

## Exhibit No. 12



>000115 2107630 0001 092049 10Z  
Current Resident  
9700 E 56TH ST  
RAYTOWN, MO 64133-2873

August 2, 2022

Service Address: 9700 E 56TH ST

**RE: Important notice concerning natural gas at this address**

Hello,

We noticed natural gas is being used at this address without a Spire account.

If you'd like to keep your service on, we're happy to set up an account in your name. Otherwise, we'll have to turn off the natural gas service to your residence.

Either way, to keep your natural gas service and set up a new account, please visit us online at **MyAccount.SpireEnergy.com** or call us right away at **800-582-1234**. We're available from 7 a.m. to 7 p.m. Monday through Friday.

Thanks for working with us.

Customer Service Team  
Spire





## Payment arrangement

If you're eligible for a payment arrangement, you'll need to pay 100% of the disconnection amount -- and the rest of your past-due balance will be divided over the next three months and added to your monthly bill. To take advantage of this payment arrangement, please call us so we can update your account. **If you pay the disconnection amount but don't call us, the remaining past-due balance will put your account at risk of disconnection again – and we want to help you avoid that.**

## Financial assistance

United Way can connect you with agencies or organizations that may be able to offer financial assistance to help you pay your natural gas bill. Call 211, available 24/7, or visit [Call211.org](http://Call211.org) for more information

## Learn more about our assistance programs

Learn more about our programs designed to help by visiting [SpireEnergy.com/Assistance](http://SpireEnergy.com/Assistance). Or get information by visiting [MyAccount.SpireEnergy.com](http://MyAccount.SpireEnergy.com) or using our automated telephone system, 24/7.

We really do want to help you avoid a service disconnection. So please give us a call right away to see how we can help.

Customer Service Team

Spire

