

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Commission’s Proposed)
Rule 20 CSR 4240-10.175 Relating to)
Customer Information of Electrical Corporations,)
Gas Corporations, Heating Companies, Certain)
Water Corporations and Certain Sewer Corporations)

File No. OX-2025-0106

RESPONSIVE COMMENTS OF SPIRE MISSOURI

COMES NOW Spire Missouri Inc. (“Spire Missouri” or “Company”), and, for its responsive comments to the Office of the Public Counsel’s recommended changes to Proposed Rule 20 CSR 4240-10.175 related to customer information published by the Missouri Public Service Commission, states as follows:

1. On December 10, 2024, the Missouri Public Service Commission (“Commission”) held a public hearing on the proposed rule 20 CSR 4240-10.175.

2. At the public hearing, the Office of the Public Counsel (“OPC”) submitted additional redlines to the proposed rule. At the conclusion of the public hearing, the administrative law judge left the record open to receive any further comments on these redlines. Spire Missouri now files brief comments on the additional redlines proposed by OPC.

3. OPC has proposed contractual terms to be required when customer information is shared with affiliates or a third-party nonaffiliate. These terms are found in section (2)(F) of the proposed redlines, which is admitted as Exhibit 6 in the record. The Company understands and appreciates the objective of OPC in proposing this language, which is to ensure that customer information is protected when it is shared with affiliates or third-party nonaffiliates. Spire Missouri takes the protection of customer information very seriously, and while it already incorporates customer protections in its contracts that involve the sharing of customer information, a regulatory requirement to have strict and specific terms in contracts with third-party vendors is unreasonable

when all terms of contracts are subject to negotiation. Moreover, if Section 2(F) as proposed by OPC were in effect today, Spire Missouri would likely be out of compliance and would need to seek a waiver from the proposed rules to accommodate existing and, in many instances, long-standing contracts with vendors. The Company therefore would recommend that the requirement to have these specific contract terms not be included in the proposed rule.

4. However, should the Commission decide to incorporate contractual terms for utilities to include in contracts, the Company suggests they be more general, and reflect the following recommendations.

5. First, the information included under the umbrella of “personally identifiable information” should be defined. Defining this term is important as it would provide the specific information the Commission would want protected in contracts. A suggested definition can be found in § 407.1500, RSMo. Should this definition be incorporated into the rule, the term should be changed to “personal information” for consistency with existing statutes.

6. Second, section (2)(F)(iii) of OPC’s proposed redlines contain contractual terms with specific prohibitions against sharing customer data. The Company finds, in practice, that a term making specific data confidential and protected, with specific *exclusions* for when the data may be shared, is more reasonable. These exclusions would limit sharing to specific instances, including when required by law.

7. Third, Spire Missouri recommends not setting a specific timeframe for the return or destruction of customer data and recommends language that provides flexibility in negotiating this time frame. Third-parties have varying policies and standards for the retention or destruction of data that may not fit with a hard deadline of ten days.

8. Finally, should a requirement to have specific contractual terms be included in this rule, the Company would also recommend a variance provision be added to 20 CSR 4240-10.175, which would allow a utility to seek a variance from this rule if the specific terms may not be negotiated into a contract.

WHEREFORE, Spire Missouri respectfully requests that the Commission accept these comments and grant any other relief as is just and reasonable.

Respectfully submitted,

/s/ J. Antonio Arias

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ATTORNEYS FOR SPIRE MISSOURI INC.

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been sent either by mail or electronic mail to all parties of record on this 11th day of December, 2024.

/s/ J. Antonio Arias
