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BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS
LOCAL PUBLIC HEARING

In the Matter of Spire)
Missouri Inc. d/b/a Spire's) File No. GR-2025-0107
Request for Authority)
to Implement a General)
Rate Increase for Natural)
Gas Service Provided in)
the Company's Missouri)
Service Areas)

THURSDAY, JUNE 5, 2025
6:00 p.m.

MSSU - Corley Auditorium
3950 Newman Road
Joplin, MO 64801

VOLUME 7

RILEY FEWELL, Presiding
REGULATORY LAW JUDGE
KAYLA HAHN, Chair,
MAIDA J. COLEMAN,
GLEN KOLKMEYER,
JOHN MITCHELL,
COMMISSIONERS

Transcribed By:
Everlyne Mwaisaka

1 MR. FEWELL: Good evening everyone. Is
2 June 5, 2025. The time is approximately 6:40
3 p.m. The Missouri Public Service Commission
4 set public hearing to give members of the
5 public a chance to comment about the
6 application and file number GR-2025-0107.

7 Which is captioned as, "In the Matter of
8 Spire Missouri Incorporated Doing Business as
9 Spire's request for authority to implement a
10 general rate increase for natural gas service
11 in the company's Missouri service areas.

12 The Missouri Public Service Commission
13 regulates investor owned utility companies in
14 Missouri and ensures that rates are just and
15 reasonable. The Commission also regulates the
16 quality of service and safety of the
17 operations of investor owned utilities.

18 Is made up of five commissioners.
19 However there are currently only four. The --
20 sorry, Chair Kayla Hahn, Commissioner Maida
21 Coleman, Commissioner Glenn Kolkmeyer and
22 Commissioner John Mitchell. They're appointed
23 by the Governor to fix terms and then
24 confirmed by the Senate.

25 They also employ a staff engineers,

1 accountants, attorneys, financial analysts and
2 other specialists in the field of utility
3 regulation. Today is Commissioner Kolkmeyer
4 in person as well as Chair Hahn and
5 Commissioners Coleman and Mitchell online.
6 And Commissioners if you have any questions at
7 any time, feel free to interrupt me and ask
8 them.

9 My name is Riley Fewell and I'm a -- the
10 regulatory law judge presiding over this
11 hearing. This is an official hearing of the
12 Missouri Public Service Commission and the
13 statements and testimony of witnesses will be
14 recorded by the court reporter. It must be
15 given under oath or affirmation.

16 The Commissioners (indiscernible)
17 decisions in this case and neither the
18 Commissioners nor myself can answer any
19 questions about the issues of the case today
20 because the Commissioners must remain neutral
21 and impartial until all the evidence is
22 presented.

23 As we want to provide all attendees an
24 adequate opportunity to speak tonight, we will
25 limit the time for testimony to only three

1 minutes. If you or someone you know would
2 like to make additional comments, there is a
3 comments tab that can be reached on the
4 Commission's website at psc.mo.gov.

5 On the right side of the page there is a
6 link titled, "Submit comments." You'll click
7 on that link to submit your comments and make
8 sure that you reference this case number GR-
9 2025-0107.

10 The court reporter is transcribing this
11 hearing so that the Commission can review and
12 read the comments later as well. Commissioner
13 Kolkmeier, would you like to make an opening
14 remark?

15 MR. KOLKMEYER: Yes. Thank you Judge.
16 Good evening. I want to thank everyone for
17 coming out this evening. On behalf of Chair
18 Hahn and the other commissioners we want to
19 welcome you to the local public hearing of the
20 Spire proposed rate increase.

21 We have not made any decisions in this.
22 We have not heard from the company. So this
23 is the first step in the process and that's
24 hearing from you, the, the ratepayers and the
25 customers. So this kind of starts off the

1 whole process of the rate making process.

2 So here again, I -- like I'm kind of in
3 church where everybody's setting
4 (indiscernible) up here in front, but we want
5 to welcome you to tonight and we want to hear
6 what you have to say and we choose your
7 testimony. It will be recorded and we take it
8 to heart. So thanks again.

