



FILED

DEC 23 2024

**Missouri Public
Service Commission**

[REDACTED]
December 19, 2024

IN THE MISSOURI PUBLIC SERVICE COMMISSION
ATTN: DATA CENTER
P.O. Box 360
Jefferson City, MO 65102-0360

Re: Disconnection/reconnect charge at [REDACTED]

Dear Sir or Madam:

Enclosed please find a complaint regarding an improper charge for
disconnection/reconnect at this address.

Sincerely,

A handwritten signature in blue ink, appearing to read 'M. Cole', is written over the typed name 'Morry S. Cole'.

Morry S. Cole

/dmh

[REDACTED]

IN THE MISSOURI PUBLIC SERVICE COMMISSION
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Morry Cole,

Complainant

v.

Spire, Inc

Respondent

COMPLAINT

COMES NOW Morry Cole and states to the Missouri Public Service Commission as follows:

1. Complainant is a citizen and resident of St. Louis County Missouri and at all times relevant herein was a Spire, Inc. customer in good standing with a credit balance on his residential account for a private residence at [REDACTED]
2. On or about November 22, 2024, Spire did, without prior notice, leave a door tag on Complainant's front door claiming to have disconnected Complainant from the Spire natural gas supply for purported non-compliance with a safety inspection requirement.
3. Complainant did not receive any notice of a need for inspection from Spire on his residential account, either because none was sent, or because it was not delivered.
4. Spire did not at any time in November 2024 disconnect Complainant from its natural gas supply, nor did any Spire contractor.

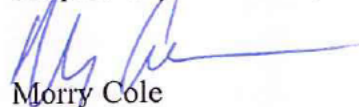
5. Complainant did, as he should have, enjoy a constant supply of natural gas throughout each day of November 2024, including the days immediately following the purported disconnection.

6. Nonetheless, Spire did inappropriately charge Complainant a disconnection and/or reconnection fee.

7. Such fee is inappropriate and unsupported by the facts and, upon information and belief, is inconsistent with and a violation of the rules governing the conduct of an investor owned publicly regulated utility.

WHEREFORE, Complainant requests a credit for the inappropriately charged disconnection/reconnection fee in its entirety and such other and further relief as the Commission deems appropriate.

Respectfully Submitted,



Morry Cole





701 MARKET, SUITE 800
ST. LOUIS, MISSOURI 63101-1826



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MO PUBLIC SERVICE COMMISSION
MAIL ROOM

IN THE MISSOURI PUBLIC SERVICE
COMMISSION
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