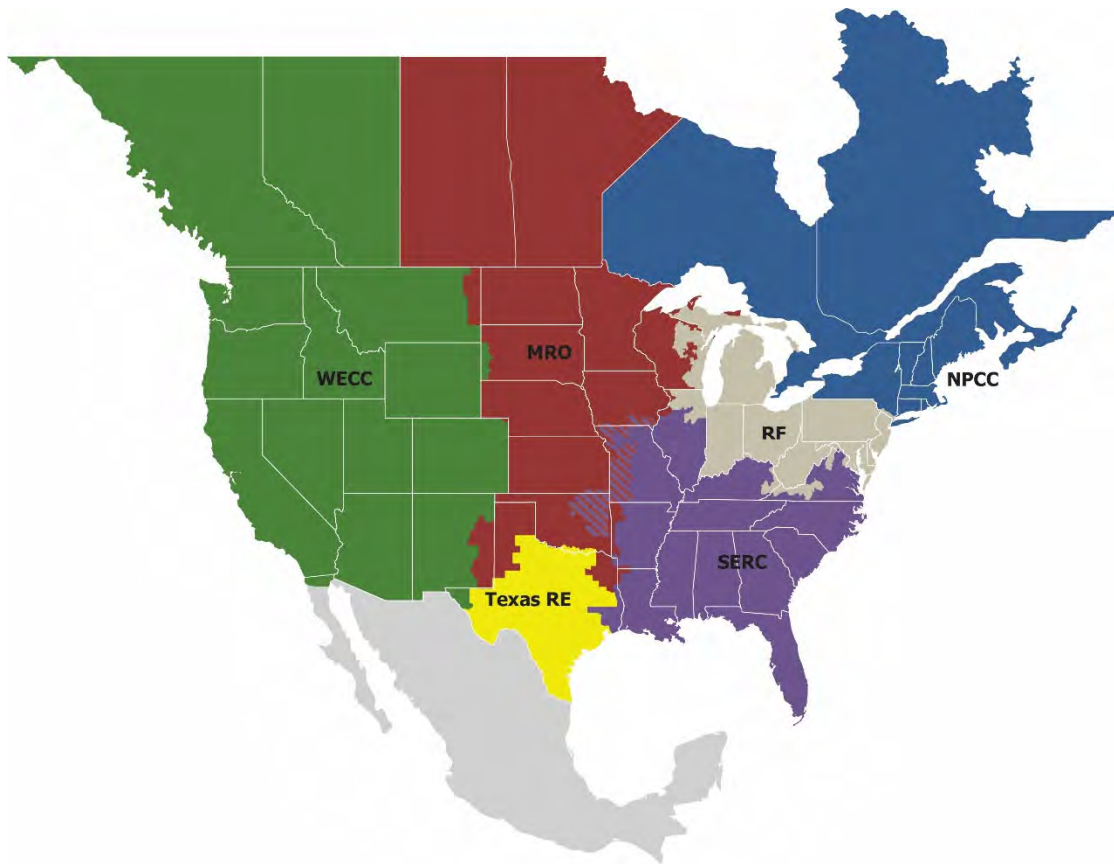
<sup>39</sup> Stakeholders are the interested parties in the operation of the BES by the RTOs and includes state and federal regulators, utilities, generators, market traders, environmental groups and other nongovernmental organizations.

<sup>40</sup> An Open Access Transmission Tariff ("OATT") is a legal document filed by a RTO, transmission facilities owner and services provider, or other jurisdictional entities containing all rates, terms and conditions under which the relevant entity provides transmission services.

<sup>41</sup> Due to its voluntary corporate organizational structure NERC can create regulations applicable in Baja, Mexico and Canada whereas a U.S. governmental entity, obviously, could not.

fleshed-out. MISO’s EOP does not use the NERC standard EEA 1, EEA 2 & EEA 3 nomenclature but each of MISO’s EOP steps does fall into one of the NERC EOP steps. MISO receives Reliability Coordination oversight from the Midwest Reliability Organization (“MRO”), the Reliability First Corporation (“RF”) and the Southeast Reliability Coordinator (“SERC”). MRO and SERC have reliability oversight in Missouri.

**Figure 14**



Source: North American Electric Reliability Corporation



## **j. MISO Emergency Operations Plan**

MISO's EOP alerts require actions to be taken by MISO and the affected parties that are subject to MISO's tariff. MISO's EOP with abbreviated descriptions of the alerts and required actions to be performed by MISO and stakeholders are as follows:

### **MISO EOP**

- **Capacity Advisory**-an informational message, not a declaration that must be updated or terminated. This advisory is triggered when reserves decline below a specified threshold for a given area.

### **NERC EEA 1-All available generation resources are in use**

- **Max Gen Alert**-a positive but low reserve margin<sup>42</sup> has been forecasted;
- **Max Gen Warning**-a negative reserve margin has been forecasted (load and operating reserve requirements cannot be met with normal economic (market) resources.
- **Max Gen Event steps:**
  - 1a-Determine area to which the Event applies, commit available resources (generators) to maximum emergency limits and deploy Demand Response ("DR")<sup>43</sup>;
  - 1b-Activate resources (generators) emergency maximum limits;

### **NERC EEA 2-All available generation resources are in use**

- 2a-**Implement emergency pricing**, notify LBAs to reduce load, coordinate with Market Participants ("MPs") to deploy Load Modifying Resources<sup>44</sup>

---

<sup>42</sup> A Reserve Margin is a requirement mandating the quantity of additional energy generating resources that must be maintained as back-up by load servings to ensure the BES is able to reliably provide power to load.

<sup>43</sup> A Demand Response ("DR") Program is a utility level program where a consumer of electricity enrolls in a program to consume less electricity, usually in exchange for a monetary payment or bill credit.

<sup>44</sup> Load Modifying Resource is a term used in the electrical industry combining both DR and behind the meter generation, that is a generator physically located on the retail side of an electric

- 2b-Commit emergency DR and inform LBAs emergency DR have been dispatched
- 2c-MISO to coordinate with neighboring Reliability Coordinators (“RCs”)<sup>45</sup>; implement emergency energy purchases from neighboring Balancing Authorities (“BAs”), direct LBA to issue public appeals to conserve.

**NERC EEA 3-Firm Load<sup>46</sup> Interruption is imminent or in progress**

- 3a-Instruct Generator Owners (“GOs”) to seek waiver of environmental restrictions from appropriate environmental authorities; implement use of all spinning and supplemental reserves as possible; if not possible, EEA 3 may be declared (shed load);
- 3b-May begin pro-rata load shed in declaration area. Begin with interruptible demand not previously called upon;
- 4a-Implement reserve call from contingency reserve sharing group (this includes shared reserves that are off-line);
- 4b-Coordinate with neighboring RCs and Balancing Authorities to identify additional available emergency energy and operating reserves; implement emergency purchases of energy previously contracted; if insufficient declare EEA 3 (load shed)
- 5- ***Firm load shed***; instruct LBAs to shed load in specific MW quantities; set all affected Locational Marginal Prices (“LMPs”<sup>47</sup>) to the Value of Lost Load (“VOLL”)<sup>48</sup>

---

meter, such as a generator owned by a municipal utility or an industrial customer that purchases power from a retail utility and produces its own power for its own purposes.

<sup>45</sup> The Reliability Coordinator is a North American Electric Corporation authorized entity that provides reliability oversight functions to the grid operators and BAs controlling the BES. These functions include security operations and emergency operations coordination.

<sup>46</sup> Firm load is load with FT service, which has paid to have priority access to generators and other resources on the BES.

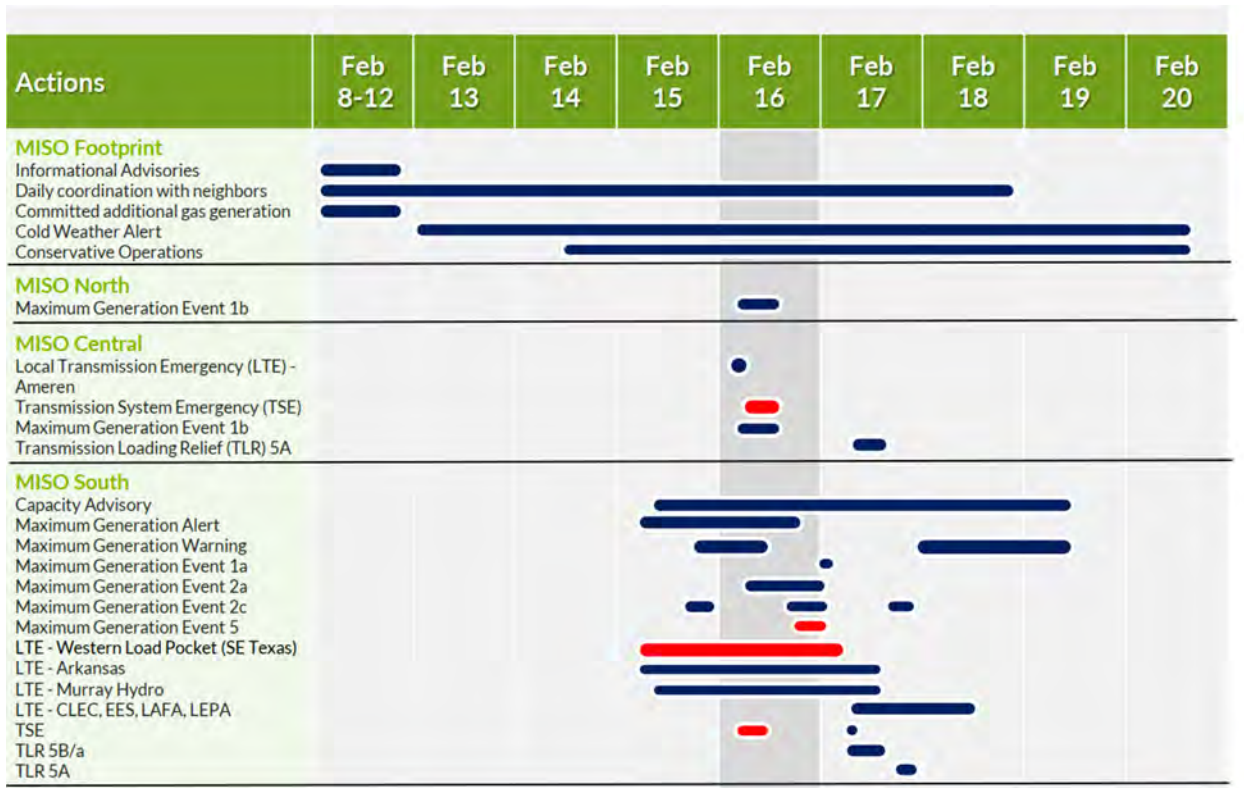
<sup>47</sup> The Locational Marginal Price (“LMP”) is the wholesale price of electricity at a single point on the BES.

<sup>48</sup> The Value of Lost Load (“VOLL”) is the maximum, estimated wholesale price that a Load Serving Entity (“LSE”) receiving electricity with firm contracts would be willing to pay to avoid a disruption in their electricity service.

- **Max Gen Event Downgrade/Termination**-inform LBAs; perform necessary steps to back-out of emergency operations actions.

The following figure describes the dates and durations of the different alerts MISO issued in accordance with its EOP over February 8-20, 2021 and to which MISO region they applied.<sup>49</sup>

**Figure 15**



10

Duration of load curtailment and recovery associated declarations shown in red  
Duration of declarations shown in blue



Source: Midcontinent Independent System Operator, *Overview of February 2021 Arctic Weather*. Presentation to Markets Committee of the Board of Directors. March 23, 2021. Slide 10. Used with Permission.

<sup>49</sup> Acronyms in this slide: LTE-Local Transmission Emergency, TLR-Transmission Loading Relief (this is a NERC procedure to reduce energy flows over an overloaded or near-overloaded facility on the BES.), and TSE-Transmission System Emergency.

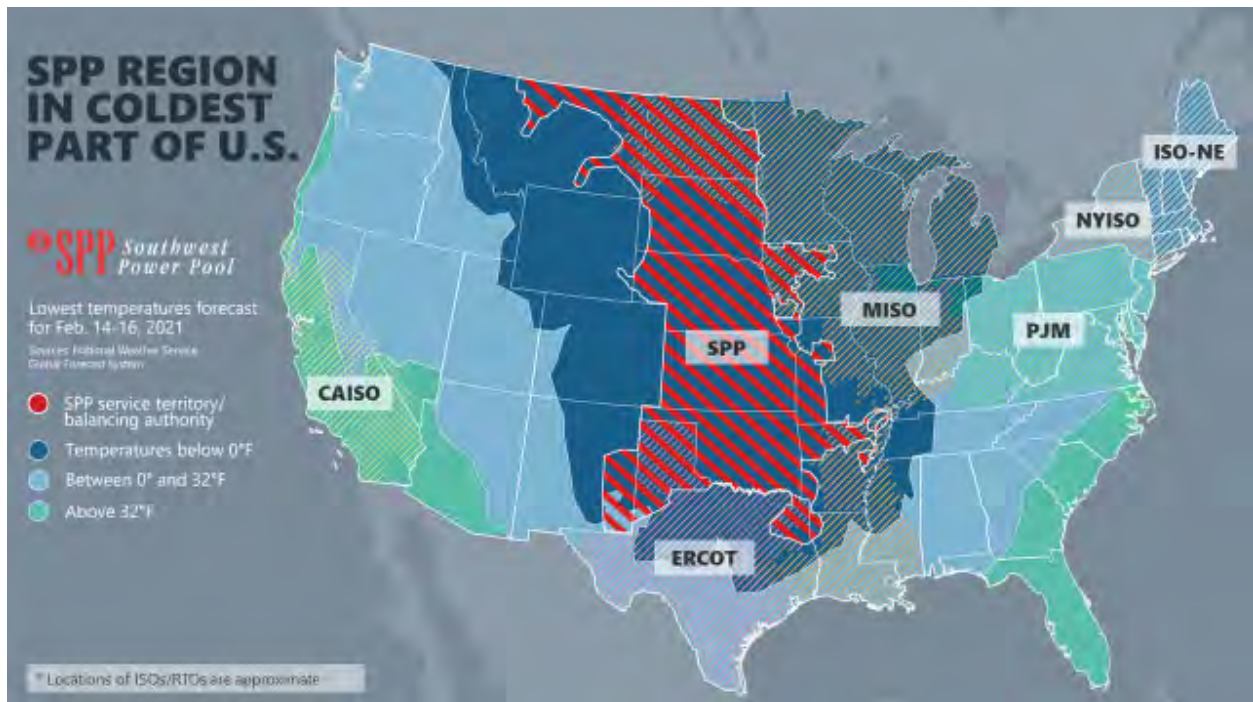
On February 9, 2021 MISO declared a footprint-wide cold weather alert effective February 13, 2021 that continued through February 23, 2021. MISO issued 31 emails either notifying affected parties of some action or event or instructing parties to prepare for some action or event. MISO issued its termination of cold weather actions by email on February 23, 2021 to be effective on February 23, 2021 11:59 CST.

MISO notifications and directives calling for specific actions are communicated to the LBAs over the MISO Inter-Control Center Communications Protocol, a secure communications channel and not just by email.

### 3. Southwest Power Pool Preparation for and Response to Cold Weather Event

#### a. SPP-February 2021 Overview

Figure 16



Source: *February 2021 Winter Storm Event*, Lanny Nickell, slide deck report to SPP Regional State Committee March 8, 2021, slide 3. Used with permission.

The SPP footprint was entirely contained within the February 2021 arctic air mass that swept over much of the country and saw many record-low high temperatures broken.<sup>50</sup> For example, the National Weather Service (“NWS”) reported part of central Oklahoma endured temperatures more than 40° below normal.<sup>51</sup>

### **b. SPP Preparations Instructions to Stakeholders**

SPP’s EOP is subject to the same NERC regulations and standards<sup>52</sup> as is MISO’s EOP. Pursuant to the *SPP BA Emergency Operating Plan*<sup>53, 54</sup> ([spp ba emergency operating plan v 7.5.pdf](#)) the following alerts and instructions were issued to SPP Transmission Owner Operators, Generator Owner Operators and other affected stakeholders that are subject to the SPP tariff.

