



### Update: February 20, 2021 | The Operational Flow Order is terminated as of 9 a.m. central time

### Update: February 18, 2021 | The temporary emergency curtailment period for Spire's transportation customers in Southwest Missouri has been lifted

The Operational Flow Order is still in place, so Spire transportation customers should check with their marketer to confirm delivery.

### Update: February 17, 2021 | Thanks to the communitywide effort, systems are beginning to improve - and we were able to begin lifting the emergency curtailment for many of our business customers

While natural gas supply for the region is holding strong today, Spire still asks all customers in Southwest Missouri - including all business customers - to be mindful of conserving energy.

"We are in a good position at the moment, but it's important we stay that way," said Scott Carter, Spire Missouri president. "Natural gas continues to be a reliable energy source for Missouri and our operations teams have been working around the clock to keep people safe."

Carter says that through the collaboration with communities, stress across the supply system is beginning to improve.

"We thank the community for coming together to help during this time. We wouldn't be where we are without everyone teaming together," said Carter. "As we work through these extreme weather conditions, we're still asking Southwest Missouri to continue working together and conserving as much energy as possible."

With the weather conditions creating a combination of supply issues and high demand, natural gas prices in the region have increased.

"How this will specifically impact customer bills is something we can't quantify at this time," said Carter. "We want customers to know we are looking out for them and that by taking a few simple steps, they can lower their energy consumption - and help lessen the impact on their bills."

To prevent system outages and keep bills low during these frigid weather conditions, Spire suggests customers to conserve energy where possible:

- Turn thermostats down a few degrees
- Limit use of natural gas fireplaces
- During the day, open curtains on south-facing windows to let sunlight heat the home. Close curtains at night to reduce potential incoming cold from any drafty windows
- If windows feel drafty, install insulating drapes, shades or weather sealing tape to prevent cold air from seeping in
- Seal areas around the home where air could come in. These leaky areas often can be found around pipes that connect to the outside, unfinished spaces behind cupboards, recessed lights in insulated ceilings, and closets.

Update: February 16, 2021 | Spire issues emergency curtailment, or reduction in service, plan for [all Southwest Missouri commercial and industrial customers](#)

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.**

Update: February 15, 2021 | Southwest Missouri customers immediately asked to reduce natural gas usage

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