

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at the Commission's office in Jefferson City on the 5th day of March, 2025.

In the Matter of Spire Missouri Inc. d/b/a Spire's)
Request for Authority to Implement a General)
Rate Increase for Natural Gas Service Provided)
in the Company's Missouri Service Areas)

File No. GR-2025-0107

**ORDER DIRECTING SPIRE TO RESPOND TO CUSTOMER
ALLEGATIONS**

Issue Date: March 5, 2025

Effective Date: March 5, 2025

Over the last several months, various allegations have been made by Spire Missouri Inc. d/b/a Spire's customers to the Commission's Consumer Services Department regarding disconnections of accounts without proper notice, lack of knowledge or awareness of account ownership resulting in disconnections, and delays in reconnections after arrearages have been paid.

The Commission orders Spire to respond to these customer allegations regarding disconnections and reconnections, and to provide a detailed report in testimony or in a separate filing in the above styled case on April 23, 2025. Any other party wishing to file comments regarding these allegations may do so on or before April 23, 2025, in its direct testimony-revenue requirement or a separate filing.

THE COMMISSION ORDERS THAT:

1. Spire shall respond to the customer allegations stated above regarding Spire’s policies, procedures, and compliance with disconnection and reconnection activities and its execution of those policies and procedures and file a report no later than April 23, 2025.

2. Any other party wishing to file comments regarding these allegations may do so on or before April 23, 2025, in its direct testimony-revenue requirement or a separate filing.

3. Any party wishing to respond to Spire’s report may do so on or before May 30, 2025, in its rebuttal testimony or a separate filing.

BY THE COMMISSION



A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell
Secretary

Hahn, Ch., Coleman, Kolkmeier,
and Mitchell CC., concur.

Fewell, 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 5th day of March 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 5, 2025

File/Case No. GR-2025-0107

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsellservice@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opcservice@opc.mo.gov

**Consumers Council of
Missouri**

John Coffman
871 Tuxedo Blvd.
St. Louis, MO 63119-2044
john@johncoffman.net

**Midwest Energy Consumers Group Missouri Industrial Energy
Consumers (MIEC)**

Tim Opitz
308 E. High Street, Suite B101
Jefferson City, MO 65101
tim.opitz@opitzlawfirm.com

Diana Plescia
130 S. Bemiston, Suite 200
St. Louis, MO 63105
dplrescia@chgolaw.com

**Missouri School Boards'
Association**

Terry Jarrett
306 Monroe St.
Jefferson City, MO 65101
terry@healylawoffices.com

MO PSC Staff

Scott Stacey
200 Madison Street
Jefferson City, MO 65101
scott.stacey@psc.mo.gov

Spire

Matthew Aplington
700 Market Street
Saint Louis, MO 63101
matt.aplington@spireenergy.com

Spire

J. Antonio Arias
700 Market Street, 6th Floor
St. Louis, MO 63101
antonio.arias@spireenergy.com

Spire

Sreenivasa Dandamudi
700 Market Street
St. Louis, MO 63101
sreenu.dandamudi@spireenergy.com

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

Sincerely,



**Nancy Dippell
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.