

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

Stephen Edward Kohler  
(Your name here)

Complainant,

v.

Spire Energy, Co

Spire Gas  
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[REDACTED]  
(Address of complainant)

(City)

(State)

(Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

[REDACTED]  
(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.)**

See Attached

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.)

$$N/A$$

[illegible]

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.)

Contacted Gas Service Company.

4-16-24  
Date

Date \_\_\_\_\_

Stephen E Kohler  
Signature of Complainant

Signature of Complainant \_\_\_\_\_

Complainant's Phone Number

Complainant's Printed Full Name Stephen Edward Kohler

Complainant's Printed Full Name

Alternate Contact Number

Complainant's E-mail Address

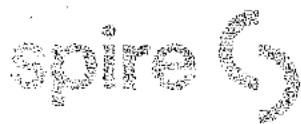
*Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.*

Stephen E Kohler

4/16/24

Our home has gas furnace & gas hot water heater. They have both been recently inspected by the gas company and an independent heating & cooling company. They both tested within the company standards. A new meter was installed at our residence in June 2023. In July, August, September 2023, our gas Ccfs usage was significantly higher than July, August, September 2022 (see attached). We would like a reasonable explanation how our Ccfs usage could increase this much in the summer months when no furnace was being used. We've been told this new meter gives a "more accurate" reading but it's hard to believe we've been underpaying by more than 77% for years.

Spire Gas Service									
CCF Usage									
	2022	2023	Diff						
January	112	108	4	-3.57%					
February	89	86	3	-3.37%					
March	73	71	2	-2.74%					
April	52	36	16	-30.77%					
May	21	22	-1	4.76%					
June	11	12	-1	9.09%	New Meter Installed	2022	2023	Diff	
July	9	16	-7	77.78%		79.1	77.3	1.8	
August	9	16	-7	77.78%		79.0	77.7	1.3	
September	9	17	-8	88.88%		71.0	71.7	-0.7	
October	26	44	-18	69.23%		59.1	58.0	1.1	
November	54	94	-40	74.07%		43.8	45.5	-1.7	
December	85	156	-71	83.53%		33.1	40.2	-7.1	
	2023	2024	Diff			2023	2024	Diff	
January	108	229	-121	112.04%		36.2	24.8	11.4	
February	86	134	-48	55.81%		37.6	44.1	-6.5	
2 senior citizens. No change in lifestyle									
Paid heating & cooling company to check out equipment & for gas leaks									
Wanted to compare 2021 but customer service said they didn't have that information									



STEPHEN E KOHLER

Statement date

12/22/23

Rate Description

Residential

Customer service or gas emergencies  
800-582-1234 | SpireEnergy.com

Account number

Read type

Actual

Due date

01/08/24

Amount due

\$

## Account summary

Service period (30 days)

11/22/23 to 12/21/23

Usage 156

Previous reading 192

Present reading 348

Previous balance

Payment received

Balance forward \$0.00

Current charges

Amount due

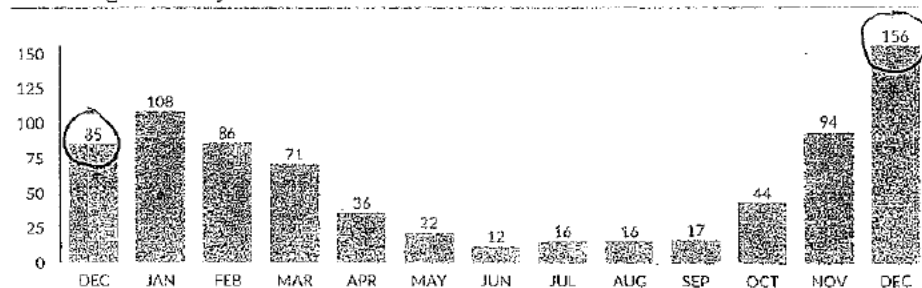
A late fee may be charged if not paid  
before 01/15/24

Thank you for your payment of  
\$ on 12/11/23.

## Attention

We've included natural gas safety tips  
along with this month's bill.

## Gas usage history



Monthly usage measured in Ccfs

	Dec '22	Nov '23	Dec '23
Total used	85	94	156
Average daily Ccfs	2.83	3.36	5.2
Days in billing cycle	30	28	30

## Details of current charges

## Delivery and distribution charges

Customer charge (1 meter(s) at \$20.00 per meter)

Winter usage: 156 Ccf @ \$0.37404

Pipeline upgrade charge (ISRS)

WNAR

Delivery subtotal

Natural gas cost charges

Usage: 156 Ccf

Natural gas subtotal

Taxes

City tax

Franchise tax

Pipeline upgrade charge (ISRS) tax

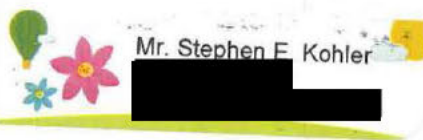
Taxes subtotal

Total current charges

Date: 1/16/24

To: Public Service Commission

Attn: Charm



Mr. Stephen E. Kohler



KANSAS CITY 640

17 APR 2024 PM 2 L



200 Madison, street  
P.O. Box 360  
Jefferson, City, MO 65101

**RECEIVED**

APR 22 2024

MO PUBLIC SERVICE COMMISSION  
MAIL ROOM



65102-036060

