

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Claude Scott,

Complainant

v.

Spire Missouri, Inc., d/b/a Spire

Respondent

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File No. GC-2020-0201

ORDER SETTING PREHEARING CONFERENCE

Issue Date: April 20, 2020

Effective Date: April 20, 2020

On January 16, 2020, Claude Scott filed a complaint with the Commission against Spire Missouri, Inc., d/b/a Spire. After the Commission issued notice, Spire requested mediation. When the case was not resolved in mediation, Spire filed its answer. The Commission's Staff filed a report on April 20, 2020.

This matter is ready to be set for hearing. The Commission will set a prehearing conference to discuss a hearing date, other procedural issues and the possibility of settlement before hearing. Because of the closure of state government buildings in response to the COVID-19 pandemic at the time of this order, the conference will be conducted by telephone.

THE COMMISSION ORDERS THAT:

1. The parties shall appear at a prehearing conference at 11:15 a.m. May 11, 2020. Failure to appear at the conference without being excused may result in dismissal of the complaint and/or dismissal of a party, as permitted by Commission Rule 20 CSR 4240-2.090(5).

2. The prehearing conference will be conducted by telephone conference call. The parties shall participate in the prehearing conference by telephone by dialing 1 (650) 479-3207 and entering access code 280 062 981, followed by #, at the time of the conference.

3. The Commission's data center shall mail to Complainant, by U.S. mail to Complainant's address of record, a copy of this order and a copy of *Staff Report*, with all attachments, filed on April 20, 2020.

4. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Jana C. Jacobs, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 20th day of April, 2020.

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

Claude Scott,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2020-0201</u>
)	
Spire Missouri Inc. d/b/a Spire,)	
)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through undersigned counsel, and submits its Staff Report.

1. On January 16, 2020, Claude Scott ("Complainant") filed a small formal complaint against Spire Missouri Inc. d/b/a Spire ("Respondent").

2. Following an attempt at mediation, the Commission ordered Staff to investigate this complaint and file a report no later than April 20, 2020.

3. Having concluded its investigation, Staff offers its *Staff Report*, which details Staff's investigation and analysis, and is attached hereto as Appendix A (Report of the Staff). In summary, Staff concludes that the Company has not violated any applicable statutes, Commission rules, or Commission-approved Company tariffs related to the Complaint.

4. However, Staff does note that, prior to Complainant filing a formal complaint, a Company representative failed to offer Complainant a Medical Certification Form, in violation of the Company's own internal guidelines. The Company advised Staff that the representative in question was sent to the Quality Assurance section for training.

5. Staff's findings and analysis in the attached *Staff Report* more fully explain the circumstances that led Staff to make these conclusions.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Travis J. Pringle

Travis J. Pringle
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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to the Complainant and/or all counsels of record this 20th day of April, 2020.

/s/ Travis J. Pringle

INFORMATION CONTAINED IN

THIS STAFF REPORT

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY

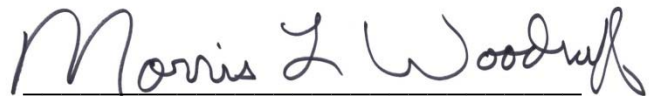
STATE OF MISSOURI

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 20th day of April 2020.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

April 20, 2020

File/Case No. GC-2020-0201

**Missouri Public Service
Commission**

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Commission**

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

Sincerely,



**Morris L. Woodruff
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.