---

<sup>50</sup> [NWS Weather Prediction Center on Twitter: "Over 3000 daily record cold temperatures \(minimum and maximum\) have now been reported from February 12-17 at \*\*long term observations\*\* \(75+ years of data\). Within that dataset there were 79 all-time cold records. Search the data here: <https://t.co/6uBMN37TNQ>" / Twitter](#)

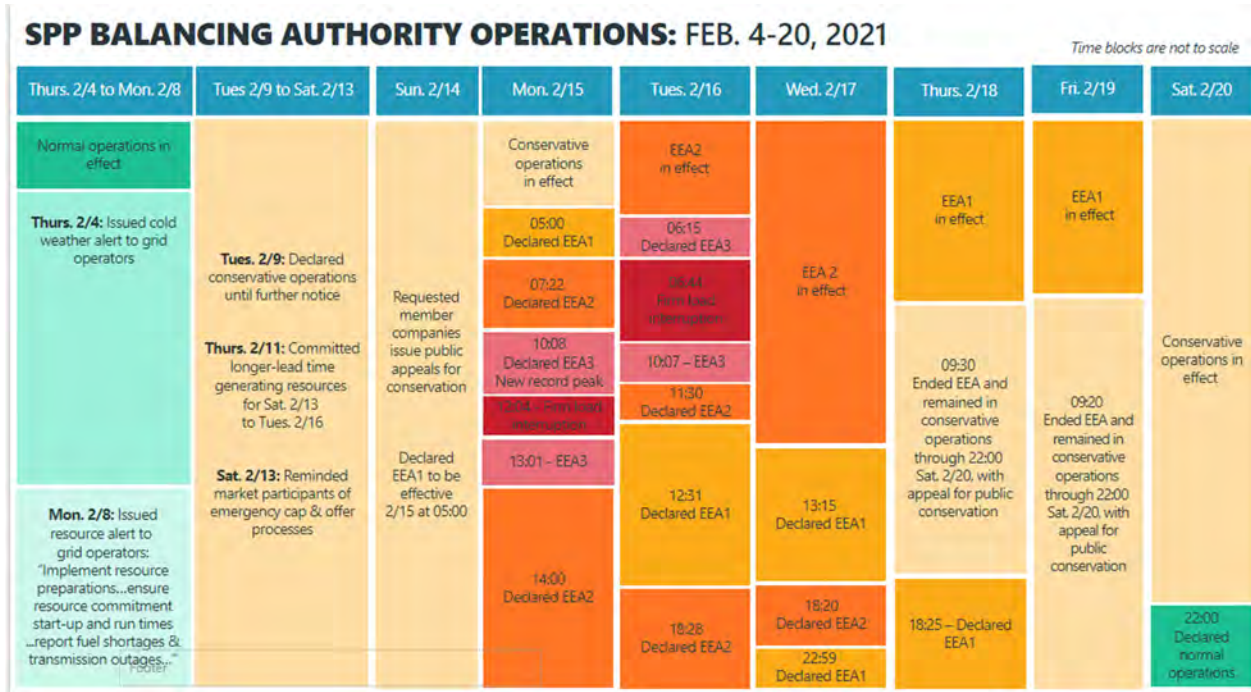
<sup>51</sup> [NWS Weather Prediction Center on Twitter: "Widespread extreme #cold has been impacting the Plains and down into the Deep South. This cold snap is forecast to result in record low temperatures that are comparable to the historical cold snaps of Feb 1899 & 1905. Please stay safe and stay warm! <https://t.co/S9drmeeirx>" / Twitter](#)

<sup>52</sup> See NERC EOP-011-1, [Template - Standard \(Results Based\) \(nerc.com\)](#).

<sup>53</sup> BA refers to Balancing Authority. BAs tend to be utilities or transmission owners with the responsibility to balance electrical load (or demand) with electrical supply (or generation) in their designated areas.

<sup>54</sup> SPP is a Consolidated Balancing Authority, an entity charged with the duties of a BA in combined Bas in the combined areas in which those BAs operate. That is, the SPP Regional Transmission Organization assumes the Local Balancing Authority responsibilities and actions mentioned in footnotes 1 and 7 as new members with BA responsibilities join.

Figure 17



Source: *February 2021 Winter Storm Event*, Lanny Nickell, slide deck report to SPP Regional State Committee March 8, 2021, slide 5. Used with permission.

**c. SPP EOP**

The following slide illustrates the SPP EOP and compares it to NERC’s EOP-011-1 standard.



Figure 18

## BALANCING AUTHORITY (BA) ALERT LEVELS

### Alert levels defined by SPP operating plans

<b>Normal Operations</b>	SPP has enough generation to meet demand, has available reserves and does not foresee extreme or abnormal reliability threats
<b>Weather alert</b>	SPP expects extreme weather in its reliability coordination service territory
<b>Resource alert</b>	SPP's BA area expects severe weather conditions, significant outages, wind-forecast uncertainty and/or load-forecast uncertainty with potential to impact total capacity.
<b>Conservative Operations</b>	SPP determines the need to operate system conservatively to avoid an emergency based on weather, environmental, operational, terrorist, cyber or other events
<b>Maximum emergency generation notification</b>	SPP foresees the need to use emergency ranges of resources for a certain hours.

### Alert levels defined<sup>1</sup> by NERC EOP-011-1

<b>Energy Emergency Alert (EEA) Level 1</b>	<b>All available generation resources in use</b> <ul style="list-style-type: none"> <li>All generation is committed, and there is concern about maintaining required reserves for BA</li> <li>Non-firm wholesale energy sales curtailed.</li> </ul>
<b>EEA Level 2</b>	<b>Load management procedures in effect</b> <ul style="list-style-type: none"> <li>BA is no longer able to provide its expected energy requirements and is energy deficient</li> <li>Operating plan implemented, including public appeals and demand response</li> <li>BA is still able to maintain minimum reserves</li> <li>Market participants and other BAs notified</li> <li>Transmission limitations evaluated and revised</li> <li>BA makes use of all available resources</li> </ul>
<b>EEA Level 3</b>	<b>Firm load interruption imminent or in progress</b> <ul style="list-style-type: none"> <li>BA is unable to meet minimum contingency reserve requirements</li> <li>System &amp; reliability limits reevaluated and revised</li> <li>Immediate action taken to mitigate undue risk to the Interconnection, including load shedding.</li> </ul>

<sup>1</sup> These are paraphrased, summarized definitions. Full definitions: <https://www.nerc.com/pa/Stand/Reliability%20Standards/EOP-011-1.pdf>



Source: *February 2021 Winter Storm Event*, Lanny Nickell, slide deck report to SPP Regional State Committee March 8, 2021, slide 4. Used with permission.

### d. SPP Advisories, Orders, Load Shed Selected Events

The table below presents selected SPP advisories and orders issued from February 4 – 20, 2021.

Timeline		
Date	Time	Actions
February 4		SPP Balancing Authority issued cold weather alert to grid operators.
February 8		Issued resource alert to grid operators to “implement resource preparations ... ensure resource commitment start-up and run times ... report fuel shortages and transmission outages.”

February 9		SPP declared conservative operations until further notice
February 10		MMUJ began receiving requests from market participants to switch fuel resources for offers. Most from gas to oil.
February 11		SPP Operators committed generating resources for February 13 – 16 using Multi-Day Reliability Assessment process.
February 13		SPP reminded market participants of emergency cap and offer processes
<b>February 14</b>		<b>SPP requested member companies issue public appeals for conservation</b> <b>SPP declared Energy Emergency Alert 1 (EEA1) to be effective February 15 at 5:00 a.m.</b>
<b>February 15</b>	5:00 a.m. 7:22 a.m. <b>10:08 a.m.</b> <b>12:04 p.m.</b> <b>1:01 p.m.</b> <b>2:00 p.m.</b>	EEA 1 declared EEA 2 declared <b>EEA 3 declared, new record winter peak set</b> <b>Temporary service interruptions began, 610 MW load shed</b> <b>EEA 3 still in effect, service interruptions restored</b> <b>EEA 2 declared</b>
<b>February 16</b>	<b>6:15 a.m.</b> <b>6:44 a.m.</b> <b>10:07 a.m.</b> 11:30 a.m. 12:31 p.m. 6:28 p.m.	<b>EEA 3 declared</b> <b>Temporary service interruptions began, 2,718 MW Load shed</b> <b>EEA 3 still in effect, demand interruptions restored</b> EEA 2 declared EEA 1 declared EEA 2 declared



February 17	1:15 p.m. 6:20 p.m. 10:59 p.m.	EEA 1 declared EEA 2 declared EEA 1 declared
February 18	<b>9:30 a.m.</b>  <b>6:25 p.m.</b>	<b>SPP ended Energy Emergency Alert</b> and remained in conservative operations until February 20 at 10:00 p.m., with <b>appeal for public conservation</b> EEA 1 declared
February 19	<b>9:20 a.m.</b>	<b>SPP ended Energy Emergency Alert</b> and remained in conservative operations until February 20 at 10:00 p.m., with <b>appeal for public conservation</b>
<b>February 20</b>	<b>10:00 p.m.</b>	<b>SPP declared normal operations</b>

Source: SPP MMU *State of the Market Report Winter 2021*, pp 61-62.

The reasons for load shed included:<sup>55</sup>

- Lack of fuel supply, icing and other cold weather related causes;
- Rapid reduction of energy imports related to transmission congestion and tightening energy supply from and emergency conditions in neighboring areas;
- Record energy consumption.

The SPP Market Monitoring Unit (“SPP MMU”)<sup>56</sup> was informed on February 10, 2021 that market participants would be updating their energy market offers due to the need to seek alternative fuels (gas to oil).<sup>57</sup>

<sup>55</sup> Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, pp. 61-62.

<sup>56</sup> The SPP Market Monitoring Unit (“SPP MMU”) is the SPP internal entity required by FERC to monitor the SPP markets to ensure they remain competitive and that no MP employs Market Power.

<sup>57</sup> Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, pp. 61-62.

### e. SPP Capacity (Generation)

The SPP MMU indicates during the periods where Emergency Energy Alert level 3 (at this level temporary service interruptions may be, and in this case were imposed, February 15 and 16, 2021<sup>58</sup>):

- Gas-fired hourly generation was in the 10-11 GW range;
- Wind generation was around 4 GW; and,
- Coal-fired hourly generation was in the 15-18 GW range.

The SPP MMU noted that prior to the Cold Weather Event gas-fired generation produced a maximum output around 17 GW and coal generation generally remained steady leading up to and through the Cold Weather Event. The following graphic indicates SPP real-time generation by fuel type from February 11 to February 20, 2021.<sup>59</sup>

The SPP MMU noted that real-time wind output was higher than that bid into the day-ahead wholesale energy market throughout the Cold Weather Event except for February 17, 2021.<sup>60</sup>

---

<sup>58</sup> See table in subsection d. above.

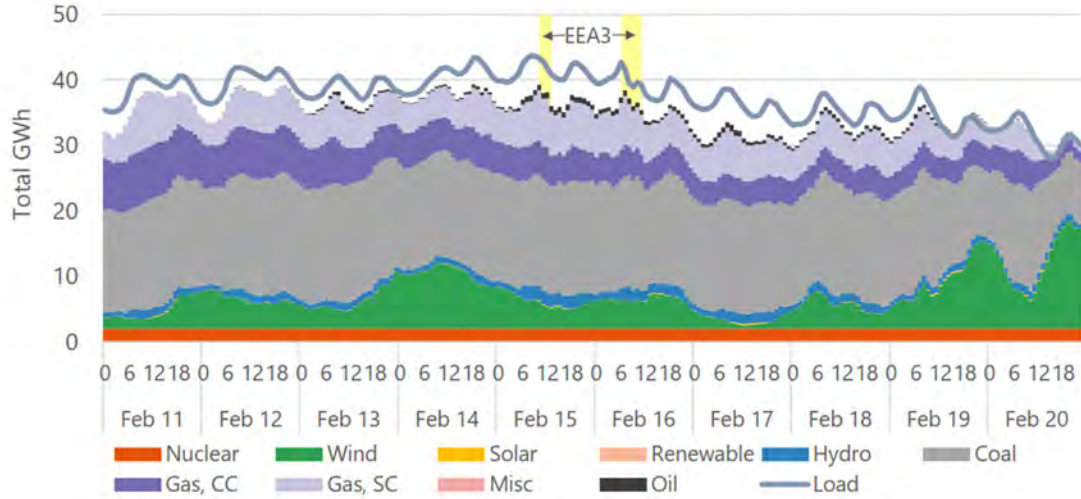
<sup>59</sup> Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p. 70.

<sup>60</sup> Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p. 71.

**Figure 19**

**SPP Real-Time Generation by Fuel Type**

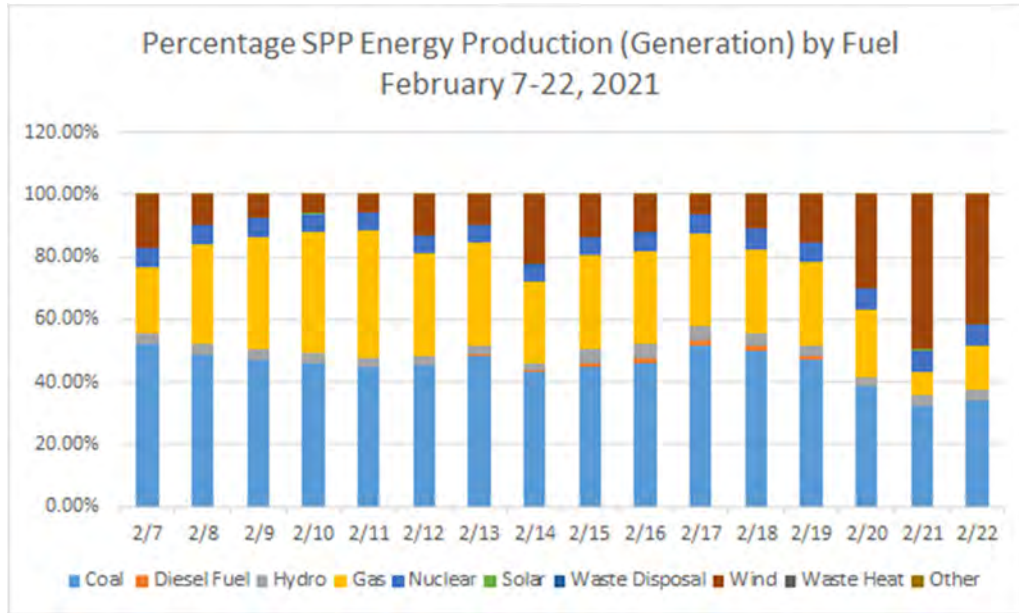
February 11-20, 2021



Source: Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p. 70. Used with Permission.

Note in graph above, the white area between the gray load line at the top of the graphic and the lavender region represents the volume of energy demand that is not able to be met by SPP generation. This demand for energy can only be met by energy provided and transported to SPP by other regions such as MISO, PJM or elsewhere.

**Figure 20**



Energy production in the SPP footprint over the period February 7-22, 2021 by fuel type is presented in the preceding and chart and following table, based on publicly available SPP Market Reports at SPP’s Market Portal: <https://marketplace.spp.org/pages/generation-mix-ytd>. In the SPP region over the period February 7-22, 2021 coal was and is the dominant fuel used to serve load, distantly followed by gas, wind, nuclear, hydro, other generating fuels and imports (about 6.5% on average).

