

MAR 14 2024

Attach extra pages as necessary.

Missouri Public
Service Commission

Marcia Eason
(Your name here)

V.

File No.

(PSC fills this in)

Spire / Lacked Coas
(Utility's name here)

Respondent,

1. Complainant resides at:

[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] (State) [REDACTED] (Zip Code)

2. The utility service complained of was received at:

- Complainant's address listed in paragraph 1.
- A different address:

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

3. Respondent's address is:

(Address of complainant)

(City)

(State)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

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.)

On or Around March 3rd 2022 I phone
spire Gas About me struggling with
my Gas Bill and asked if they could
place me on Budget Billing. The
~~agent~~ The Agent I spoke with told
me I was placed on Budget Billing
I would pay 122.00 a month. Even when
it is warm outside I would still pay
same amount. It was agreed upon. I
began paying that amount. They notified me July 2022
I missed a payment supervisor called said their error
never missed a payment - I don't understand
how they made a promise the Arbitrarily stop the
agreement, with no fault of mine.

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.)

3. Respondent's address is:

(Address of complainant)

(City)

(State)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

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.)

With these Practices of misleading customer with cold weather Billing vs Budget Billing. could lead to An inflated Gas Bill, which Results in more likely disconnection.
If cold weather Billing Months Budget Billing Rate Increase ~~can~~ is what I was told reason for increase.
If Rates Increase of course the Amount \$ of usage Increases.

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.)

[illegible]

Marcia Eason

[REDACTED]
[REDACTED] Louis [REDACTED]

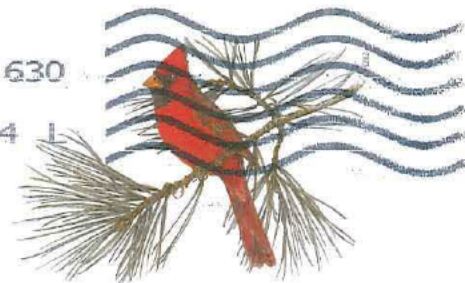
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MO PUBLIC SERVICE COMMISSION
MAIL ROOM



FOREVER / USA

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Public Service Commission

65102-036060

