

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.

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1101-011

Please contact us within 31 days from the date of this letter to request a formal complaint packet. A formal complaint must be provided in writing using the Commission's formal complaint form along with your supporting documentation.

During the complaint process, you must continue to pay to the utility any charges or fees that are not in dispute. Failure to do so is grounds for your complaint to be dismissed, and your service may also be subject to discontinuance. You should contact the company immediately to determine your ongoing payment obligations to avoid the potential discontinuance of your service. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure of the informal complaint. However, if you have additional information or would like to discuss the details of our investigation further, please contact me at 800-392-4211, at which time I will re-open your complaint for discussion.

Sincerely,

Layna
Lead Customer Service Representative
Missouri Public Service Commission

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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.)

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| 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. |
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4-10-24
Date

[Redacted]
Complainant's Phone Number

[Redacted]
Alternate Contact Number

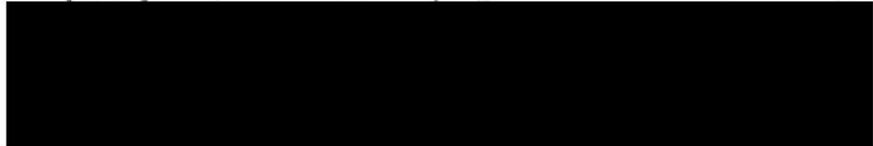
Richard Lukens
Signature of Complainant

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



SAINT LOUIS MO 630

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

RECEIVED

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MO PUBLIC SERVICE COMMISSION
MAIL ROOM

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