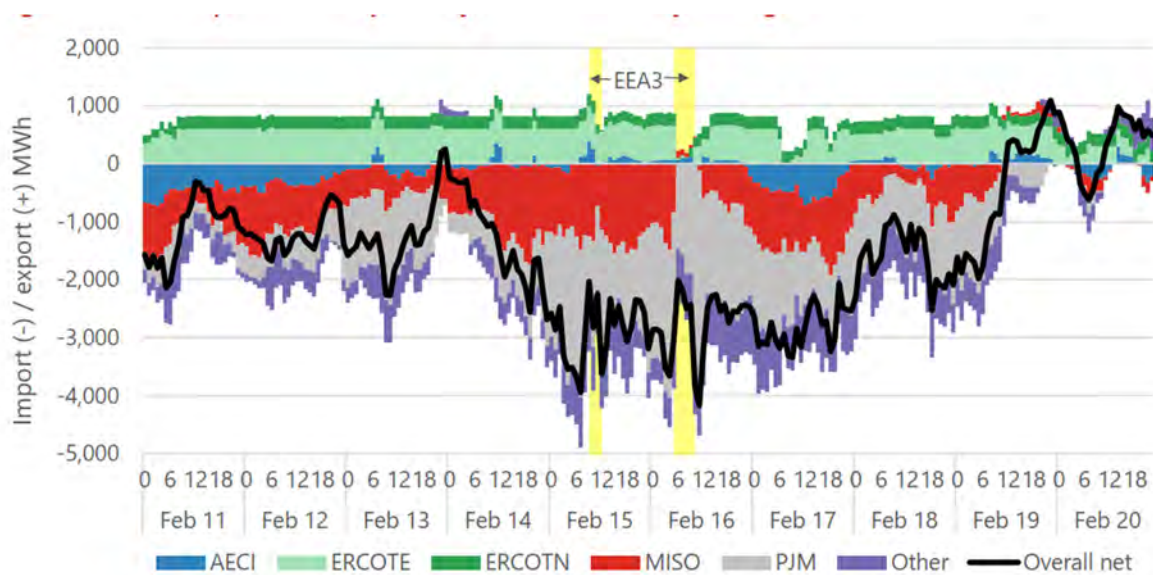
<b>Percentage SPP Load Served by Fuel Type</b>						
February 7-22, 2021						
Coal	Gas	Wind	Nuclear	Hydro	all other	Imports
42%	26%	16%	6%	3%	<1%	6.50%

**f. SPP Imports and Exports<sup>61</sup>**

Under normal conditions, energy exports and imports into SPP fluctuates by +/- 200MW per hour. However, during the Cold Weather Event, SPP imported energy from PJM, MISO and the Western Interconnection, and **exported** energy to the Electric Reliability Council of Texas (“ERCOT”). SPP imports/exports returned to a more normal pattern on and after February 19, 2021 and SPP ended its emergency operating procedure at 10:00 p.m. February 20, 2021.

**g. SPP Imports and Exports by Trading Interface, Hourly Average and in Real Time<sup>62</sup>**

**Figure 21**  
**Real Time Average Imports and Exports Between February 11 and 20, 2021**



Source: Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p. 69. Used with permission.

<sup>61</sup> Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, pp. 68-69.

<sup>62</sup> SPP trades energy with Associated Electric Cooperatives (“AEC”), ERCOT and MISO on a regular basis. SPP and PJM rarely trade energy. ERCOT limits energy exchanges with SPP by using two Direct Current interconnection points (called DC-ties) which are identified in the graphic as ERCOTE (“ERCOT-East”) and ERCOTN (“ERCOT-North”).

The preceding graphic treats exports as a positive number (more than zero) and imports as a negative number (less than zero). All colored regions above zero are exports from SPP and below zero are imports. The black line represents the net exports, the difference between exports and imports (net exports = exports – imports). Where net exports are below zero, energy imports are required to meet electric load.

The light and dark green regions indicate exports to ERCOT through the two direct current links SPP has with ERCOT (one in the east and one in the west). In the yellow EEA 3 bar to the right (February 16, 2021), the green region goes to zero, indicating no exports to ERCOT. The red region indicates imports from MISO, the gray region from PJM, and the blue from AECI. Clearly SPP received an abundance of assistance from its neighbors.

The MMU and graphic indicate that at times SPP net-exports exceeded 3,600 MW per hour from PJM (which was wheeled through MISO). The graphic indicates that before the first EEA 3 imports approached 5000 MWh and before and after the second EEA 3, imports were in the 4,500 MWh range, or more.

Early on February 16, 2021, MISO experienced emergency conditions on its own system and curtailed exports to SPP which limited wheeled power from PJM. It was at this time, 6:15 a.m. that the EEA 3 was declared.

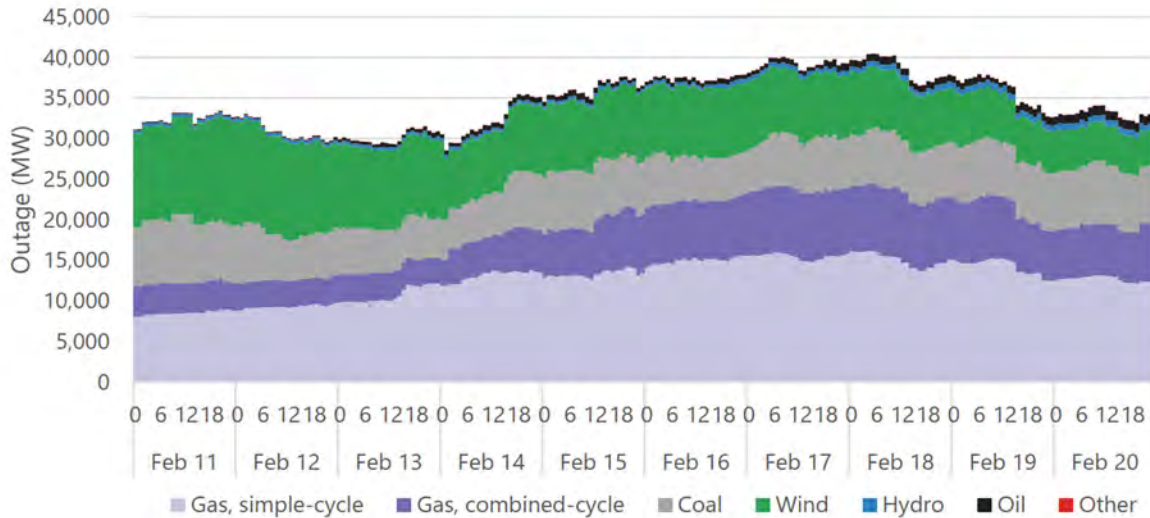
#### **h. Generator Outages**

The MMU reported on February 10, 2021, about 11,750 MW of gas generation was on unplanned outage. However, due to fuel related issues and by February 18, 2021, fuel related outages reached a peak near 25,000 MW.

Wind resources were affected by icing on February 7 and 8, 2021 and were slow to recover. On February 10, 2021, 11,000 MW of wind was on outage but by the peak of the winter event, that outage **improved** to about 8,000 MW, meaning three GW of wind generation were restored to service. The following graphic illustrates SPP generator outages by generator fuel type from

February 11-20, 2021.<sup>63</sup> Note that the graphic does not ascribe the resource outage to lack of the appropriate fuel, merely that the generator type was not in service.

**Figure 22**  
**SPP Generation Outages by Generator Fuel Type**



Source: Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p. 65. Used with permission.

The preceding graphic indicates gas-fired, coal-fired, wind, hydro, oil-fired and other generators went down and suffered outages. Gas-fired generation, consistent with MMU reports statements, gas-fired generators appear to have 25,000 MW on outage on or near February 18, 2021 (the lavender and purple regions appear to reach a maximum) and wind outages appear to decline (the green region appears to become smaller, thinner) from February 11, 2021 through the end of the Cold Weather Event.

### i. SPP Energy Prices<sup>64</sup>

SPP (and MISO) employs a wholesale day-ahead and wholesale real-time energy market structure in which generators offer “today” to produce a given number of megawatts at a specific price and

<sup>63</sup> Id. at p. 65.

<sup>64</sup> See Southwest Power Pool Market Monitor. *State of Market Winter Report 2021*, pp. 71-74.

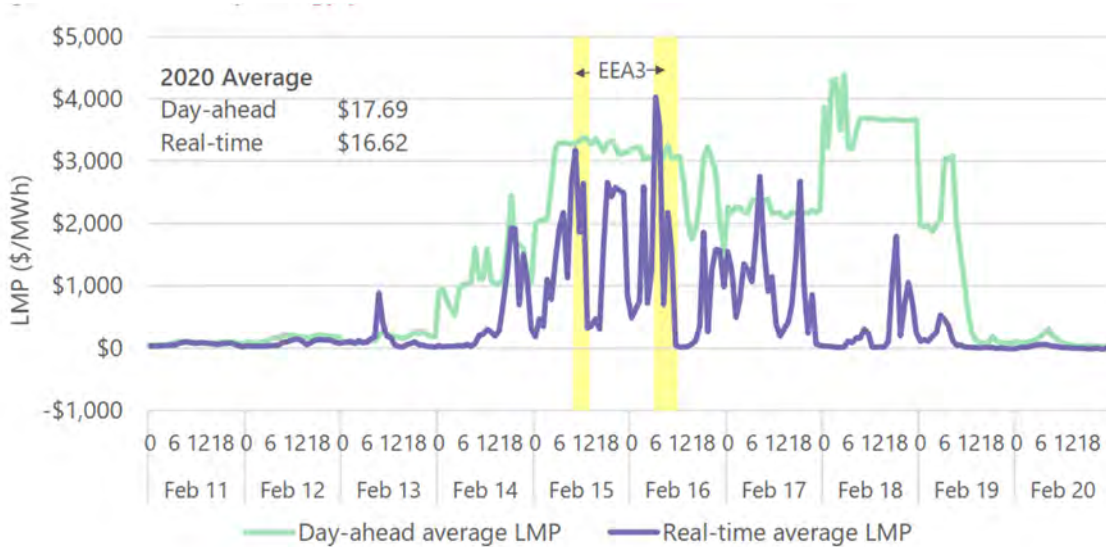
load bids for that energy for delivery “tomorrow,” in real time. Real-time circumstances can deviate from what was assumed when the prices were offered or bid in the day-ahead market which can cause the real time prices to be different from those created in the day-ahead market. In this market structure, buyers and sellers enjoy competitively set prices and a degree of price certainty, benefiting all market participants. Prices are referred to as LMPs because the prices indicate the wholesale charge of acquiring one-more megawatt of energy (the margin) and do vary from location to location.

When adverse circumstances arise and capacity becomes scarce, Scarcity Pricing protocols are engaged which attempt to ensure reliable supplies of energy at reasonable prices given the circumstances. The following graphic shows the Day Ahead and Real Time average LMPs (average wholesale energy prices) from February 11-20, 2021. Prior to February 13, 2021 and after some time on February 19, 2021, Real-Time and Day-Ahead prices tend to converge (or track one-another), which is ideal. From February 13, 2021 to February 19, 2021, Day-Ahead prices exceeded Real-Time prices except during the second EEA 3, February 16, 2021, where Real-Time prices peaked at \$4,029/MWh. The graphic also indicates the average 2020 Day-Ahead and Real-Time Prices which reflect an energy demand under a more “normal” pattern.



**Figure 23**  
**SPP Hourly Energy Prices**

February 11-20, 2021



Source: Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p.72. Used with permission.

Pursuant to FERC Order 831, wholesale energy offers into organized energy markets (such as the RTOs’) are soft-capped at \$1,000/MWh; however, if circumstances warrant and evidence justifies, offers may exceed the soft cap up to a hard cap of \$2,000/MWh. Given short resources, energy imports, transmission congestion and losses, it is possible for LMPs to exceed \$2000/MWh.<sup>65</sup>

**j. Takeaways**

SPP and MISO energy markets worked effectively through the Cold Weather Event. When fuel was abundant or demand was low, electrical energy prices were within or near historical ranges. When temperatures fell and demand began to creep upward, energy market prices increased reflecting diminishing fuel availability (also reflected in increasing fuel prices) and diminishing

<sup>65</sup> Source: Southwest Power Pool Market Monitoring Unit. *State of the Market Report Winter 2021*, p. 72.

reserve capacity. When capacity was insufficient to meet demand, scarcity pricing was invoked and external sources of energy, imports from MISO, PJM and other entities were made available.

Generator outages occurred across all types of electrical generators, not just renewables. Gas supplies appear to have been most impacted due to weather impacts and competition for heating fuels which resulted in part to 25,000 MW of SPP controlled gas-fired resources being unavailable. Leading into the cold snap 11,000 MW of wind-powered generation was off-line but as the cold snap persisted, wind outages declined to 8,000 MW and continued to fall afterward. Coal outages appear to have been consistent across the period.

There were no weather related service interruptions in MISO-Missouri. To compensate for capacity shortages in the SPP region, limited, temporary service interruptions were shared on a proportional basis among all SPP transmission owning entities, including Evergy, Liberty-Empire and City Utilities of Springfield to help utilities in need.

*Contributors: Walt Cecil & Adam McKinnie*

#### **IV. Missouri Local Distribution Company Prices for Cold Weather Event**

##### **A. Market Prices**

The extensive increase in daily February market prices has been described as a Midwest and West phenomenon driven by extremely cold temperatures impacting states west of the Mississippi River to a greater extent than those to the East. The deeper reach of very cold weather into southern states like Oklahoma and Texas significantly impacted wellhead operations, freezing unprotected wells and thereby impacting the operations on interstate pipelines.

All local distribution companies (“LDCs”) in Missouri develop hedging plans to address natural gas volatility. This generally includes both the acquisition of natural gas storage and the use of financial instruments to fix the price for a portion of anticipated gas supply. However, the Cold Weather Event impacted daily gas supplies. Daily price volatility is difficult to hedge, and is typically subject to market pricing for those volumes needed over baseload (supply that is easily hedged) and storage volumes.

Generally speaking, the greater the exposure to daily priced gas during the Cold Weather Event, the greater the negative impact on the customer.

LDC prices are often referenced to a natural gas index. Index prices are calculated by industry trade publications. Samples of actual fixed price transactions for various locations are used to develop a weighted average price on a monthly and daily period. The methodology of index prices in general has been the subject of various Federal Energy Regulatory Commission (“FERC”) cases over the years. The latest FERC case to review index pricing practices is Docket No. PL20-3-000, *Actions Regarding the Commission’s Policy on Price Index Formation and Transparency, and Indices Referenced in Natural Gas and Electric Tariffs Liquidity and Transparency*.

In a March 22, 2021, filing in the above FERC docket, the American Public Gas Association (“APGA”), offered “a sampling of indices that affected a number of its members during” the Cold Weather Event. As indicated by the APGA, the data was taken from the publications of S&P Global Platts: *Inside FERC Gas Market Report* and *Gas Daily*.

One of the data tables provided was for Southern Star Central Gas Pipeline, a FERC-regulated interstate pipeline that provides significant capacity and flows to Missouri LDCs, especially on the west side of the state. The data includes “Flow dates”, Price, Number of Deals, and the Volumes associated with the deals used to develop the price. In the table, “FOM” stands for “first of month” price. Prices are in \$/MMBtu.

**Southern Star Data Table**

Flow Date(s)	Price	Volume (000s)	Deals
FOM	\$2.520	83	14
Feb. 12	\$44.780	104	26
Feb. 13-16	\$329.595	50	7
Feb. 17	\$622.785	16	2
Feb. 18	\$44.530	75	13

In the gas industry, it is a common practice to price “baseload” gas purchases (supply that flows evenly every day of the month) using a First of Month or FOM price. As seen in the table above, the FOM price applicable to Southern Star was \$2.520/MMBtu. Prices in the first of the month market (monthly prices) have generally been in a range of \$1.50 to \$3.50 per MMBtu for an extended period of time and have been relatively stable. Even though more volatile, it is rare for the daily market price to exceed \$10.00/MMBtu. The daily index escalation in price shown in the above table for February 12<sup>th</sup> through February 18<sup>th</sup> is, to Staff’s knowledge, without precedent for interstate pipelines serving Missouri (See slide 8 of Spire’s presentation<sup>66</sup> in this case for February 2021 daily natural gas prices).

Of particular concern is the price level for the February 17<sup>th</sup> flow date (Issues regarding liquidity of natural gas indices are part of an ongoing FERC case, Docket No. PL20-3-000). On that day, the published price for gas flowing on Southern Star was \$622.785 per MMBtu. (See the above table, which is an excerpt from pages 5 and 6 of the American Public Gas Association’s Initial Comments in FERC Docket No. PL20-3-000). In the above table, only two deals with a related volume of 16,000 MMBtu were used to establish the daily index price for February 17<sup>th</sup>. It is difficult to understand how so few transactions can set the price of a daily index that detrimentally impacted hundreds of thousands of customers. Spire noted this concern when it described its inquiries into the Southern Star index (Case No. AO-2021-0264, Tr. page 24, line 10, and page 30, line 3.)

*Contributor: David M. Sommerer*

---

<sup>66</sup> Case No. AO-2021-0264. EFIS No. 9. March 23, 2021.

