

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of a Staff Investigation into the  
Customer Service, Billing, and Recordkeeping  
Practices of Spire Missouri, Inc. d/b/a Spire

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**File No. GO-2020-0182**

## ORDER DIRECTING STAFF TO FILE REPORT

Issue Date: June 30, 2020

Effective Date: June 30, 2020

The Commission opened this investigative file on December 30, 2019, at the request of its Staff, to facilitate Staff's investigation into the customer service, billing, and recordkeeping practices of Spire Missouri, Inc. d/b/a Spire. In its order opening the investigation, the Commission directed its Staff to file a progress report by June 30, 2020.

Staff filed that progress report on June 30, 2020, reporting that it is making progress on its investigation and indicating it anticipated filing a final report by October 30, 2020. The Commission will direct Staff to file either its report or another progress report by that date.

### THE COMMISSION ORDERS THAT:

1. The Commission's Staff shall file a report regarding the results of its investigation by October 30, 2020. If Staff is unable to complete its investigation by that date, it may file a further progress report describing when it will be able to file its report.
2. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in dark ink that reads "Morris L. Woodruff". The signature is written in a cursive style.

Morris L. Woodruff  
Secretary

Morris L. Woodruff, Chief Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 30<sup>th</sup> day of June, 2020.

**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 30<sup>th</sup> day of June 2020.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**June 30, 2020**

**File/Case No. GO-2020-0182**

**Missouri Public Service  
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**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.