

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

In the Matter of a Staff Investigation into the)
Customer Service and Billing Recordkeeping) GO-2020-0182
Practices of Spire Missouri, Inc. d/b/a Spire)

ANNUAL PROGRESS REPORT AND REQUEST

COMES NOW Spire Missouri Inc. (“Spire” or “Company”) and, pursuant to the Missouri Public Service Commission’s (“Commission”) January 5, 2022 Order, files this Progress Report and Request, and respectfully states as follows:

1. On December 20, 2019, Staff filed a Motion to Open Investigation into the accuracy of the recordkeeping of Spire Missouri, Inc., which operates in two non-contiguous service territories as Spire Missouri East and Spire Missouri West, with respect to customer accounts, as well as the efficiency and reliability of Spire’s recordkeeping methods, applications, and systems.
2. On December 30, 2019, the Commission issued an Order Opening an Investigation.
3. On October 30, 2020, Staff filed its Investigation Report (“Staff’s Report”) that was prepared by Staff’s Customer Experience Department.
4. On December 18, 2020, Spire filed its Response to Staff’s Report which included an attachment addressing ten specific findings from Staff’s investigation.
5. On January 19, 2021, the Commission issued an Order Establishing Time for Spire to File a Progress Report on or before June 18, 2021 and ordering similar reports each following December and June of subsequent years unless the Commission orders otherwise.
6. On June 18, 2021, Spire filed a Progress Report in this matter.
7. On December 10, 2021, Staff filed its Review of Spire’s Status Reports and Investigation Report, which included a summary of actions taken as provided in Spire’s June 2021

filing and response to Staff's data requests. Staff recommended Spire hold a bi-annual meeting with Staff to discuss recommendation progress and recommended Spire file a progress report on an annual basis.

8. On December 18, 2021, Spire filed a Progress Report in this matter and, as recommended by Staff, also requested to file an annual progress report in each subsequent year, while continuing to meet with Staff on a bi-annual basis.

9. On January 5, 2022, the Commission granted Spire's request, directing the Company to meet with Staff at least twice per year, with an annual progress report filed with the Commission in December of each year. The Commission further directed that Spire shall file its first annual progress report no later than December 31, 2022.

10. The December 2023 Progress Report, attached hereto, summarizes the updates provided to Staff in the April and September 2023 bi-annual meetings, and provides a further update as of the time of filing.

11. Of updates included in the attached report, the only remaining item still to receive new updates is on the Company's metering operations, specifically its meter replacement strategy. However, this item is also addressed by the Company's quarterly reporting requirement that was included as part of the Stipulation and Agreement in the Company's most recent rate case, Docket No. GR-2022-0179. As this present docket has been open for nearly four years, and the meter replacement strategy is reported on in another docket's report to Staff, the Company requests that the Commission end the requirement for Spire to file this annual report each December and close this docket.

12. Spire has discussed this request with Staff, and Staff does not object.

WHEREFORE, Spire respectfully requests that the Commission accept this Progress Report in compliance with the Commission's January 5, 2022 Order, grant the Company's request to cease this continued reporting requirement, and close this docket.

Respectfully submitted,

/s/ J. Antonio Arias

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ATTORNEYS FOR SPIRE MISSOURI INC.

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail to all counsel of record on this 19th day of December, 2023.

/s/ Lew Keathley

Lew Keathley