## V. Response of Utilities Subject to Commission Jurisdiction

### A. Investor-Owned Electric Utilities

#### 1. Ameren Missouri

Prior to the winter weather events of February 2021, Ameren Missouri took actions to prepare its electrical generation, transmission, and distribution systems for the forecasted low temperatures. Ameren Missouri experienced gas supply and transportation limitation that limited the ability of natural gas generation to provide energy during the period from February 8 to February 23, 2021. Ameren Missouri contracts for firm transportation to serve up to 77,000 MMBtu/d. Pipeline restrictions such as Operational Flow Orders, Extreme Weather Alerts and Critical Weather Alerts in addition to gas supply availability limited Ameren Missouri's ability to purchase and deliver gas for Combustion Turbine Generators (“CTG”). During peak winter conditions it is routine for Ameren Missouri to experience some natural gas-fired CTG limitations. Of the units that are typically available during cold weather events, the Mississippi River Transmission LLC (“MRT”) supplied units were the only natural gas fired units that Ameren Missouri was unable to source adequate fuel during a portion of the event.<sup>67</sup>

On February 15, 2021, Ameren Missouri issued a natural gas conservation request press release<sup>68</sup> and on February 16, 2021, Ameren Missouri issued an energy conservation request press release.<sup>69</sup> On February 17, 2021, Ameren Missouri issued an electricity and natural gas conservation request press release<sup>70</sup>.

---

<sup>67</sup> Ameren Missouri response to Staff Data Request No. 0021.

<sup>68</sup> <https://ameren.mediaroom.com/2021-02-15-Ameren-Missouri-encourages-natural-gas-conservation-during-extended-cold-period-offers-cold-weather-safety-tips>

<sup>69</sup> <https://ameren.mediaroom.com/2021-02-16-Ameren-Missouri-asks-customers-to-conserve-energy-following-request-from-regional-grid-operator>

<sup>70</sup> <https://ameren.mediaroom.com/2021-02-17-Ameren-Missouri-asks-customers-to-conserve-electricity-and-natural-gas-through-Friday>

**a. Ameren Mechanisms**

Ameren Missouri's current tariff has programs in place in the case of curtailment, with the Missouri Energy Efficiency Investment Act ("MEEIA") Demand Response program and the Emergency Energy Conservation Procedure providing guidance on how to curtail in instances that qualify for those programs/procedures.

The Ameren Missouri Emergency Energy Conservation Procedure states:

The following is an energy usage reduction program to be followed in the event a shortage of fossil fuel occurs or is threatened. Prevailing conditions will be reviewed daily, and appropriate actions under each step will be determined by [Ameren Missouri] as conditions warrant.<sup>71</sup>

When asked if the Emergency Energy Conservation Procedure was used during the Cold Weather Event, Ameren Missouri stated:

The "Emergency Energy Conservation Procedure" was not initiated by [Ameren Missouri] during this cold-weather event. This Emergency Procedure is triggered when a shortage of fossil fuel occurs or is threatened. This procedure was not initiated since [Ameren Missouri] was generally able to source fossil-fuels for the generating units throughout the cold-weather event. There was no coal shortage, or threat of shortage due to adequate on-site inventory, during the cold weather event. During peak winter conditions, it is routine for Ameren Missouri to experience some natural gasfired CTG limitations. Of the units that are typically available during cold weather events, the Mississippi River Transmission LLC supplied units were the only natural-gas fired units that [Ameren Missouri] was unable to source adequate fuel during a portion of the event. [Ameren Missouri] was able to order and receive fuel-oil deliveries to the oil-fired CTGs throughout the cold-weather event.<sup>72</sup>

---

<sup>71</sup> Ameren Tariff Sheet Number 146.

<sup>72</sup> Ameren Missouri response to Staff Data Request No. 0036.

In the general rules and regulation section of Ameren Missouri's tariff, it is stated:

[Ameren Missouri] will make all reasonable efforts to provide the service requested on an adequate and continuous basis, but will not be liable for service interruptions, deficiencies or imperfections which result from conditions which are beyond the reasonable control of [Ameren Missouri].<sup>73</sup>

[Ameren Missouri] shall have the right to disconnect or interrupt service without prior notice for reasons of obstruction; maintenance, health, safety or state of emergency, or in cases where [Ameren Missouri] is directed to interrupt service by a governmental agency or officer. In such cases [Ameren Missouri] will make a reasonable effort to inform customer of the reasons for disconnection or interruption of service.<sup>74</sup>

When asked if load shedding was required during the Cold Weather Event, Ameren Missouri stated "No, load shedding was not required during this period."<sup>75</sup> Similarly, when asked to provide a timeline of all load shedding events during the Cold Weather Event, Ameren Missouri stated "Ameren Missouri performed no load shedding during this period"<sup>76</sup>

In response to a question concerning identification of the interruptible customers that were asked to curtail load during the Cold Weather Event, Ameren Missouri stated "No customers were asked to curtail load during this period."<sup>77</sup>

When asked to provide the emergency action plans that governed the actions taken, Ameren Missouri stated:

During the cold-weather event that occurred from February 8 to February 23, 2021, [Ameren Missouri] took actions to comply with the MISO's Market Capacity Emergency Procedure, SO-P-EOP-00-002 Rev: 9. The MISO initiated the procedure for the North/Central Region, which includes the AMMO service area, on February 16th at 07:30 EST, and terminated the event at 14:00 the same day. In addition to this declared

---

<sup>73</sup> Ameren Tariff Sheet Number 105.

<sup>74</sup> Ameren Missouri Tariff Sheet Number 145.

<sup>75</sup> Ameren Missouri response to Staff Data Request No. 0003.

<sup>76</sup> Ameren Missouri response to Staff Data Request No. 0007.

<sup>77</sup> Ameren Missouri response to Staff Data Request No. 0012.

Emergency event, the MISO also issued a Severe Weather Alert, a Cold Weather Alert, and declared Conservative Operations for Reliability Coordinator Footprint.

[Ameren Missouri] does have plans to address distribution system emergencies, but there was no need to implement these plans and they did not govern the actions taken during the event.<sup>78</sup>

Ameren [Missouri] has a load reduction procedure that is reviewed and revised on an annual basis. This procedure includes items such as general responsibilities, classification of disturbance and response times, restoration of load, controlling actions during load shed, and tasks that are to be coordinated with and among adjacent Transmission Operators, Balancing Authorities, MISO, and SERC<sup>79</sup>. In general, the Transmission Operations Supervisor (“TOS”) will contact the appropriate Distribution Control Office (“DCO”) to request load shedding. Depending on the urgency of the request or specific emergency action required, the type of load may not be a factor, but only the MW value and location in the system. If load reduction is required due to a predicted large area generation deficiency and increasing load, it may be acceptable to select load for reduction throughout the service area. If time is available, public appeals for energy conservation can be implemented. This may allow more selectivity on which customers are included in load shed. When rolling blackouts are necessary, Ameren [Missouri] will attempt to have a circuit de-energized no longer than 2 hours at a time. Each situation where load shed is used to preserve the bulk electric system is unique and load shed is a last resort operator action.<sup>80</sup>

The procedure included in the response appears to govern the interactions between Ameren Missouri and MISO and any balancing authority.

---

<sup>78</sup> Ameren Missouri response to Staff Data Request No. 0029.

<sup>79</sup> Under Federal Energy Regulatory Commission approved delegation agreements with the North American Electric Reliability Corporation, SERC is specifically responsible for the reliability and security of the electric grid across the southeastern and central regions of the United States.

<sup>80</sup> Ameren Missouri response to Staff Data Request No.1.



First, Staff has multiple concerns with the apparent inconsistency or hyper-literalism of these responses.

Second, when there are curtailment situations that are not covered by MEEIA or the Emergency Energy Conservation Procedure, there is no guidance or procedure outlined in the Ameren Missouri tariff. Other Missouri investor-owned electric utilities have Emergency Energy Conservation Procedures that provide guidelines for more situations than just fossil fuel shortages. Staff recommends reviewing those procedures and implementing changes that would provide tariff guidance in situations that are not covered by the MEEIA Demand Response program or the current Emergency Energy Conservation Procedure.

*Contributor: Shawn E. Lange, PE*

## **2. Evergy Missouri Metro and Evergy Missouri West**

During the first week of February 2021, Evergy Metro, Inc. d/b/a Evergy Missouri Metro (“Evergy Missouri Metro”) and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy Missouri West”) (collectively, “Evergy”) became aware of a long-term weather forecast that predicted an extended period of cold weather for its service territory<sup>81</sup>. Starting on February 3, 2021, employees at generating facilities were tasked with verifying cold weather preparedness and reviewing cold weather related procedures with plant operators. These tasks included staging temporary heating, a review of maintenance backlogs for any work that might be needed to ensure freeze protection equipment would work properly, and communicating with dispatch personnel about cold weather generation risks and the possibility of fuel curtailments. At coal-fired power plants, procedures for cold weather fuel handling were also reviewed. During extreme cold weather, moisture present in coal can freeze and disrupt a power plant’s ability to load fresh fuel into its boilers to be burned.

---

<sup>81</sup> Evergy Response to Staff Data Request No. 0026.

Temporary changes in fuel handling techniques can help mitigate those types of issues. Starting on February 6, 2021, Evergy began placing its coal units into “self-commit” status within the SPP Integrated Marketplace. This action was considered to be a standard practice by Evergy and was taken in order to help prevent potential problems associated with starting up or shutting down those units during very cold conditions<sup>82</sup>. By keeping the coal fleet online throughout the event, Evergy sought to maximize its available generation capacity. By February 8, 2021, staffing levels at power plants were adjusted to support increased equipment monitoring. As early as February 11, 2021, some natural gas-fired units began to experience natural gas curtailments and began switching to fuel oil. Other natural gas units without a firm natural gas supply were placed into fuel restriction outages. In the lead-up to the most critical days of the Cold Weather Event, Evergy rerouted coal shipments from units that had adequate fuel reserves to other units that would benefit from the fresh fuel. Some coal fired units began voluntary de-rates during off-peak hours that would allow for the de-icing of cooling towers in order to maximize generating capacity during times of peak demand.<sup>83</sup>

On Friday, February 12, 2021, Evergy made its staff aware that all available generating units should be made ready and that load shedding might be required starting on Monday, February 15, 2021. By February 14, 2021, Evergy had made efforts to identify and exclude from its load shedding plans additional circuits that contained sites that were critical to COVID-19 vaccination efforts.<sup>84</sup> The aim of Evergy’s load shedding plan is to allow necessary amounts of load to be shed from the system while maintaining, to the greatest degree possible, uninterrupted power to essential services. Such essential services include, but are not limited to hospitals, water pumping stations, and emergency services. After receiving direction from SPP to shed a specific amount of load, Evergy consults its load shedding plan that contains a preapproved list of circuits that are located throughout its service territories and are equipped with substation circuit breakers that can be remotely opened and closed. The intent of the load shedding plan is to rotate outages through

---

<sup>82</sup> Evergy Responses to Staff Data Requests Nos. 0033 and 0040.

<sup>83</sup> Evergy Response to Staff Data Request No. 0040.

<sup>84</sup> Evergy Response to Staff Data Request No. 0040.

the list of preapproved circuits in such a manner as to limit the time that individual customers would be affected to a maximum of two hours.<sup>85</sup>

Shortly after noon on February 15, 2021, SPP directed Evergy's Missouri territories to shed 59 MW of load. Approximately one hour later SPP directed load shedding to end. Evergy's remote restoration of customers that had been shed was completed by 1:30pm. At 6:44am on February 16, 2021, SPP called on Evergy's Missouri territories to shed 131 MW of load. Evergy completed this action by 7:09am. Additional load shedding of 131 MW was called for by SPP at 7:20am and this additional load was shed by Evergy by 8:07am. At 9:32 am SPP directed Evergy to restore the load that had been in the first group to be shed and at 10:07am SPP directed Evergy to restore the remaining load. No additional load shedding was ordered by SPP during the event.<sup>86</sup>

While it was restoring the customers that had been part of the load shedding on February 16, 2021, Evergy experienced problems related to "cold load pick-up."<sup>87</sup> When a distribution circuit has been in a prolonged outage, the demand from connected loads will be very high at the moment of reconnection. This is due to the many attached appliances and other equipment all attempting to restart simultaneously. This effect can result in a much higher than normal demand and can overload protective equipment on the distribution system while the circuit is being restored. The effect of the cold load pick-up phenomenon can require manual action to be completed in the field by company personnel and can cause delays in restoration efforts.

**a. Fuel Availability**

During the Cold Weather Event, a number of Evergy power plants used #2 fuel oil as an alternate fuel to supplement or replace primary fuel sources that were either impacted directly by the weather or by market shortages. Greenwood Units 1-4 and Lake Road Units 1-5 used fuel oil due to a restricted natural gas supply on the Southern Star Central Gas Pipeline.<sup>88</sup> LaCygne 2 used fuel oil to supplement its generation while de-rated due to coal conveyor issues.<sup>89</sup>

---

<sup>85</sup> Evergy Response to Staff Data Request No. 0045.

<sup>86</sup> Evergy Response to Staff Data Request No. 0040.

<sup>87</sup> Evergy Response to Staff Data Request No. 0040.

<sup>88</sup> Evergy Response to Staff Data Request No. 0011.

<sup>89</sup> Evergy Response to Staff Data Request No. 0052.

Evergy identified a number of improvement opportunities following the Cold Weather Event. It is considering changes to how wind and fossil fuel generating resources are offered into the marketplace. Evergy has also identified that improvements could be made to internal communications between different groups during the early stages of a forecasted extreme weather event in order to better understand potential fuel and operational issues. Evergy has also identified preliminary findings related to improved communications with community partners and county-level emergency managers during energy emergencies and load shedding events. Due to problems encountered in February, Evergy is also evaluating shortening the targeted duration of load shedding outages to reduce the risk of cold load pick-up issues during customer restoration. On December 1, 2020, Evergy placed a new Energy Management System (“EMS”) in-service. The new EMS included a tool for load shedding and restoration that was in the process of being configured and trained on during the events of February 2021. Lessons learned during the Cold Weather Event will also be used to more fully configure the new EMS system with its load shedding tool for future use. Finally, each of Evergy’s generating facilities has compiled a list of site-specific weather-related issues that it experienced during this event that will be addressed by revising the annual winter preparation plans.<sup>90</sup>

During its review of the information provided by Evergy in response to data requests, Staff identified an area of potential improvement. Evergy Missouri Metro and Evergy Missouri West were found to have differing tariff language concerning emergency energy conservation and curtailment. The current tariff for Evergy Missouri Metro was adopted in March 1978<sup>91</sup> while the parallel language for Evergy Missouri West became effective in April 2004.<sup>92</sup> Even though Evergy has stated it believes that its Emergency Operations Plan is consistent with the “intent” captured in its tariffs,<sup>93</sup> Staff recommends that Evergy harmonize and update these tariff provisions especially given the relative ages of those sections. Evergy has already indicated that

---

<sup>90</sup> Evergy Response to Staff Data Request No. 0039.

<sup>91</sup> Evergy Missouri Metro Tariffs, “Emergency Energy Conservation Plan,” PSC MO No. 2, Sheets 1.59 - 1.63, effective date, March 20, 1978.

<sup>92</sup> Evergy Missouri West Tariffs, “Electric Power and Energy Curtailment Plan,” PSC MO No. 1, Sheets R-55 – R-58, effective date, April 22, 2004.

<sup>93</sup> Evergy Responses to Staff Data Requests Nos. 42, 43, 44, 65, 67, and 68.

it is considering updates to those sections of its tariffs in response to the lessons learned from this event.<sup>94</sup>

*Contributor: Charles T. Poston, PE*

### **3. Liberty-Empire**

Prior to the winter weather events of February 2021, Liberty–Empire took actions to prepare its electrical generation, transmission, and distribution systems for the forecasted low temperatures. Areas served by Liberty-Empire experienced temperatures below freezing for 13 days with a period of single to sub-zero temperatures from February 12 to February 16, 2021. As a result of the Cold Weather Event, SPP instructed Liberty-Empire to shed load once on February 15, 2021 and twice on February 16, 2021.<sup>95</sup>

As a part of its normal operations, Liberty-Empire uses weather forecasting to assist its bidding strategy in the SPP marketplace, for planning fuel supply for its generation fleet, and to monitor weather conditions for its line operations. Liberty-Empire began preparing fuel for this extreme weather event across its operations by securing daily natural gas and procuring the maximum amount of secondary fuel sources individual plants could store. For individual plants which are unable to use a secondary fuel source, Liberty-Empire negotiated adjustments to its firm natural gas deliveries to deliver to its higher efficiency generators.<sup>96</sup>

Liberty-Empire’s tariffs<sup>97</sup> outline its Emergency Energy Conservation Plan (“EECP”). The EECP is comprised of two phases. Phase I calls for the elimination of non-essential company usage, voluntary reduction of usage of various types of facilities, and the interruption of customers who have elected to be on an interruptible rate. In the event the steps implemented in Phase I do not provide an adequate reduction of load, Liberty-Empire will request authorization from State and

---

<sup>94</sup> Evergy Responses to Staff Data Requests Nos. 42, 43, 44, 65, 67, and 68.

