

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 4<sup>th</sup> day of January, 2024.

In the Matter of a Staff Investigation into the        )  
Customer Service and Billing Recordkeeping        ) **File No. GO-2020-0182**  
Practices of Spire Missouri, Inc. d/b/a Spire        )

**ORDER CLOSING FILE**

Issue Date: January 4, 2024

Effective Date: January 4, 2024

On December 30, 2019, at the request of the Staff of the Commission (Staff), the Commission opened this investigation into the recordkeeping, business practices, business operations, and responsiveness to the Commission of Spire Missouri, Inc. (Spire). Staff completed its initial investigation and filed a report and recommendations on October 30, 2020.

Staff's investigation revealed several areas of concern, and at Staff's request, the Commission directed Spire to file a formal implementation plan to address each of the recommendations offered by Staff. The Commission further directed Spire to file bi-annual status reports describing its progress in implementing its plan. In its January 5, 2022 *Order Directing Spire Missouri, Inc. to Meet with Staff and to File an Annual Progress Report*, the Commission changed that reporting requirement to an annual report beginning in 2022.

On December 19, 2023, Spire filed its annual progress report. Spire reported that, after the current report, the only remaining item that will receive new updates is its meter replacement strategy. Spire further reported that its meter replacement strategy is also being addressed by its quarterly reporting requirement included as part of an approved

agreement in its most recent rate case, File No. GR-2022-0179. Spire requested that the Commission end the requirement for Spire to file an annual report in this case and close this file. Spire also stated it had discussed this request with Staff, and that Staff did not object to the request. No party has responded to Spire's request.

The Commission finds that further reports in this file from Spire are not necessary and that this investigative file may be closed.

**THE COMMISSION ORDERS THAT:**

1. Spire is relieved of the obligation to file an annual progress report as directed in the Commission's January 5, 2022 *Order Directing Spire Missouri, Inc. to Meet with Staff and to File an Annual Progress Report*.

2. This file shall be closed.

3. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads 'Nancy Dippell'.

Nancy Dippell  
Secretary

Rupp, Chm., Coleman, Holsman, Kolkmeyer  
and Hahn CC., concur.

Dippell, Chief Regulatory Law Judge

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 4<sup>th</sup> day of January 2024.



*Nancy Dippell*

Nancy Dippell  
Secretary

**MISSOURI PUBLIC SERVICE COMMISSION**

**January 4, 2024**

**File/Case No. GO-2020-0182**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

*Sincerely,*



**Nancy Dippell  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.