

FILED

APR 16 2024

Missouri Public
Service Commission



Missouri Public Service Commission

SCOTT T. RUPP
Commissioner

KAYLA HAHN
Chair

MAIDA J. COLEMAN
Commissioner

JASON R. HOLSMAN
Commissioner

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

GLEN KOLKMEYER
Commissioner

April 5, 2024

Richard Lukens
[REDACTED]
[REDACTED]

Dear Mr. Lukens:

This letter is a follow up to our telephone conversation today regarding the complaint you filed on March 1, against Spire. In your complaint, you indicated that you received a high bill on Feb. 29, and believed that you were incorrectly billed. After initial review of the complaint matter, I contacted the company to obtain further account information.

As we discussed, your account was estimated for a total of 14 months, and the estimations were too low. According to Spire's records your last actual meter read was Oct. 2022. The account continued to be estimated until the technician went out in Dec. 2023 to change the meter per the billing team instructions. Your rebill was for the Nov. 2023, Dec. 2023, and Jan. 2024 bill. The rebill was calculated using the previous year's usage. Spire did not send you any notice for this rebill.

It is our responsibility to advise you that under Commission rule 20 CSR 4240-13.070 (4), you may file a formal complaint. A formal complaint must be based upon the complainant's belief that a rule, regulation or approved tariff provision has been violated.

1994-95

Layna

**Lead Customer Service Representative
Missouri Public Service Commission**

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Richard Lukens
(Your name here)

Complainant,

v.

Spite Gas
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

(Address of complainant)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

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

(City)

(State)

(Zip Code)

3. Respondent's address is: *Spine Natural Gas Co.*
S. Broadway ST. Louis, MO

(City)

(State)

(Zip Code)

5. The amount at issue is: \$

(If your complaint is about money state how much is in dispute here.)

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

\$ [REDACTED] adjustment on my account;

(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.)

Because they miscalculated
my bill.

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

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

I talked to Spire about 4 times to try to get them to adjust my bill without success so then I filed complaints with BBB and the Missouri Public Service Commission.

4-10-24
Date

[Redacted]
Complainant's Phone Number

[Redacted]
Alternate Contact Number

Richard Lukens
Signature of Complainant
Richard Lukens
Complainant's Printed Full Name

[Redacted]
Complainant's E-mail Address

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

Richard Lukens

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Secretary of the Missouri Public Service Commission
ATTN: Data Center P.O. Box 360
Jefferson City MO 65102-0360

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