<sup>95</sup> Liberty-Empire Public Response to Staff Data Request No. 71.

<sup>96</sup> Liberty-Empire Public Response to Staff Data Request Nos. 82 and 85.

<sup>97</sup> PSC MO No. 5, Section 5, Chapter IV, Sheets 23-23 effective September 16, 2020.

Federal regulatory commissions or other appropriate authority to implement Phase II procedures. Phase II procedures call for the mandatory elimination of usage and may require rotating two-hour service interruption on pre-selected feeders. Liberty-Empire's tariffs exempt certain essential services customers from full compliance with Liberty-Empire's EECP.

Liberty-Empire's Emergency Operations Plan ("EOP") was developed to comply with NERC standards. This plan guides its implementation of curtailment and load shedding events. Curtailment events occur as needed based on system conditions such as, in response to Energy Emergency Alerts, NERC established conditions, and RTO instruction. During a curtailment event, Liberty-Empire will reduce its own load from company facilities and call certain customers for voluntary load reductions prior to making broader public appeals to lower usage across its system. The initial voluntary load reductions are typically industrial customers who have agreed to reduce their load under certain conditions (i.e. interruptible customers).<sup>98</sup>

Load shedding is implemented under emergency conditions. Emergency events which would require load shedding occur when there is inadequate transmission capacity or generation capacity to serve load on the system. These local events would be determined by Liberty-Empire's Transmission Operators but similar events may be declared by the RTO (i.e. EEA Level 3). The RTO prescribes the gross amount of load each member utility is required to shed.<sup>99</sup>

Liberty-Empire has an existing plan in place to implement in the event load shedding would need to occur. Liberty-Empire pre-determines blocks of feeders (circuits) which may be de-energized during its load shedding response. Each block has approximately 50 MW of load available to shed. Liberty-Empire considers both public support functions as well as critical and public support customers when arranging the pre-determined blocks of feeders. Liberty-Empire defines critical customers as including but not limited to: hospitals, nursing homes, water treatment plants, fire stations, police stations, jails, communication hubs, and warming and cooling centers. Liberty-Empire also takes into consideration the geographical area being supplied by the feeders to avoid entire communities being disconnected at the same time. Additionally, Liberty-Empire

---

<sup>98</sup> Liberty-Empire Public Response to Staff Data Request No. 0070.

<sup>99</sup> Liberty-Empire Public Response to Staff Data Request No. 0070.

considers the impact of changes to electrical frequency on its network when designating blocks of feeders for load shedding.<sup>100</sup>

**a. Issues Identified**

At this time, Liberty-Empire is continuing to gather information regarding details of the Cold Weather Event.<sup>101</sup>

Staff recommends Liberty-Empire periodically review its tariffs containing the Emergency Energy Conservation Plan (“EECP”) to ensure it continues to align with its Emergency Operations Plan and applicable internal procedures.

*Contributor: Claire M. Eubanks, PE*

**4. Demand Response (MEEIA)**

**a. Residential and Business Programs**

During the Cold Weather Event, Ameren Missouri, Evergy Missouri Metro, and Evergy Missouri West (collectively “Electric IOUs”) were unable to utilize their MEEIA Residential and Business Demand Response programs. These programs are set up to be used during extreme warm weather to curtail load rather than extreme cold weather.<sup>102</sup> It is also important to remember that the current residential and business demand response programs are specifically designed for summer peaking conditions; therefore, meaningful customer experience, contract, cost, and savings estimations would need to be assessed and tested to accommodate other objectives in cold weather events. The Electric IOU’s tariffs specifically state that their programs can only be utilized from May 1st through September 30th.

---

<sup>100</sup> Liberty-Empire Public Response to Staff Data Request No. 0070.

<sup>101</sup> Empire Public Response to Data Request No. 0088.

<sup>102</sup> AO-2021-0264 Ameren Missouri Response to Staff Data Request No. 0097.

Ameren Missouri, Evergy Missouri Metro, and Evergy Missouri West all confirmed that if they had the capabilities during the Cold Weather Event, they would have reviewed and evaluated demand response as a viable option to curtail load.<sup>103</sup> Having year-round availability of the programs would provide the Electric IOUs an alternate resource to utilize during extreme system conditions. The Electric IOUs are also in agreement that demand response can be a useful tool to help manage system conditions during extreme weather events and are exploring initial options to provide future flexibility in the use of their demand response programs.

Staff is interested in exploring options that may provide the Electric IOUs future flexibility in the use of the demand response programs, but understands that the current demand response programs are designed for summer peaking events and not currently designed for extreme winter conditions.

**b. Market Based Demand Response Program (Evergy Missouri Metro and Evergy Missouri West only)**

Currently there are no customers enrolled in the Evergy Missouri Metro or Evergy Missouri West Market Based Demand Response (“MBDR”) program; therefore, Evergy Missouri Metro and Evergy Missouri West’s MBDR programs were not utilized during the Cold Weather Event. In response to Staff Data Request Nos. 0099 and 0101, Evergy Missouri Metro and Evergy Missouri West stated that customers have had more interest with the retail-based Business Demand Response offering given the level of support provided by the program under the Missouri Energy Efficiency Investment Act (“MEEIA”).

**c. Interruptible Rates (Liberty-Empire only)**

Liberty-Empire has a limited amount of industrial customers signed up for Evergy’s Voluntary Interruptible Rate. The reason for the limited amount of these types of customers is that most large industrials are not equipped to shut down quickly enough without impacting their own systems and/or not willing to do so on an involuntary basis.

---

<sup>103</sup> AO-2021-0264 Evergy Missouri West Response to Staff Data Request No. 0102.



It is not clear whether more participation in the program would have benefitted the extreme winter weather situation due to the large amount of power that SPP was asking Liberty-Empire to curtail.<sup>104</sup>

*Contributor: Jordan T. Hull*

## **B. Local Distribution Companies (Natural Gas)**

Overall, the LDCs in Missouri had hedging plans in place prior to the winter of 2020-2021. These plans generally used a combination of storage, when available, and financial instruments to hedge baseload supplies. Spire West, The Empire District Gas (“Empire Gas”), and Liberty Utilities (Midstates Natural Gas) (“Liberty Midstates”), all issued Operational Flow Orders (“OFO”) to their transportation customers. Operational Flow Orders are issued by a regulated utility to require a specific action to preserve the integrity of the utility’s system. Additionally, per Summit Natural Gas of Missouri’s (“SNGMO” or “Summit”), March 26 written responses to Commission questions in this docket, “SNGMO asked interruptible customers to reduce usage to heat load only but did not fully curtail any customers. Those asked to reduce to heat load complied and SNGMO was able to avoid any curtailments.” Spire East and Ameren Missouri Gas Operations (“Ameren Gas”) sent news releases to local media requesting that customers take steps to reduce demand.

Disputes with regard to Spire West’s OFOs are ongoing (see Case Nos. GC-2021-0315, GC-2021-0316 and GC-2021-0353). There have also been informal inquiries with regard to Summit’s monthly “cash-out” billings. These inquiries primarily related to end-user transportation customer concerns about very high gas bills that resulted from a monthly comparison of receipts of gas versus deliveries of gas for February 2021. Cash-outs refer to the tariff process of reconciling the receipt of gas by the LDC (from the end-user) compared to the end-user’s consumption.

---

<sup>104</sup> AO-2021-0264 Liberty-Empire Response to Staff Data Request No. 0098.

One issue that arose as a result of the Cold Weather Event regarding the gas utility responses and actions includes transportation customer concerns and confusion related to the natural gas marketer part of the bill versus the utility part of the bill. Charges for gas supply that are invoiced by the natural gas marketer are likely the result of a private contract between the natural gas marketer and the transportation customer. These contracts, and the charges invoiced under the contract, are not under the Commission's jurisdiction. Another significant issue impacting sales customers is the extent and timing of increases in their bill that result from the Cold Weather Event. Estimates of these impacts for sales customers are provided under the Customer Impact section, Section VII. C., of this Report.

An additional issue includes how liquid the natural gas index pricing point may be. The liquidity and transparency of the natural gas indices is overseen by FERC since index prices are referenced in interstate pipeline tariffs. As part of the Actual Cost Adjustment ("ACA") reviews, Staff intends to monitor any actions taken by the LDCs in the FERC proceedings/investigations regarding the gas indices. The issues related to Operational Flow Orders including how LDC tariffs and actions encouraged delivery from natural gas marketers during the Cold Weather Event are the subject of complaint cases before the Commission. Disputes with regard to Spire West's OFOs are ongoing (see Case Nos. GC-2021-0315, GC-2021-0316 and GC-2021-0353).

*Contributors: David M. Sommerer, Keenan B. Patterson, PE*

## **VI. Customer Notifications/Impacts by Utilities Subject to Commission Jurisdiction**

### **A. Communication Efforts with Customers, Media and Government Officials**

A coordinated, consistent, and effective communications effort is critical when informing the public of service outages or the threat of service outages. Clear communication is a component of good customer service, which is expected by customers and the general public during service outages, particularly during extreme weather conditions. Staff inquired about each utility's communications procedures regarding outages, and questioned if procedures were in place and

followed during the Cold Weather Event. Staff requested a copy of utility procedures and scripts when communicating outage information to residential and non-residential customers, the media, government officials and critical facilities. The information provided by each utility regarding its recent communication efforts follows.

### **1. Evergy**

Evergy provided Staff its confidential Storm Response Overview and Media Procedures Guide and Evergy Storm Social Media Procedures, which provide procedures for communication to customers and the general public via media relations and social media during storms and storm-related power outages. According to Evergy, these procedures were in place and used as applicable during the Cold Weather Event. Evergy states that the nature of the outages during the Cold Weather Event ordered by the SPP were different from a normal storm so its response was different. Evergy used high levels of interest from media outlets to provide information to customers via news releases, news conferences and interviews, as well as multiple social media posts. Messages were more focused on helping people understand the situation, asking for conservation and setting expectations regarding potential interruptions.<sup>105</sup>

Evergy primarily used Facebook, Twitter and YouTube to communicate outage information to customers during the Cold Weather Event. Evergy's corporate communications department has a social media support team during outage situations like the Cold Weather Event.<sup>106</sup>

During the Cold Weather Event both e-mail and website communications were used to communicate outage updates, outage duration, as well as for asking customers to conserve energy.<sup>107</sup> Evergy provided Staff a copy of website & email communications used during the Cold Weather Event.

---

<sup>105</sup> Evergy Missouri West Response to Staff Data Request No. 0104.

<sup>106</sup> Evergy Missouri West Response to Staff Data Request No. 0108.

<sup>107</sup> Evergy Missouri West Response to Staff Data Request No. 0107.

In its response to Staff Data Request No. 0104, Evergy stated that unplanned outages are communicated to residential customers through Evergy.com (Website) and proactive notifications (Outage Notifications). Outage notifications include messages sent via text, email and Interactive Voice Response (“IVR”). The proactive outage notifications were made available to all Missouri customers with the implementation of its Customer Forward initiative on January 18, 2021.

Detailed information concerning various issues can be found in the Technical Issues section, Section VI. C., of this Report.

The response to Staff Data Request No. 0104 includes information concerning critical facilities. For the recent SPP Energy Emergency Alert, Evergy made proactive, outbound, automated calls to the 183 Medical Program customers in the Evergy Missouri West territory. The automated message informed the customers of the reason for the rolling planned outages and the anticipated duration of each. Two different automated calls were made to Medical Program customers; first on February 15<sup>th</sup> and second on February 16<sup>th</sup>.

Evergy’s Customer Solutions Manager team works with large Commercial and Industrial (“C&I”) customers, which includes local government and critical infrastructure customers (i.e. hospitals, police stations, water/wastewater, COVID-19 vaccine storage locations/labs). Evergy does not have a formal procedure for contacting these customers; however, it used a process where it proactively informs/communicates with these customer contacts using email, phone calls, text messages and outage alerts via Evergy’s web portal for any unplanned and planned outages they experience.

## **2. Liberty-Empire**

In response to Staff Data Request No. 0142, Liberty-Empire advised that it followed its EDE Emergency Operating Procedures manual, which includes a Crisis Communication Plan. Liberty-Empire provided Staff these confidential procedures. This plan was in place in advance of the Cold Weather Event, and Liberty-Empire did consult the Crisis Communication Plan for the

event. For this event, Liberty-Empire communicated to customers throughout the event on social media, website, through media outlets, and through emails to customers.

Liberty-Empire used its Facebook and Twitter accounts to communicate outage information to customers. Liberty's Communications team oversees Liberty's Central Region Facebook and Twitter accounts. Liberty-Empire has a communications employee whose role includes, but is not limited to, social media. The employee posts content and monitors Liberty-Empire's social media pages during working hours. This includes outage communication. The communications team is on a rotating weekly on-call schedule for before and after hours social media posting and monitoring. Liberty-Empire responds to questions or misinformation using its social media pages whenever possible. During a major outage, Liberty-Empire provides updates on social media pages rather than directly responding to all individual questions or comments regarding the outage.<sup>108</sup> Liberty provided Staff a copy of its Social Media Policy.

Liberty does not currently have a technology platform that offers customer outage notifications via text message and/or email. For the Cold Weather Event, Liberty-Empire sent a general email communication to electric customers for whom they had email addresses on file. These were email blasts to all customers, not segmented emails based on specific outages. A copy of the customer communications provided during the event was provided to Staff. On February 14, 2021, the decision was made to initiate a peak advisory (public appeal to conserve energy). An announcement was shared on Liberty's social media pages, sent to local media, and posted on Liberty's website. In addition, Liberty paid to boost the post on Facebook in its electric service territory.<sup>109</sup>

As previously stated, Liberty-Empire provided Staff a copy of Empire's Emergency Operating Procedures manual.<sup>110</sup>

---

<sup>108</sup> Liberty-Empire Response to Staff Data Request No. 0147.

<sup>109</sup> Liberty-Empire Response to Staff Data Request No. 0146.

<sup>110</sup> Liberty-Empire Response to Staff Data Request No. 0143.

Liberty-Empire's responses to data requests submitted by the Commission's Customer Experience Department did not include specifics concerning Liberty's direct communication efforts with government officials and critical care facilities during the Cold Weather Event.

During this Cold Weather Event, Liberty-Empire did not ask gas customers to conserve energy; additionally Liberty-Empire did not curtail any commercial gas customers.<sup>111</sup>

### **3. Liberty Midstates**

Liberty Midstates did not have to ask gas customers to conserve energy or curtail during the Cold Weather Event. Liberty Midstates' Business and Community Development team conducted outreach to key industrial and commercial accounts to alert them regarding the potential for curtailment. This outreach led to some customers voluntarily initiating conservation efforts. The potential timing and duration of any curtailment was unknown so information regarding this was not provided.<sup>112</sup>

Since Liberty Midstates did not have to initiate any emergency or outage communication for gas customers it did not post information specific to its gas customers and the winter weather event on its websites serving Liberty gas customers in its Liberty Midstates service area.<sup>113</sup>

### **4. Ameren Missouri**

Ameren Missouri experienced no major outages due to the Cold Weather Event. If Ameren Missouri had, processes are in place to notify affected customers through multiple channels such as Ameren's Missouri's social media channels on Facebook and Twitter, on Ameren Missouri's website and outage map, through local press releases, text alerts, etc. Ameren Missouri has the capability to pre-notify customers through automated phone calls or text alerts if it knows in advance a planned outage will occur for certain customers. In addition, Ameren Missouri provides

---

<sup>111</sup> Liberty-Empire Response to Staff Data Request No. 0159.

<sup>112</sup> Liberty (Midstates Natural Gas) Response to Staff Data Request No. 0170.

<sup>113</sup> Liberty (Midstates Natural Gas) Response to Staff Data Request No. 0174.