9 MR. FEWELL: Thank you Commissioner. And
10 if the parties can enter their appearances
11 beginning with Spire.

12 MR. ARIAS: Good evening. Antonio Arias
13 on behalf of Spire Missouri, Inc.

14 MR. FEWELL: Board the staff.

15 MS. HANSEN Good evening. Andrea Hansen
16 on behalf of the Missouri Public Service
17 Commission staff Council's office. That's A-
18 N-D-R-E-A H-A-N-S-E-N.

19 MR. FEWELL: Thank you Counsel. And for
20 the office of the Public Counsel.

21 MR. KLEISER: John Kleiser on behalf of
22 the office of Public Counsel. Thank you.

23 MR. FEWELL: Thank you Counsel. Are
24 there any interveners present who would like
25 to enter their appearance. (indiscernible)

1 comments today. I'm going to call the names
2 listed on the signup sheet in the order they
3 appear. When I call your name, please come
4 down to the microphone. I will then place you
5 under oath and ask you to state and spell your
6 name and then you can offer your comments to
7 the commission.

8 As I said before, we are limiting
9 comments testimony to only three minutes so
10 that everyone has an adequate chance to be
11 heard. Please remain at the podium and after
12 your remarks in case the commission has any
13 questions. The attorneys may have questions
14 for you at that time as well.

15 Would Tammy Walker come forward? Please
16 raise your right hand? Do you solemnly swear
17 or affirm that the comments you're about to
18 give are the truth?

19 MS. WALKER: Yes.

20 MR. FEWELL: Can you please state and
21 spell your name for the record?

22 MS. WALKER: Tammy Walker. T-A-M-M-Y W-
23 A-L-K-E-R.

24 MR. FEWELL: What would you like to tell
25 the commission?

1 MS. WALKER: My name is Tammy Walker and
2 I'm the Deputy Director and Director of
3 Community Development at Economic Security
4 Corporation. We're a nonprofit community
5 action agency serving Jasper, Barton, Newton
6 and McDonald Counties.

7 Our agency has a cornucopia of programs
8 that help low income families and individuals.
9 Our agency has a good working relationship
10 with Spire. We collaborate with them to
11 provide weatherization services to low income
12 families.

13 Last year our agency spent \$134,876.35 in
14 funds received by Spire to serve 65 households
15 with weatherization services. This funding
16 has been invaluable resource as it did allow
17 us to not only do repairs that we normally
18 would not be able to do, but also to serve
19 more households. We are grateful for the
20 partnership and we hope that it will continue
21 in the future.

22 Our agency also receives several grants
23 to help low income families and individuals
24 with utilities. The largest source we receive
25 is Liheap, its Low Income Home Energy

1 Assistance Program. With these funds we
2 operate the Energy Assistance Program and
3 Energy Crisis Intervention Program.

4 Last year our agency served 6,627
5 households in energy assistance. 48 percent
6 of those households were elderly and or
7 disabled. Also, 83 percent of the assisted
8 households had incomes under 75 percent of the
9 poverty guideline.

10 To give you an example of how much money
11 this is for a one person household, this is
12 less than \$978 per month. 1,060 Spire
13 households received energy assistance that
14 totaled \$345,560 which was paid to Spire to
15 assist low income customers.

16 We also served 6,671 households in our
17 Energy Crisis Intervention Program. This
18 program assists households with a verifiable
19 energy crisis termination or disconnect. We
20 receive winter and summer funds for this
21 program.

22 739 Spire households were served with
23 energy assistance totaling \$251,914 which was
24 paid to Spire to assist low income customer
25 (indiscernible) notices or to help them get

1 their service reconnected in the winter and
2 the summer seasons.

3 Spire also partners with our agency on
4 the Dollar Help program. We determine
5 eligibility and make pledges for Spire
6 households. Last year we assisted 41
7 households with a portion of their bill
8 totaling \$17,936.86.

