Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Life Center Church rep by E	lijah H. Hankers	son III	
(Your name here)	,)	
	Complainant,)	
v.)) File No.	
Spire Energy			(PSC fills this in)
(Utility's name here)	,))	
	Respondent,)	

FORMAL COMPLAINT

1. Complainant resides at:

	(State)		(Zip Code)	
The utility servic	e complained of w	as received at		
a. Complain	ant's address liste	ed in paragraph	า 1.	
b. A differen	t address:			
		a. Complainant's address listeb. A different address:		a. Complainant's address listed in paragraph 1.b. A different address:

3. Respondent's address is:

(Address of complai	nant)	
(City)	(State)	(Zip Code)
4. Res	spondent is a public utility under the juris	diction of the Missouri Public
Service Comr	nission.	

- 5. The amount at issue is: \$ (If your complaint is about money state how much is in dispute here.)
- 6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Spire added to our church gas bill (Life Center Church), because they said this was the correct amount, after they added a new meter to our property. They refused to send anyone to our property to go over the bill with us and see how the bill is inaccurate. They do not have an office where we can sit down with anyone to discuss the bill. They refuse to hear us out, other than making payment arrangements. Spire has down that from 1/1/23-2/1/23 that our bill was

. That is FALSE! Our HVAC system was completely out. We had no heat in the church. This was the dead of winter. We were using kerosene and electric heaters. Spire should NOT be able to charge someone like that and we have no say-so.

7. The relief requested is appropriate because Respondent has violated a

statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

Spire added **\$_____**to our church gas bill (Life Center Church), because they said this was the correct amount, after they added a new meter to our property. They refused to send anyone to

our property to go over the bill with us and see how the bill is inaccurate. They do not have an office where we can sit down with anyone to discuss the bill. They refuse to hear us out, other than making payment arrangements. Spire has down that from 1/1/23-2/1/23 that our bill was **\$550**. That is FALSE! Our HVAC system was completely out. We had no heat in the church. This was the dead of winter. We were using kerosene and electric heaters. Spire should NOT be able to charge someone like that and we have no say-so.

8. The Complainant has taken the following steps to present this matter to

the Respondent:

(Please descr be in detail what steps you have already taken to resolve this complaint.)

PUBLIC

10/13/23

signed Elijah H. Hankerson, 199

Date

Complainant's Phone Number

Elijah H. Hankerson III

Signature of Complainant

Complainant's Printed Full Name

Alternate Contact Number

Complainant's E-mail Address

Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not** send **originals** of any supporting documentation.

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