Estimated Safe Restoration Times (“ESRTs”) to its affected customers that provide additional information about the current outage once known.<sup>114</sup>

During the Cold Weather Event, Ameren Missouri issued three press releases and worked with numerous media outlets related to weather and energy conservation across both natural gas and electric customers. Ameren Missouri also shared publicly other safety messages, including dock safety at Lake of the Ozarks in light of the extreme weather event. Safety and energy conservation messages were communicated to the public through social media, news conferences and media interviews.<sup>115</sup>

Ameren Missouri utilized its Facebook and Twitter accounts to proactively communicate safety messages, energy conservation and service reliability messages before, during and after the Cold Weather Event. Ameren Missouri stated that its Corporate Communication and Digital Customer Care teams monitored and responded to social media posts/comments in a timely and efficient manner. In addition, press releases were also made and submitted for public consumption.<sup>116</sup>

Automated outage notifications were sent for customers experiencing outages during this event. The outage notification process was executed as normal and not modified for this event. Ameren Missouri provided Staff scripts for the text outage related notifications for Potential Power Outages (PPO alert), Estimated Safe Restoration Time (“ESRT”), and Restoration alert. A system issue did affect the delivery of the ESRT and Restoration alerts during the Cold Weather Event. The issue is described in the Technical Issues section, Section VI. C., of this Report.<sup>117</sup>

For critical customers (e.g., major hospitals, water facilities), large industrials, and any other critical customers, Ameren Missouri has a team that proactively reaches out to notify them of any potential outages or existing outages to provide feedback. In addition, Ameren Missouri has a Missouri Regulatory team that ensures state and local government officials are kept up-to-date and

---

<sup>114</sup> Ameren Missouri Response to Staff Data Request No. 0129.

<sup>115</sup> Ameren Missouri Response to Staff Data Request No. 0131.

<sup>116</sup> Ameren Missouri Response to Staff Data Request No. 0134.

<sup>117</sup> Ameren Missouri Response to Staff Data Request No. 0133.

aware of large concerns. Ameren Missouri partners with the State Emergency Management Agency (“SEMA”) if any emergency services are needed or simply just to communicate status with current emergency events.<sup>118</sup>

Ameren Missouri did not curtail natural gas customers during the Cold Weather Event; therefore, its Curtailment Plan was not utilized.<sup>119</sup>

## 5. Spire Missouri

In Data Request No. 0181, Staff requested a copy from Spire Missouri of any communication procedures for informing customers and the general public of planned and unplanned curtailments and/or outages. Staff also requested the procedures in place in advance of the Cold Weather Event, and asked Spire Missouri to note if these procedures were utilized for the Cold Weather Event. Staff asked Spire Missouri to provide procedures that were used if the normal procedures were not used. Spire Missouri responded that after a similar weather situation in Spire’s Southeastern service territories in 2018, Spire put together certain recommendations for cold weather communications. Spire has an internal procedure for notifying customers about unplanned outages and is working toward having the process automated for its Missouri utilities.

On February 14, 2021, once Spire Missouri was aware of the unusual weather and supply situation facing transportation customers, the business development, communications, regulatory, and customer experience teams at Spire worked together to proactively send an email and text to key customer contacts for Spire Missouri West transportation customers to notify them of a potential curtailment. Spire Missouri states that because outages are rare events for Spire, and curtailments are even more rare, and due to the scope of the Cold Weather Event, Spire Missouri notified impacted transportation and commercial customers through email, as well as through text and automated phone call (if the customer had provided those data points). Residential customers, notified through email, were made aware of the nature of the situation and asked to conserve energy.

---

<sup>118</sup> Ameren Missouri Response to Staff Data Request No. 0130.

<sup>119</sup> Ameren Missouri Response to Staff Data Request No. 0339.



Spire provided Staff a copy of its confidential social media procedures for responding to a crisis.

Four news releases were issued by Spire to news media across Missouri with the intent of broadly communicating with customers. These releases led to a total of 151 media mentions of Spire the week of February 14, 2021, including 16 interviews with Spire Missouri President Scott Carter and Vice President and General Manager, Steve Mills.<sup>120</sup>

## **6. Summit**

Summit has an Emergency Procedures Plan (“EPP”) that is on file with the Commission, and a Crisis Communications Protocol (“CCP”) that directs internal and external communications procedures for emergencies. These protocols are reviewed and updated annually and include provisions for supply curtailments or loss of supply to customers. Summit followed these protocols during the Cold Weather Event. Summit provided Staff a copy of the EPP and CCP; both documents are deemed confidential. Though Summit did not have to fully curtail any customers, Summit followed this plan during the Cold Weather Event when requiring interruptible customers to reduce usage to heat-load only.<sup>121</sup>

Summit’s CCP outlines how to communicate with customers and stakeholders in the event of an emergency. Additionally, the CCP includes template language for various forms of outreach including press statements and call scripts. During the Cold Weather Event, Summit did not have to curtail any customers. Summit did require interruptible customers in its Rogersville service area to reduce usage to heat-only. In this instance, Summit performed the actions detailed in the CCP and performed additional outreach to Lebanon City Council members, the legislators for the impacted service area, and the Governor’s office.<sup>122</sup>

---

<sup>120</sup> Spire Response to Staff Data Request No. 0183.

<sup>121</sup> Summit Response to Staff Data Request No. 0194.

<sup>122</sup> Summit Response to Staff Data Request No. 0195.

In response to Staff Data Request No. 0196, Summit reports communicating closely with its customers during the weather event using a variety of platforms about the importance of conserving gas usage. Details of Summit's social media and customer outreach messages were provided to Staff. Summit began disseminating conservation messages in response to weather conditions on February 13, 2021, and increased the scope and frequency of communications after being made aware of supply constraints on February 14, 2021. Summit ran sponsored Facebook posts educating customers on how to conserve energy during the cold weather. These sponsored ads ran from February 13 – February 16, 2021. Summit sent out a media release asking customers to conserve energy and publicly disclosing that Summit had begun curtailing some interruptible customers. Simultaneously, Summit also began robocalls to customers conveying the same messages.

Summit utilized its Facebook page with messages posted before, during and after the storm. The Cold Weather Conservation Tips post was boosted (via payment to Facebook) to increase the number of people reached. Summit also had personnel monitoring and responding to social media posts and comments when needed.<sup>123</sup>

Prior to the Cold Weather Event, Summit did not have a customer text message program. In an effort to enhance communications with customers, Summit initiated a text program on February 16, 2021, to encourage customers to conserve their energy usage. Moving forward, Summit will integrate this new text message program into its Crisis Communications Protocol.<sup>124</sup>

## **B. Customer Calls/Informal Commission Complaints**

As of February 19, 2021, the Commission's Consumer Services Department estimates receiving approximately 20 phone calls and five emails with comments from only Evergy and Liberty-Empire customers regarding the outages.

*Contributor: Contessa King*

---

<sup>123</sup> Summit Response to Staff Data Request No. 0199.

<sup>124</sup> Summit Response to Staff Data Request No. 0198.

## **C. Technical Issues**

Staff inquired whether or not the utilities had any technical issues concerning their websites, customer information systems (“CIS”), interactive voice response (“IVR”), and call center/field operations. The following section discusses the responses Staff received.

### **1. Liberty-Empire (Electric)<sup>125</sup>**

Liberty-Empire did not experience any technical issues with its IVR, CIS or call center; however, the outage map located on its website did experience issues. The outage map was down from 8:5 a.m. through 11:30 a.m. on February 16, 2021. The issues started when the server was overloaded with extra traffic and was resolved by moving the outage map web server to another virtual host.

### **2. Ameren Missouri<sup>126</sup>**

Ameren Missouri experienced no reported issues with its IVR, CIS, website, call center operations, or field operations functions.

During the Cold Weather Event, an issue did occur with the automated outbound restoration check alerts. Customers were not receiving the Estimated Restoration Safe Time (“ESRT”) notification updates for the week of February 11th through February 19th. Two of Ameren Missouri’s system connectors were unable to process and send Outage notifications to customers. Ameren Missouri was able to resolve the issue by restarting the API (“Application Programming Interface”). Customers did not receive "stale" ESRTs or Restoration notifications.

---

<sup>125</sup> Liberty-Empire Response to Staff Data Request No. 149.

<sup>126</sup> Ameren Missouri Response to Staff Data Request No. 136.

### **3. Spire, Ameren Gas, Empire Gas, Liberty Midstates and Summit<sup>127</sup>**

These utilities did not experience technical issues with their IVR, customer information systems (“CIS”), websites, and call centers or field operations while responding to the Cold Weather Event.

*Contributor: Scott J. Glasgow*

#### **D. Policies and Procedures**

Most of the utilities have some type of emergency response plan (“ERP”) in place that can be referenced in situations such as the Cold Weather Event. Some utilities experienced load curtailments or load shedding while others did not. When required, most companies referenced their plans and procedures for the proper protocols for customer contact and notifications in load curtailment or shedding situations. These notifications included the use of social media platforms such as Facebook or Twitter, utilization of a notification system based on customer preference and use of email, text, and automated phone calls.

##### **1. Ameren Missouri**

Ameren Missouri (electric) indicated there are processes in place to notify affected customers including critical customers of potential and existing outage situations. Ameren Missouri has a Missouri Key Accounts team that proactively reaches out to notify large industrial customers of potential outages.<sup>128</sup> Ameren Missouri has an ERP in place. Ameren Missouri had conversations with a few of the large industrial customers to make them aware of the potential outages, and proactively reached out to notify them of potential and existing outages.<sup>129</sup> Ameren Missouri’s communications team met during and after the Cold Weather Event to evaluate whether its communication efforts were effective. The team felt actions were efficient and productive<sup>130</sup>.

---

<sup>127</sup> Spire, Ameren Missouri, Liberty-Empire, Liberty (Midstates) and Summit Responses to Staff Data Request Nos. 188, 346, 162, 175 and 201.

<sup>128</sup> Ameren Missouri Response to Staff Data Request Nos. 129 and 130.

<sup>129</sup> Ameren Missouri Response to Staff Data Request No. 141.

<sup>130</sup> Ameren Missouri Response to Staff Data Request No. 137.

## 2. Ameren Gas

Ameren Gas has a communications plan in place but did not utilize it because no customers were curtailed.<sup>131</sup> Ameren Gas does not have a standard curtailment or energy conservation message that is delivered, but indicated it has the capability to develop a customized message which can be delivered to customers via email, phone, and text.<sup>132</sup> Ameren Gas provided its tariff related to curtailments. P.S.C. Mo. No. 2, 2<sup>nd</sup> Revised Sheet No. 69.<sup>133</sup> Ameren Gas stated that its Operations response to cold weather related emergencies is outlined in the Ameren Missouri Operations and Maintenance Plan and Regional Curtailment Plans. Ameren Gas also has a Cold Weather Electric Outage Restoration Plan.<sup>134</sup> Ameren Gas stated it does not have an ERP concerning curtailments/interruptions.<sup>135</sup> A Staff recommendation concerning this point follows. Ameren Gas' communications team met during and after the Cold Weather Event to evaluate whether its communication efforts were effective. The team felt actions were efficient and productive.<sup>136</sup>

### a. Staff Recommendation for Ameren Gas

*1. Staff recommends Ameren Gas evaluate and implement an ERP for curtailments/interruptions in accordance with 20 CSR 4240-40.030(12)C, if not already covered by the other plans.*

---

<sup>131</sup> Ameren Missouri Response to Staff Data Request No. 339.

<sup>132</sup> Ameren Missouri Response to Staff Data Request No. 343.

<sup>133</sup> Ameren Missouri Response to Staff Data Request No. 348.

<sup>134</sup> Ameren Missouri Response to Staff Data Request No. 227.

<sup>135</sup> Ameren Missouri Response to Staff Data Request No. 350.

<sup>136</sup> Ameren Missouri Response to Staff Data Request No. 347.

### **3. Evergy**

Evergy has an ERP for controlled manual load shedding and participates in load shedding drills every eleven weeks. “Lessons learned” activities are on-going and Evergy anticipates enhancements to the ERP will be made as a result of the weather event.<sup>137</sup> Staff did not identify any concerns in which Evergy did not follow its ERP in relation to customer communications.

### **4. Liberty-Empire**

Liberty-Empire (electric) relied on its Emergency Operating Procedures manual, which includes a Crisis Communication Plan, when notifying customers regarding the need for conservation and, then eventually, the need for controlled service interruptions<sup>138</sup>. Based on the information provided by Liberty-Empire in response to the Customer Experience Department data requests, Staff did not identify any concerns in which Liberty-Empire did not follow its Emergency Operating Procedures manual or Crisis Communication Plan.

### **5. Liberty Midstates and Empire Gas**

Both Liberty Midstates and Empire Gas have procedures in place for planned and unplanned outages and/or curtailments.<sup>139</sup> They follow their Emergency Operating Procedures manual and their tariff sheets regarding curtailment. They also have an ERP in place. The ERP is reviewed annually by the Director of Operations and the Compliance managers. It is also reviewed annually with their employees.<sup>140</sup> Because neither Liberty Midstates nor Empire Gas had to curtail energy or ask customers to conserve energy, they have not evaluated the effectiveness of communication or the use of their ERP for this specific event.<sup>141</sup>

---

<sup>137</sup> Evergy Missouri West and Evergy Missouri Metro Responses to Staff Data Request Nos. 114 and 127.

<sup>138</sup> Liberty-Empire Response to Staff Data Request No. 142.

<sup>139</sup> Empire Gas and Liberty (Midstates) Gas Responses to Staff Data Request Nos. 156 and 168.

<sup>140</sup> Empire Gas and Liberty (Midstates) Gas Responses to Staff Data Request Nos. 166 and 179.

<sup>141</sup> Empire Gas and Liberty (Midstates) Gas Responses to Staff Data Request Nos. 163 and 176.

## 6. Spire Missouri

Spire Missouri proactively sent an email and text to key customer contacts for Spire West transportation customers to notify them of a potential curtailment. Spire Missouri's informal procedure is to provide notice to any customer or community that could be impacted by an event through media to its residential customers, commercial and industrial customers, and state and local government officials.<sup>142</sup>

Spire Missouri referenced its Tariff Sheet No. R-17 – Emergency Curtailment Plan and Curtailment Steps in its Rules and Regulations that it follows during situations requiring interruption or curtailment.<sup>143</sup>

Spire Missouri has an enterprise-wide Crisis Management Plan (“CMP”) that enables the organization to respond to major emergency, accident, or incidents. The CMP includes response guides<sup>144</sup>. Crisis Management – Incident Support Team members are trained annually through training and exercises and/or real-life activations.<sup>145</sup> Spire Missouri has not performed a formal evaluation of its performance during the Cold Weather Event but has reviewed its communications and social media engagements to evaluate effectiveness<sup>146</sup>. Staff will further review the results and send follow-up data requests if required.

## 7. Summit

Summit has a Crisis Communication Protocol Manual, an Emergency Procedures Plan (“EPP”) and a Curtailment Plan which were all referenced during the Cold Weather Event. Summit conducts drills using the EPP annually which involve scenario-based response and which span across multiple departments and personnel throughout the company. Summit has also conducted

---

<sup>142</sup> Spire Response to Staff Data Request No. 182.

<sup>143</sup> Spire Response to Staff Data Request No. 190.

<sup>144</sup> Guides were not included in the response and have not been provided to date.

<sup>145</sup> Spire Response to Staff Data Request No. 192.

<sup>146</sup> Spire Response to Staff Data Request No. 189.

an after-action review (“AAR”) following the Cold Weather Event.<sup>147</sup> Staff plans to review the results of Summit’s AAR review and will send follow-up requests if required. Based on the information provided by Summit in response to the Customer Experience Department data requests, Staff has not identified any concerns in which Summit did not follow its EPP, Crisis Communication Protocol Manual or Curtailment Plan.

*Contributors: Tammy Huber and Sarah Fontaine*

### **E. Missouri Call Center Operations**

Customers were given a variety of resources they could contact for additional information or questions regarding their utility service during the time frame of the Cold Weather Event. One of these resources was the Call Center for each of the utilities. Customers are provided with a number to reach the call center if they have service or billing questions, as well as to report outages and safety concerns. Call Centers provide the customer a number of options with which they can obtain information and conduct transactions with the company. When their call is initially answered, Interactive Voice Response (“IVR”) systems offer the customer the ability to select from a variety of options to target the method of resolving their inquiry or conducting a transaction. The IVR also offers the opportunity to connect with a Customer Service Representative (“CSR”) if they wish to speak to someone during normal business hours. Customers are provided with updated information on the anticipated length of time before they will be able to speak with a CSR. In some instances, companies also utilize call deferral technologies that allows the customer to maintain their place in the call queue and select a return call for a later time.

