

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

Dana Winters, )  
 )  
 Complainant, )  
 )  
 v. )  
 )  
 Spire Missouri, Inc. d/b/a Spire, )  
 )  
 Respondent. )

**Case No. GC-2024-0113**

**STAFF REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and for its *Staff Report*, states as follows:

1. On August 18, 2023, Dana Winters (“Mr. Winters”) contacted the Consumer Services Department (“CSD”) regarding bills that are not being mailed to his address and filed an informal complaint (C202400199) against Spire Missouri, Inc. d/b/a Spire (“Spire”). Consumer Services Department investigated the informal complaint and concluded Spire acted in accordance with Commission Rules and Spire’s approved tariff.
2. On September 28, 2023, Complainant Dana Winters (“Mr. Winters”) filed a formal Complaint with the Commission against Spire Missouri, Inc. d/b/a Spire (“Spire”).
3. On September 29, 2023, the Commission issued an *Order Giving Notice of Case Filing, Directing an Answer, and Directing a Staff Investigation*.
4. On October 30, 2023, Spire filed a Request for Mediation pursuant to 20 CSR 4240-2.125(2); whereas, the Commission issued an order on November 2, 2023, directing Mr. Winters to respond by November 13, 2023, and state whether he agreed to mediation of his complaint.

5. On November 14, 2023, the Commission stated since Mr. Winters did not file a response to the November 2 order, the Commission would proceed as Mr. Winters did not consent to participate in mediation. The November 14, 2023, *Order Lifting Tolling of Time Limitation and Deadlines* ordered Spire to file an answer to Mr. Winter's complaint no later than November 22, 2023, and that Staff shall investigate his complaint and file a report with the Commission no later than December 8, 2023.

6. Spire filed its answer to Mr. Winters' complaint and Motion to Dismiss with the Commission on November 21, 2023.

7. As mentioned in more detail in the attached Staff Memorandum, and incorporated herein, Staff has conducted a thorough investigation of Mr. Winters' formal complaint. The investigation included: contact with Mr. Winters; submission of Data Requests ("DR"s) and review of DR responses; reviewing account notes, recorded phone calls, billing statements, payment history, and correspondence between Mr. Winters and Spire; contact with Spire; making inquiries regarding secondary account holders or addresses associated with the service address; and reviewing information contained within Mr. Winters informal complaint.

8. Staff's formal complaint investigations are limited to examining the actions of the Company, and therefore Staff can only query what happens to the bills up to the point when they are mailed by the Company. In reviewing the Company's responses Staff did not find any errors that would preclude the bills from being mailed by the Company to the proper address at 4131 College Avenue, Kansas City, Missouri 64130, up until Mr. Winters had his mailing address changed on September 11, 2023. As such, Staff is not of the opinion that the alleged missing bills are due to any action or inaction by Spire.

9. Staff is of the opinion that the Company acted within the parameters of Commission rules and its filed and approved tariff.

**WHEREFORE**, for the reasons stated above and in the attached and incorporated Staff Memorandum, Staff respectfully recommends the Commission accept Staff's report and find Spire acted in accordance with Commission Rules and its approved tariff, and to grant such other and further relief as the Commission considers just and reasonable in the circumstances.

Respectfully submitted,

**/s/ J. Scott Stacey**

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**Attorney for the Staff of the  
Missouri Public Service Commission**

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been transmitted by electronic mail to counsel of record this 6<sup>th</sup> day of December, 2023.

**/s/ J. Scott Stacey**