

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

Maniah Gordon  
(Your name here)

Complainant,

v.

Spire Energy  
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted]  
(Address of complainant)

[Redacted] (City) [Redacted] (State) [Redacted] (Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

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

(City) (State) (Zip Code)

3. Respondent's address is:

700 Market St.

(Address of complainant)

St. Louis, MO

63101

(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: \$ [redacted] + more

(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.)

Remove negative inquiry of my credit report. Spire has been receiving payments from me since account was closed in August 2024. Balance closed at \$ [redacted] Spire received \$ [redacted] from me opting to restore/reconnect service spire refused everytime I called a different amount. Cold weather plan came out more than remaining balance.

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.)

not notifying me of rate, or late fee's.  
 refusing service, sending bill to collection agency with payments being received  
 reporting negatively to credit bureaus.  
 hiding fees  
 hiding billing history

Empty lined box for additional information.

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.)

Handwritten list of steps: paid balance, request removal of negative reports to credit, request services be reconnected, requested a supervisor, promise to pay, contacted agency for utility assistance, request for meter read (exceptionally old), request to replace outdated meter, request bill history showing balance.

12.3.2024
Date

Maniah Gordon
Signature of Complainant

[Redacted]
Complainant's Phone Number

Maniah Gordon
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.