Overall, the utilities were able to respond to the increased call volume experienced during the Cold Weather Event from what they would have experienced in a more typical February time frame. Some utilities experienced technical issues with internet service and messaging services and these issues are discussed in more detail in the Technical Issues section, Section VI. C., of this Report. While customer wait times were longer than would be normal, in Staff’s opinion, under the

---

<sup>147</sup> Summit Response to Staff Data Request No. 0205.



circumstances they did not reach excessive levels given the circumstances. The extended utilization of the IVR to direct customers to a specific option allowed customers to conduct a number of actions with the utility without having to speak to a customer service representative. This assisted in keeping the wait times (also known as Average Speed of Answer or ASA) and the number of abandoned calls (referred to as Abandoned Call Rate or ACR) from becoming much higher than they could have been.

### **1. Evergy Missouri Metro and Evergy Missouri West<sup>148</sup>**

Evergy Missouri Metro and Evergy Missouri West employ specific messaging on their IVR to explain when they are encountering high call volume (“HCVA”) that may cause longer waits for a call center representative to handle their call. On February 15, 2021, the HCVA was on and the Call Center was fully staffed due to the weather event. The one day total on February 16, 2021 was a tremendous increase for a one day total. Staffing was also at the highest level during the Cold Weather Event on February 16, 2021.

Call Center Representatives were provided with copies of external communications to ensure they were current and consistent in what information to provide to the customer. This information included topics such as electric reliability, conservation measures and specific information for medical customers. Representatives were also kept aware of the requirement to initiate controlled outages.

### **2. Ameren Missouri and Ameren Gas (collectively “Ameren”)<sup>149</sup>**

Ameren Customer Care Center (“CCC”) representatives were provided with information on energy savings tips and reports of current outages. Ameren CCC representatives also received information regarding the potential for technical situations with outages which could extend the time to restore service in some circumstances. The IVR system was not modified, as Ameren’s

---

<sup>148</sup> Evergy Missouri West and Evergy Missouri Metro Responses to Staff Data Request Nos. 106 and 119.

<sup>149</sup> Ameren Missouri Response to Staff Data Request Nos. 132 and 342.

system operates on a natural language understanding IVR, which responds directly to what the customer says.

During the time period of the Weather Event, Ameren received 10,290 calls into its IVR on February 16, 2021. In February 2020, Ameren received an average of over 3,700 calls a day or a total of 108,195 calls into its IVR for the entire month. Ameren's CCC representatives were sent 5,999 of these 10,290 IVR calls received on February 16, 2021 to respond to. On that day, Ameren's CCC staffing was at its highest level and the ASA was ten minutes eight seconds for calls answered.

### **3. Liberty-Empire and Empire Gas<sup>150</sup>**

Liberty-Empire Electric Contact Centers Representatives ("CSRs") were provided with information that was also shared with customers via email, Liberty's website and social media outlets. A Peak Advisory Question/Answer document was shared with the CSRs to assist in answering customer questions. The locations of warming stations within the service area were also made available to interested customers.

Liberty Utilities Call Center handled calls from both its electric and gas customers and maintained statistics for each type of service. High call volume led to longer wait times for customers on February 16, 2021, when Liberty received 12,249 calls from electric customers in one day. This level of calls in one day compares to the average daily calls of 1,725 (or total month calls of 50,039) that Liberty-Empire took over the entire month of February 2020. Customers attempting to contact the Contact Center experienced an ASA of two minutes twenty-seven seconds for that day, as compared to the month of February 2020 when the average ASA was twenty-six seconds.

Empire Gas customers are also serviced by the same Contact Center that handles Liberty-Empire customers. The Liberty Contact Center handled a total of 711 calls from gas customers on February 16, 2021. Customer wait time was one minute twenty-eight seconds that day. The prior

---

<sup>150</sup> Liberty-Empire Response to Staff Data Request Nos. 145 and 158.

year does not provide clear comparison metrics as the data from that time frame for gas included Illinois and Iowa calls, in addition to Missouri. Liberty did specify that any gas emergency calls are prioritized over other calls and are answered first. Liberty activated a specific message alerting customers of the high volume and asking customers to please stay on the line. Liberty did have an outage message prepared in the event of rolling blackouts but this was not activated.

#### **4. Liberty Midstates<sup>151</sup>**

Liberty Midstates provided its customers the same information as Liberty-Empire and Empire Gas. Liberty Midstates handled 516 calls on February 16, 2021. Customer wait times or ASA times were consistently under a minute to have their call responded to. Gas customers were not asked to conserve energy or curtail service during the Cold Weather Event.

#### **5. Spire Missouri<sup>152</sup>**

Spire Missouri customers were provided the Customer Call Center number for any questions they had. Spire Missouri developed talking points for communicating with its different customer types and provided these to Call Center Representatives on February 15 and 16, 2021. These talking points included information for Spire Missouri's transport customers regarding curtailment and conservation. Commercial, industrial, as well as, residential customers were provided with information to address their concerns about conservation or curtailment.

Calls received by Spire West during the Cold Weather Event reached 5,751 calls on February 16, 2021. For the entire month of February 2020, Spire West received an average of 4,710 calls a day or 136,614 for the entire month. The Spire West operations was able to maintain a 25 seconds ASA on February 16, 2021.

Calls received by Spire East that same day were 5,785 calls. The method of recording calls for February 2020 does not allow for a comparison of the level with year 2021. Spire West and

---

<sup>151</sup> Liberty (Midstates) Response to Staff Data Request Nos. 171.

<sup>152</sup> Spire Response to Staff Data Request No. 0184.

Spire East Call Centers were both able to keep ASA under a minute throughout the time frame of the Weather Event.

## 6. Summit<sup>153</sup>

Summit took a number of actions to assist customers and provide additional information during the Cold Weather Event. These actions included extending the hours of its Call Center operations and prioritizing customer calls. Normal operating hours were 8:00am-5:00pm Monday-Friday. However, on February 16, 2021, Summit extended its customer service hours at its call center until midnight and then opened at 6:00am the following morning. Customer Service Representative training was increased with talking points provided to address likely concerns of the customers. Summit had a call volume of 160 calls on February 16, 2021 and utilized 21 customer service team members to take these calls. The ASA was 15 seconds on that date. For the month of February 2020, Summit handled an average of 52 calls a day (or 1,519 calls for the entire month) and had an average ASA of 15 seconds for the month.

Overall, it is Staff's opinion the utilities performed well in attempting to respond to the customers' need to connect with their call centers during the Cold Weather Event. Daily volumes of calls sometimes reached levels much higher than recently experienced. Companies attempted to maximize their staffing at Call Centers and enhanced the usage of their IVR to provide customers timely information.

*Contributor: Deborah Ann Bernsen*

---

<sup>153</sup> Summit Response to Staff Data Request No. 0197.

## **VII. Mechanisms That Could Potentially be Used to Address Impacts on Customers Served by Utilities Under Commission Jurisdiction**

### **A. Accounting Authority Orders**

Accounting authority orders (“AAOs”) are directives from the Commission ordering utilities to account for their financial results in a way that differs from the prescribed Uniform System of Accounts that normally govern the utilities’ regulatory accounting for revenues, expenses and capital costs in this jurisdiction. AAOs are almost always used in Missouri to authorize utilities to book extraordinary costs in a certain manner. Extraordinary costs results from events that are unusual, unique or non-recurring, and accordingly are not considered in setting utility rates in most circumstances. Extreme weather events are a common type of extraordinary event.

AAOs are typically used to authorize utilities to “defer” extraordinary expenses on their books and records. Deferral treatment allows the utility to record the extraordinary costs as an asset instead of recording the amounts as a period expense, which in turns preserves the costs on the balance sheet so that the utility may seek rate recovery of the costs in subsequent rate cases. However, in AAOs the Commission has a long-standing practice of making no ratemaking findings, with any decisions regarding whether to allow deferred extraordinary costs to be included in rates reserved for later general rate proceedings.

AAOs are one possible way to handle the accounting and ratemaking treatment of the extraordinary costs associated with the Cold Weather Event. If this path is taken, the weather event impact of the electric utilities’ fuel and purchased power expense would be removed from the operation of the Fuel Adjustment Clause (“FAC”), and the weather event impact of gas utilities’ purchased gas expense would be removed from operation of the Purchased Gas Adjustment/Actual Cost Adjustment (“PGA/ACA”) mechanism, with both sets of costs instead recorded on the utilities’ balance sheets as deferred costs. Then, in its next general rate case, the electric or gas utility would be able to seek inclusion in rates of the deferred extraordinary weather event costs, presumably through a multi-year amortization to expense. This would allow the utility and the Commission a ready means to “spread out” rate recovery of the weather event cost spike over a longer period of

time to ease rate impacts on customers than if the costs were flowed through the FAC or PGA/ACA in the normal manner.

If deferral treatment is to be sought by utilities, generally they must to file an AAO application with the Commission. However, if the utility has a general rate case pending, the Commission can order deferral treatment of particular costs in the context of those proceedings. In either case, the utility will be expected to demonstrate that the costs in question are truly extraordinary in nature and that the extraordinary costs have been accurately quantified.

*Contributor: Mark L. Oligschlaeger*

## **B. Investor-Owned Electric Customers – The Fuel Adjustment Clause**

A Fuel Adjustment Clause allows costs to be passed through a rider mechanism that reflect differences between actual fuel and purchased power costs and the net base energy costs. The costs eligible for the actual variable fuel and purchased power costs will be the company's allocated jurisdictional costs for the fuel component of the company's generating units, purchased power energy charges including applicable Southwest Power Pool ("SPP") or Midcontinent Independent System Operator ("MISO") charges, emission allowance costs and amortizations, cost of transmission of electricity by others associated with purchased power and off-system sales. The net base energy cost is ordered by the Commission in the most recent general rate case consistent with the normalized value of the costs and revenues used to determine the fuel and purchased power adjustment from the revenue requirement in the company's most recent general rate case.

An Accumulation Period ("AP") is the calendar months during which the actual costs and revenues are accumulated for the purposes of the Fuel Adjustment Rate ("FAR"). A Recovery Period ("RP") is the billing calendar months during which the FAR is applied to retail customer usage on a per kWh basis, as adjusted for service voltage. The FAR for each accumulation period is the amount that is returned to or collected from customers as part of a decrease or an increase of the FAC Fuel and Purchased Power Adjustment ("FPA") per kWh rate. Each company has its own set of

accumulation periods and recovery periods, and each company will make a FAR filing no later than 60 days prior to the first day of its applicable recovery period.

Per the respective FAC tariff, February 2021 would be included in the AP and RP as follows:

#### Ameren Missouri

- AP 37 is from February 2021 through May 2021
- The effective date for AP 37 to be in rates will be October 1, 2021
- The RP for AP37 will be from October 1, 2021 through May 31, 2022
- The True-up<sup>154</sup> for AP37 will be filed in conjunction with AP40, and that RP will be from October 2022 through May 2023

#### Liberty-Empire<sup>155</sup>

- AP 25 is from September 2020 through February 2021
- The effective date for AP 25 to be in rates will be June 1, 2021
- The RP for AP 25 will be from June 1, 2021 through November 30, 2021
- The True-up<sup>156</sup> for AP25 will be filed in conjunction with AP27, and that RP will be from June 2022 through November 2022

#### Evergy Missouri West<sup>157</sup>

- AP 28 is from December 2020 through May 2021
- The effective date for AP 28 to be in rates will be September 1, 2021

---

<sup>154</sup> Ameren Missouri stated in response to Staff Data Request No. 0358 that it anticipates MISO settlements to continue through the S105 settlement date, which will be through June 2021. S105 stands for 105 days after the end of the period covered by the settlement statement.

<sup>155</sup> Liberty-Empire filed in Case No. ER-2021-0332 a request to remove “extraordinary” costs from the FAC FAR filing and defer those costs until the next general rate case.

<sup>156</sup> In response to Staff Data Request No. 0361, Liberty-Empire anticipates S120 settlements and potentially additional costs extending into some point in the future but is unclear at this time how far out to expect those costs. S120 stands for 120 days after the end of the period covered by the settlement statement.

<sup>157</sup> Both Evergy Missouri West and Evergy Missouri Metro filed a 60-day Notice of Intended Case Filing in Case No. EU-2021-0283 on March 9, 2021 stating the intent to file an application seeking an Accounting Authority Order (“AAO”) from the Commission authorizing Evergy to track and

- The RP for AP 28 will be from September 1, 2021 through August 31, 2022
- The True-up<sup>158</sup> for AP28 will be filed in conjunction with AP31, and that RP will be from March 2023 through February 2024

#### Evergy Missouri Metro

- AP 12 is from January 2021 through June 2021
- The effective date for AP 12 to be in rates will be October 1, 2021
- The RP for AP 12 will be from October 1, 2021 through September 2022
- The True-up for AP12 will be filed in conjunction with AP15, and that RP will be from April 2023 through March 2024

*Contributors: Brad J. Fortson and Brooke Mastrogiannis*

### **C. Local Distribution Company Customers**

The following impacts were provided in the LDC presentations or in the case of Summit, the written responses to Commission questions provided on March 26, 2021.

#### **1. Spire West**

Spire West spent more on gas in February 2021 than it did in the whole year of 2020. Spire anticipates a Spire West PGA increase of \$0.18/Ccf with a total bill impact of 15 to 25 percent. This assumes no multi-year amortization of the under-recovery. It is based on an annual impact.

---

defer for future recovery in a regulatory asset extraordinary costs related to the 2021 winter weather event.

<sup>158</sup> Both Evergy Missouri West and Evergy Missouri Metro responded to Staff Data Request Nos. 0359 and 0360 stating that “Evergy expects to receive resettlements from SPP 53 days and 120 days after the impacted operating day per the SPP tariff. Additionally, SPP has received a waiver from FERC to allow for extra time during this period to review costs and include adjustments on the S120 settlement statement. Disputes granted by SPP after the S120 will continue to be resettled on an ad hoc schedule. The impacts of the cold weather event on accumulation periods, recovery periods, and true-up filings are still being evaluated.”



## **2. Spire East**

Spire East spent about 40% of its 2020 calendar year gas costs in February 2021. Spire anticipates a Spire East PGA increase of \$0.12/therm with a total bill impact of 10 to 15 percent. This assumes no multi-year amortization of the under-recovery. It is based on an annual impact.

## **3. Ameren Gas**

Ameren Gas's purchased gas costs for February 2021 were approximately \$60.6 million. Its purchased gas costs for calendar year 2020 were approximately \$31 million.

Ameren Gas's current residential PGA ("RPGA") is 44.86 cents/Ccf. Ameren Gas anticipates its RPGA will rise to 50.58 cents/Ccf. Its current residential ACA is -7.23 cents/Ccf, which Ameren Gas projects will increase to 45.86 cents/Ccf. These numbers do not assume special rate treatment or multi-year amortization.

## **4. Liberty Midstates**

The gas supply cost of Liberty Midstates was \$9.7 million in February 2021. It typically spends \$2.2 million on gas supply in February, so its February 2021 costs were more than four times what is normal. Liberty Midstate's typical annual gas cost is \$21.8 million, so in the single month of February 2021, its gas cost were 44 percent of what it would expect to spend in a whole year. According to Liberty Midstates, the firm PGA would increase by approximately \$0.07/Ccf on an annual basis, assuming no special rate treatment. Liberty Midstates has four (4) separate PGA services areas, West Missouri, Southeast Missouri, Northeast Missouri, and Kirksville. The PGA increase of \$0.07/Ccf reported above is a system wide estimate and would vary by PGA service area.

**5. Empire Gas**

Empire Gas’s February 2021 gas supply costs were \$35.5 million, more than 20 times its typical February gas costs of \$1.7 million. In the single month, Empire Gas’ gas costs were more than twice its typical annual gas costs of \$15.4 million. According to Empire Gas, the firm PGA would increase by approximately \$0.90/Ccf on an annual basis, assuming no special rate treatment. The \$0.90/Ccf increase reported above is a system wide estimate and would vary by PGA service area.

