

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 30th day of December, 2019.

Mary Ann Jackson,)
)
Complainant,)
)
v.)
)
Spire Missouri, Inc. d/b/a Spire,)
)
Respondent.)
)
)
)

File No. GC-2019-0331

**ORDER WITHDRAWING REPORT AND ORDER
IN RESPONSE TO STAFF INVESTIGATION**

Issue Date: December 30, 2019

Effective Date: December 30, 2019

The Commission issued a Report and Order in this case on December 11, 2019. That Report and Order is scheduled to become effective on January 10, 2019.

On December 20, 2019, Staff of the Commission filed a motion in File Number GO-2020-0182 to open an investigation into Spire's customer service practices and recordkeeping. That filing describes customer service issues identified in this complaint and in several other Commission cases. The Commission's Report and Order in this complaint case made reference to these customer service issues, but should now include a statement to show that these issues, while they do not impact the complaint case decision, are being investigated by Staff.

After considering Staff's motion for an investigation in File Number GO-2020-0182, the Commission has concluded that the Report and Order in this complaint case should be

revised. Therefore, the Commission will withdraw the Report and Order issued on December 11, 2019, and will issue a revised report and order separately.

THE COMMISSION ORDERS THAT:

1. The report and order issued in this case on December 11, 2019, is withdrawn.
2. This order shall be effective when issued.

BY THE COMMISSION



A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, CC., concur.

Hatcher, 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 30th day of December 2019.





Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

December 30, 2019

File/Case No. GC-2019-0331

**Missouri Public Service
Commission**

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Commission**

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Spire

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

Sincerely,



**Morris L. Woodruff
Secretary**

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