9 This partnership has allowed us to serve
10 more vulnerable households in need of
11 assistance. The cost of basic needs is a huge
12 challenge for our customers who struggle each
13 month to make ends meet. With that being
14 said, here are a few examples of our utility
15 customers.

16 A single mom with two kids who receives
17 \$215.45 in child support monthly reports no
18 resources. She receives SNAP benefits. She's
19 a renter and her home has not been
20 weatherized. A 73 year old disabled woman who
21 receives \$987 in Social Security and
22 supplemental Social Security income benefits.
23 She reports having \$10 in resources. She does
24 not receive SNAP benefits. She's a renter and
25 her home has not been weatherized. A 65 year

1 old disabled woman --

2 MR. FEWELL: You're, you're past time.

3 If you can sense your thought, you're okay.

4 MS. WALKER: Okay. I will get to my last
5 sentence. I'm sorry.

6 MR. FEWELL: Thank you.

7 MS. WALKER: Any rate increase for the
8 economically disadvantaged and our most
9 vulnerable populations which are elderly and
10 disabled households is too much.

11 MR. FEWELL: Thank you for your comments.

12 MR. KOLKMEYER: Good evening.

13 MS. WALKER: Hi.

14 MR. KOLKMEYER: I want to thank you and
15 your organization for administrating and
16 coordinating the Liheap Program.

17 MS. WALKER: Thank you.

18 MR. KOLKMEYER: It's a very good program
19 for the, the low income and the emergency
20 when, when someone gets shut off. So I really
21 don't have a question other than I want to
22 thank you and your organization.

23 MS. WALKER: I appreciate that. I'm
24 sorry, I tried to talk really fast.

25 MR. FEWELL: Perfectly fine, thank you.

1 And there's also, if you have additional
2 comments, you can make them online.

3 MS. WALKER: I only had two sentences I
4 couldn't get in.

5 MR. FEWELL: All right, you can be
6 excused.

7 MS. WALKER: Thank you.

8 MR. FEWELL: David Larsen.

9 MR. LARSEN: Hi.

10 MR. FEWELL: Please raise your right
11 hand? Do you solemnly swear or affirm the
12 comments you're about to give are the truth?

13 MR. LARSEN: I do.

14 MR. FEWELL: Can you please state and
15 spell your name for the record?

16 MR. LARSEN: David Larsen. D-A-V-I-D L-
17 A-R-S-E-N.

18 MR. FEWELL: You may proceed.

19 MR. LARSEN: I live in a neighborhood
20 that has a lot of retired people, including
21 me. And it just seems to be that, you know,
22 we just had a rate increase two years ago or
23 two and a half somewhere about there. And
24 it's all about infrastructure, which to me,
25 having several business infrastructure was

1 what I had to take care of. And it seems like
2 the customers now are being asked to pay for
3 stuff that we shouldn't have to. I mean,
4 Spire's worth 4.44 billion with B dollars.
5 And we already have two things on our bills
6 that we're paying for that doesn't make any
7 sense, plus the new meters. So I just feel
8 like this is not in anybody's best interest at
9 this time.

10 MR. FEWELL: Thank you, sir. Did you
11 have any additional comments?

12 MR. LARSEN: No.

13 MR. FEWELL: You can be excused. Thank
14 you. Monica Dixon. Please raise your right
15 hand? Do you solemnly swear or affirm the
16 comments you're about to give are the truth?

17 MS. NIXON: I do.

18 MR. FEWELL: Can you please state and
19 spell your name for the record?

20 MS. NIXON: I'm Monica Dixon. It's M-O-
21 N-I-C-A D-I-X-O-N.

22 MR. FEWELL: What would you like to tell
23 the commission?

24 MS. NIXON: I am not as worried as much
25 about the increases because I understand that

1 it has to be done because costs go higher as
2 the years go by. My problem is the customer
3 service. When I get a bill that is due in
4 three days and I have to make call to the
5 company say, I want to make a payment. Well,
6 "What you need to do is to get on the
7 computer." "Ma'am, I don't have a computer."
8 "Everybody's got a computer," is what I'm
9 told. And I said, "No, I don't have a
10 computer and I need to pay my bill." This has
11 happened at least twice with me and more so
12 with some of the other people in the
13 neighborhood.