**6. Summit Natural Gas**

Summit presented gas costs for each of its PGA service areas, which are presented in the following table. In each area, February 2021 gas costs exceeded gas cost for all of 2020, ranging from twice as much to almost six times as much. Summit, like several of the other gas utilities, has suggested it may request to recover these gas costs over multiple years in order to reduce customer impacts:

	<u>Gallatin</u>	Warsaw/ <u>Lake</u>	Rogersville/ <u>Branson</u>
Total 2020 Gas Costs	\$ 516,625	\$ 1,443,069	\$ 4,924,984
Feb 2021 Gas Costs	\$ 1,086,261	\$ 8,539,062	\$ 24,710,377
Dollar Difference	\$ 569,636	\$ 7,095,994	\$ 19,785,393
Percent Difference	210%	592%	502%
Estimated Annual Customer Impact	\$338.85	\$635.73	\$936.06

**7. Marketer Comments**

Staff notes that comments regarding the Cold Weather Event were received from Oklahoma Energy Source, Clearwater Enterprises, Symmetry Energy Solutions, and Constellation NewEnergy. A reply to Symmetry and Constellation’s comments was provided by Spire Missouri. Since ongoing complaint cases exist for Clearwater, Symmetry, and Constellation, Staff views those cases as providing a platform for further investigation and discussion of the concerns

expressed in the marketer comments. With regard to Oklahoma Energy Source, a broad spectrum of structural recommendations, prudence concerns, and tariff issues were raised in its comments. In fact, given the breadth and depth of those comments, and some structural issues raised in the other marketer comments (and Spire Missouri's response), Staff recommends a separate proceeding to address, in detail, the broad issues of transportation service, curtailment provisions, operational flow order provisions, cash-out provisions, nomination systems, pooling processes, interruption criteria, marketer agency agreements, marketer qualification, and other transportation issues that may require updating given the experiences of the Cold Weather Event.

*Contributors: David M. Sommerer and Keenan B. Patterson, PE*

#### **D. Local Distribution Companies - Purchased Gas Adjustment/Actual Cost Adjustment**

Summary of how Missouri Purchased Gas Adjustment ("PGA") tariffs operate in the context of the Cold Weather Event.

All Missouri PSC regulated natural gas companies have a PGA "clause" contained within their tariffs. Generally, these PGA tariffs operate in the same fashion for each utility with slight differences with regard to time of annual filings, and Actual Cost Adjustment ("ACA") periods.

Each Local Distribution Company ("LDC") is required to make one mandatory PGA/ACA filing per year. The filing dates are generally between mid-October and mid-November each year. The PGA part of the filing calculates an estimate of natural gas supply, transportation, and storage costs for the upcoming winter. The estimates typically include storage withdrawal volumes and costs, FERC regulated interstate pipeline capacity costs, and gas supply costs. Also included in the estimate of gas costs is any hedging cost related to some portion of the anticipated purchase of gas supplies.

At the same time as the mandatory fall PGA estimate, an ACA reconciliation is calculated that compares 12 months of actual gas costs to the PGA revenues billed to the customer for a fixed timeframe. That timeframe, known as the ACA period, is generally for the 12 month period ending in August or September.

In addition to the mandatory fall PGA/ACA filing, the LDCs have “optional” PGA filings available that allow for updates to the PGA estimate. The ACA rate however does not change between the mandatory annual filings.

For example, an LDC could consider updating its PGA rate in the spring, to reflect more current estimates of gas costs going forward. It could not adjust to reflect corrections to past time period estimates.

It should be noted that some LDCs do have a limited ability to adjust gas rates for under or over recoveries of actual gas costs between ACA filings with a separate factor, but only up to 50 cents per MMBtu, a fairly limited correction factor. This is not an adjustment to ACA rates but a separate factor that has the effect of reducing or increasing the overall rate billed to the customer for gas costs. Based upon a review of Missouri LDC tariffs, the following LDCs have this type of “Filing Adjustment Factor” (“FAF”): Spire East, Spire West, Ameren (Gas), Liberty Midstates. Empire District Gas and Summit Natural Gas do not have this tariff provision.

Therefore, if an LDC had an extensive under-recovery of gas costs for any reason, it would likely show up in the fall mandatory PGA/ACA filing as a large under-recovery of the ACA balance, resulting in a very high ACA factor to be added to the separate estimate of current gas costs (the PGA rate).

It is important to note the PGA tariffs require the under-recovered balance from the ACA gas costs to gas revenues comparison to be collected in the subsequent 12-month period starting with the effective date of the mandatory fall PGA filing; i.e., any under-recovery is not “spread out” in rates longer than one year per the tariffs.

Any recognition in rates of that potentially large under-recovery of actual gas costs would be seen with the new ACA rates going into effect around November or early December with Commission approval of the PGA and ACA rates on an interim, subject to refund, basis. The rates are approved on an interim basis since a prudence and compliance review is performed in the calendar year following the fall mandatory filing.

*Contributor: David M. Sommerer*

Attachments:

Appendix A - Appendix of Acronyms and Key Terms

Appendix B - NEWS. Update for Missouri American Water Staff. Appendix B.

## APPENDIX OF ACRONYMS AND KEY TERMS

ACA - Actual Cost Adjustment: compares 12 months of actual gas costs to the PGA revenues billed to the customer for a fixed timeframe.

AMMO – Ameren Missouri

ANR – ANR Pipeline Company

APGA – American Public Gas Association

BA – Balancing Authority: the entity responsible to plan in advance how generation and the consumption of electric energy will be balanced and kept in balance in real time in a specified geographical area. This entity issues instructions to increase or decrease generation to meet changes in the demand for electricity in real time and for ensuring the instantaneous equality of electricity generated, consumed, exported from and imported into a geographical area is maintained.

BTMG - Behind the Meter Generation

Citygate - A point or measuring station at which a distributing gas utility receives gas from a natural gas pipeline company or transmission system

CTG – Combustion Turbine Generators

BES - Bulk Electric System: all transmission equipment operated at 100,000 volts or higher, generators connected to the transmission system, and specifically excludes local distribution facilities.

Ccf – 100 cubic feet

CBA - Consolidated Balancing Authority: an entity performing the duties of multiple, combined Balancing Authorities in the combined areas in which those BAs operated.

DAS – Division of Analytics and Surveillance

Derated - a physical state in which a generator's ability to produce electricity is temporarily or permanently reduced from its design capacity due to a mechanical fault or limitation or an external event (such as fuel limitations).

DR – Demand Response

DSP – Daily Scheduling Penalties

Dth – Dekatherm: a measurement of heat content equal to ten therms, which is equivalent to 1 MMBtu. This measurement is required by FERC for interstate pipeline transportation contracts. A Dth is approximately equal to a Mcf when adjusted for temperature and atmospheric pressure.

EBB – Electronic Bulletin Board

EEA - Energy Emergency Alert rating system. Under this system: EEA1 status means the RTO suggests utilities issue public alerts; EEA2 status means the RTO requires the utilities to provide public awareness encouraging customers to conserve; and, EEA3 status means the RTO may require potential interruptions or load shedding.

EECP – Emergency Energy Conservation Plan (Empire)

Energy Market - a commodity market that handles the buying and selling of electricity and electricity related services. This can be a real time market or a market that sets the wholesale price of that commodity a day or more in advance.

Electric IOUs – Ameren Missouri, Empire, Evergy Missouri Metro and Evergy Missouri West, collectively

EDG – The Empire District Gas Company d/b/a Liberty

EIA- U.S. Energy Information Administration

EOP – Emergency Operations Plan: a plan or set of plans that specifically lays out the steps and procedures to be performed by RTOs, utilities and other entities subject to the jurisdiction of the NERC when adverse or emergency circumstances arise that threaten the electric reliability of a region or the BES.

ERCOT – Electric Reliability Council of Texas

ERP – Emergency Response Plan

FAC – Fuel Adjustment Clause allows costs to be passed through a rider mechanism that reflect differences between actual fuel and purchased power costs and the net base energy costs.

FERC – Federal Energy Regulatory Commission

Firm Load - load with firm transmission service, which has paid to have priority access to generators and other resources on the BES.

FTS - Firm Transportation Service: a firm transportation contract service shipper reserves space, called capacity, on the pipeline for a quantity of gas to be transported across the interstate pipeline and delivered each and every day of the contract period.

FOM – First of Month: a common practice to price “baseload” gas purchases (supply that flows evenly every day of the month)

Gas Marketer - an entity that arranges purchases and sales of natural gas. Unlike pipeline companies or local distribution companies, a gas marketer does not own physical assets commonly used in the supply of natural gas, such as pipelines or storage fields.

ITS - Interruptible Transportation Service: a natural gas arrangement under which, in return for lower rates, the customer must either reduce energy demand on short notice or allow the interstate pipeline to temporarily cut off the natural gas supply to maintain service for higher priority users. This interruption or reduction in demand typically occurs during periods of high demand for the energy (winter for natural gas).

IVR – Interactive Voice Response

LBA – Local Balancing Authority: an entity charged with the duties of a BA in a specific area. These LBAs may be independent or members of a Regional Transmission Organization.

LDC - Local Distribution Company

Liberty – Empire – The Empire District Electric Company d/b/a Liberty

LMP - Locational Marginal Price: the wholesale price of electricity at a single point on the BES.

LMR - Load Modifying Resource

Load - the consumption or use of electric energy such as a lamp producing light. This term includes use of energy by residential, commercial, and industrial customers.

Load Pocket - a geographic area with limited electric connections (because of limited transmission lines) to the remainder of the BES. This area depends on generators within the load pocket to deliver electricity to consumers.

Load Shed - the deliberate shutdown of electric power to certain portions of the BES.

LSE - Load Serving Entity

Mcf – is a thousand cubic feet. It is a volumetric measurement used for the sale of natural gas. Missouri natural gas LDCs bill customers based on ccf, which is one hundred cubic feet. Therefore, a Mcf is equal to 10 ccf. A Mcf is approximately equal to a Dth when adjusted for temperature and atmospheric pressure.

MEEIA – Missouri Energy Efficiency Investment Act

MISO – Midcontinent Independent System Operator



MP - Market Participant: can be a buyer or seller of electricity or certain utility level Bulk Electrical Services within an administered energy market run by an RTO or other similar entity; or (b) a financial entity that takes financial positions on an RTO's energy market

MRT – Mississippi River Transmission

NERC – North American Electric Reliability Corporation: is the Electric Reliability Organization (ERO) for North America, subject to oversight by the FERC and governmental authorities in Canada. NERC's jurisdiction includes users, owners, and operators of the bulk energy system, which serves nearly 400 million people.

NERC EEA – NERC Energy Emergency Alert: is part of the NERC Emergency Operating plan which requires jurisdictional entities to prepare Emergency Operating Plans of their own that provide for specific actions under specific, identified circumstances within their jurisdictional areas.

NGPL – Natural Gas Pipeline Company of America

Nomination - is a formal request to transport natural gas on a pipeline. Shippers, or marketers on their behalf are required to schedule the transportation of natural gas through a day-ahead nomination process with the interstate pipeline.

NYMEX - New York Mercantile Exchange: is a commodity futures exchange that includes a natural gas trading platform based on the index price of natural gas at the Henry Hub in Louisiana.

OATT - Open Access Transmission Tariff: a legal document filed by a RTO, transmission facilities owner and services provider or other jurisdictional entities containing all rates, terms and conditions under which the relevant entity provides transmission services

OFO – Operational Flow Order: is an interstate pipeline tariff provision that allows penalties to be assessed to shippers for not complying with contractual and tariff requirements. OFOs would be issued as critical notices on a pipeline and cover a specific period of time. Pipelines also notify the end time of the OFO.

OGT – Ozark Gas Transmission

Panhandle – Panhandle Eastern Pipeline Company

PGA – Purchased Gas Adjustment: calculates an estimate of natural gas supply, transportation, and storage costs for the upcoming winter.

PPA – Purchased Power Agreements

RDT - Regional Directional Transfer

Reserve Margin - a requirement mandating the quantity of additional energy generating resources that must be maintained as back-up by load servings to ensure the BES is able to reliably provide power to load.

REX – Rocky Express Pipeline

RTO – Regional Transmission Organization: the “air traffic controller” of the electric grid within its jurisdiction, which controls, monitors, and coordinates the BES. RTOs in Missouri are the MISO and Southwest Power Pool. RTOs also administer the wholesale energy and capacity markets through which utilities buy, sell and deliver other utility level services to each other.

Shippers - interstate pipeline customers that hold tariffed service contracts for the delivery of natural gas.

Sink – the delivery point of electrical energy to load.

Source – the portion of the BES where electricity is generated.

SPP – Southwest Power Pool

SPP MMU – Southwest Power Pool Market Monitoring Unit: the SPP internal entity required by FERC to monitor the SPP markets to ensure they remain competitive and that no MP employs Market Power.

Southern Star – Southern Star Central Gas Pipeline Company

TETCO – Texas Eastern Transmission

TIGT – Tallgrass Interstate Gas Transmission

TLR - Transmission Loading Relief: a NERC procedure to reduce energy flows over an overloaded or near-overloaded facility on the BES.

UOS – Extreme Condition Unauthorized Overrun Service

VOLL - Value of Lost Load: the maximum, estimated wholesale price that a Load Serving Entity (LSE) receiving electricity with firm contracts would be willing to pay to avoid a disruption in their electricity service.

Wheeling - transportation of electric energy from or within an electrical grid to an electrical load outside that grid’s boundaries. For example, electricity can be wheeled from one RTO to another across a third.



## Water service keeps flowing to Missouri's Capital despite 60-mile ice jam on the Missouri River

Earlier this year, Missouri experienced an extended period of unseasonably cold temperatures from Feb. 6 to 19, when temperatures averaged more than 20 degrees below normal. It was reportedly the coldest two-week period to impact Missouri in over 30 years.



Many water systems with river intakes, like Missouri American's Jefferson City system, know the dangers of ice jams, as they form and as they clear. On Wednesday, Feb. 17, an ice jam formed on the Missouri River in the bend approximately one mile upstream of the Jefferson City raw water intake. The ice quickly built up behind the jam, extending an estimated 15 miles upstream.

At the same time, the river level below the ice jam dropped from four feet to -0.3 feet in a matter of a few hours. Downstream of the ice jam, the flow dropped by more than 50 percent from about 37,000 cfs (cubic feet per second) to about 17,000 cfs. The next day, Feb. 18, the Corps of Engineers flew along the Missouri River to investigate. They found the ice back up extended more than 60 miles upstream. Downstream, the river level continued to drop; the lowest recorded level on the gauge at the Missouri River Bridge during the ice jam was -0.5 feet (or one-half foot below zero) on Friday, Feb. 19.

The Missouri American Water Jefferson City system kept their customers in water service despite this unprecedented event, in large part due to their prior capital investments and the excellent work of the team. A new intake facility built in 2011 replaced a 1960s vintage facility that was vulnerable to low river levels. The new intake eliminates the need for extreme mitigation actions.

"Without this proactive approach, we would have had to rely upon our emergency interconnects with adjacent water districts and possibly been vulnerable to additional concerns for sustainable service," said Operations Manager **Brent Haas**.

The need to relocate and reconfigure the 1960s intake was identified in a 2007 Comprehensive Planning Study (CPS). The intake system as it exists today is about 30 feet deeper and extends 80 feet farther into the river than the replaced 1960s system. The intake is constructed on the bottom of the main channel of the river to safeguard against low river levels impacting the supply of water.

The Jefferson City Operations team monitored the situation closely around the clock, and for a couple days during the low water event, they experienced needle ice formation on the minimally submerged intakes between the hours of 1 – 4:00 am. However, this situation was managed by alternating use of one riser then the other for about 30 minutes at a time, allowing each side to clear, as well as morning sun helping to melt

the ice away. A camera was installed on the low lift pump station at the river's edge, providing additional remote monitoring capabilities of river ice conditions and the intake facility.

On Monday, Feb. 22, the ice jam broke loose, resulting in the river level jumping up approximately seven feet in just 15 – 20 minutes. Fortunately, the ice easily flowed down river and it was uneventful for the integrity of our facilities, operation of the system, and service to our customers.

“From the 2007 CPS, to the 2011 capital improvement project, to the Operations team’s close monitoring of the situation, our collective ability to identify problems and provide solutions enhances our resiliency level,” said Engineering Manager **Jennifer Birger**.