1. **Please describe the alternatives discussed by company management to collect past due accounts receivable without unduly burdening vulnerable customers when discontinuances of service are resumed. For each alternative, please describe the associated advantages and disadvantages. Please describe how alternatives to collect past due accounts receivable will be communicated to customers.**

Spire requested approval from the PSC to discontinue the disconnect process from mid-March through June. Alternatives include additional payment arrangement options, an extra touch point call to commercial accounts that are delinquent, Dollar Help assistance for small business customers, revision to Spire’s Low-Income Affordability program to assist residential customers impacted by the coronavirus through loss of wages.

**Payment Arrangements:** Spire plans to continue to work one-on-one with its customers by offering additional payment arrangements for its customers. See DR 05.

Advantages: Further assist those customers impacted by the pandemic.

Disadvantages:An increase in arrears that may eventually be written off.

**Outbound Commercial Calls:** Before resuming the disconnection process, our Connect Center is making additional commercial outbound calls on high balance accounts. We are making sure they received their bill, requesting payment, but also reminding them of what small business assistance is available.

Advantages: Proactive outreach to commercial customers.

Disadvantages: No real disadvantage discussed.

**DollarHelp Assistance:** Spire committed $500,000 in matching gifts through our [DollarHelp](file:///C%3A%5CUsers%5C42201%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CC8XJLMLI%5CSpireenergy.com%5Cdollarhelp) program to help small business customers and our most vulnerable customers. Spire will offer $200 in assistance to active small business customers who qualify. We continue to use social media and our automated telephone system to encourage customers to donate to DollarHelp so we can assist as many customers as possible. We have also established a new page on our website dedicated to helping our customers learn more about our relief efforts, SpireEnergy.com/relief.

Advantages: Assisting small businesses and also Spire’s most vulnerable customers through the normal DollarHelp guidelines.

 Disadvantages: None.

**Low-Income Affordability Program:** The Missouri Public Service Commission approved our request to use funds from our existing Low-Income Affordability program to help active residential customers whose incomes have been interrupted due to the coronavirus. These customers who qualify receive $100 in assistance.

 Advantages: Assisting residential customers that might not qualify for any other assistance

 Disadvantages: None.

See DR04 regarding communication to customers regarding all of the options above.