14 I have a cell phone and I can use that to
15 a point. My problem is there is someone in
16 the neighborhood who has a CB radio and if I
17 call or text my mother or anybody else, I get
18 calls of the CB through my phone. Paying my
19 bill is not secure. Okay?

20 So I have already discussed this with
21 people at Spire and they are going to work
22 with me to try to help me make sure that I can
23 get a bill in a more timely manner.

24 But when you have someone in, in customer
25 service that is really rude and I'm sure they

1 get -- they're tired of hearing a lot of
2 complaints, but this is their job and they
3 don't need to assume that everybody has a
4 computer or everybody knows how to use a
5 computer.

6 They need to listen to the people.
7 (indiscernible) the people, whether they're
8 sitting in front of them or whether they're
9 miles down the road. That's all I have to
10 say. Thank you.

11 MR. FEWELL: Thank you for your comments,
12 ma'am. Rick Cook.

13 MR. COOK: Oh, do I spell it?

14 MR. FEWELL: Please raise your right
15 hand? Do you solemnly swear or affirm the
16 comments you're about to give are the truth?

17 MR. COOK: I do.

18 MR. FEWELL: Can you please state and
19 spell your name for the record?

20 MR. COOK: Rick Cook. R-I-C-K C-O-O-K.

21 MR. FEWELL: What would you like to tell
22 the commission?

23 MR. COOK: I would just like for the
24 commission to take a look at the budget which
25 I'm sure you've seen the audit. I'd hope that

1 you looking at. And just take a good look at
2 this (indiscernible) If you're going to be
3 able to ever cut any expenditures, it's going
4 to have to be in that area. You know, are
5 there too many people employed? Are there --
6 are the salaries reasonable? You know, is the
7 increases in the salaries going to be
8 reasonable? And these are things that, you
9 know, the consumers don't have any say over.

10 We -- we're kind of captive audience out
11 here at this point. You know, we don't have
12 choices of, well, we're going to go with a
13 different company. You know, this is the only
14 company that we've got. So it's really a lot
15 of -- a lot of responsibility falls on your
16 shoulders as the -- as the commission to make
17 sure that, that we make sure that these
18 companies are making good, wise decisions
19 because business people are big and they're
20 going to be drawn to do what's best for their
21 business, not necessarily for the consumer.
22 And so -- but anyway, thank you for what
23 you're doing.

24 MR. KOLKMEYER: Yes, you're welcome, sir.
25 Thank you for your comments. The Public

1 Service Commission has a set of auditors and
2 they take a deep dive. But it's not only the
3 Public Service Commission but the Office of
4 Public Counsel, they do as well. So it's not
5 that the Public Service Commission is the only
6 one that does a deep dive. The Office of
7 Public Counsel does as well.

8 MR. COOK: Okay.

9 MR. KOLKMEYER: So I assure you that
10 that's done.

11 MR. FEWELL: Okay.

12 MR. COOK: Thank you.

13 MR. KOLKMEYER: You're welcome.

14 MR. FEWELL: Ralph Tyler.

15 MR. TYLER: Yeah.

16 SPEAKER 1: We can bring a microphone to
17 you.

18 MR. TYLER: Well --

19 SPEAKER 1: We don't want you to fall on
20 the stairs, though. We've had an incident
21 this week.

22 MR. TYLER: I got it. No, no, no, no.

23 MR. FEWELL: Let you do it for me. Okay.

24 SPEAKER 1: Do you mind if I --

25 MR. TYLER: I, I got it.

1 SPEAKER 1: Okay.

2 MR. TYLER: My name is Ralph Tyler.

3 MR. FEWELL: Can you please raise your
4 right hand? Do you solemnly swear or affirm
5 the comments you're about to give are the
6 truth?

7 MR. TYLER: Yes.

8 MR. FEWELL: Can you spell your name for
9 the record?

10 MR. TYLER: Ralph Tyler. R-A-L-P-H T-Y-
11 L-E-R. Okay. I'm not against Spire Liberty
12 making a reasonable profit, but as you can
13 see, I'm with canes and I've got other health
14 issues. I'm on a fixed income and I cannot
15 take these rate hikes anymore. This year I
16 got a \$35 net increase in Social Security.
17 That does not cover. All my money now goes to
18 paying bills, medical expenses, gas, I have to
19 transfer -- go to Springfield, some of my VA
20 medical visits and stuff.

21 And, and I'm not going to complain about
22 service from Spire, but something that I would
23 like for you to address is, I get a bill at
24 the beginning, the computer generated bill,
25 but I don't get my Social Security checks

1 until the third Wednesday of each month.
2 Spire has been working with me to make my
3 payments when I get my money, but then I'm
4 also charged late fees and I don't know what
5 my bill is that what I actually owe anymore.
6 Would that take something they can address?

7 MR. FEWELL: Would you like to respond?

8 MR. ARIAS: Yes, sir. Please stop by
9 the, the desk outside with our
10 two(indiscernible) account number and they can
11 look up your account to make sure that we get
12 that more lined up with receive your income.

13 MR. TYLER: Okay.

14 MR. ARIAS: And we can also avoid those
15 late fees. And if you have any issues with
16 the late fees -- not -- getting late fees due
17 to that income not matching up with your bill
18 date, we can also take care of those late fees
19 for you.

20 MR. TYLER: Okay. Thank you.

21 MR. ARIAS: Thank you.

22 MR. FEWELL: Anything else?

23 MR. TYLER: No.

24 MR. ARIAS: Thank you for (indiscernible)
25 we can get that resolved tonight.

1 MR. FEWELL: Charlene Hansen.

2 MS. HANSEN: Okay.

3 MR. FEWELL: Do you solemnly swear or
4 affirm the comments you're about to give are
5 the truth?

6 MS. HANSEN: I do.

7 MR. FEWELL: Could you please state and
8 spell your name for the record.

9 MS. HANSEN: Charlene Hansen. C-H-A-R-L-
10 E-N-E H-A-N-S-E-N.

11 MR. FEWELL: (indiscernible) with your
12 comments.

13 MS. HANSEN: Good evening, commissioners.
14 My name is Charlene. I've attended -- I
15 believe this is my fourth of -- hearing of the
16 week. I've listened at all of them and have
17 compiled a testimony. First, I want to thank
18 you guys for having this in person hearing
19 tonight. I've lived in Missouri for seven
20 years. In Spire service area. I'm a single
21 mom, I am a full time college student and I
22 work for a local nonprofit about 25 hours a
23 week. To say my schedule is hectic would be
24 an understatement. So it is a big, big
25 testimony on my, my part that I came to all of

1 these hearings and listened to what everybody
2 had to say and, and listen to all the, the
3 Q&As.

4 I take advantage of Liheap every year. I
5 live on food stamps, I utilize Medicaid for my
6 son and I struggle to make ends meet. I'm
7 doing the best that I can to provide a future
8 for my son by going to school and for
9 advocating those who are the least
10 representative in our community.

11 While myself and thousands of Missourians
12 struggle to make ends meet, the top five Spire
13 executives made more than \$9 million last year
14 alone. Even if the Council ignores the
15 corporate greed that Spire thrives on, there
16 is a larger problem here.

17 Spire continues to invest in fracked
18 methane gas. This is a fossil fuel that warms
19 our planet and presents a huge threat to the
20 continuation of (indiscernible) as we know it.
21 As a mother to a six year old son who will
22 live his life on this planet, this is a deeply
23 personal issue to me. Climate change raises
24 sea levels, intensifies hurricanes, increases
25 the frequency and persistence of wildfires,

1 and brings more tornadoes to the Midwest like
2 the ones that left St. Louis devastated last
3 week.

4 Climate change has increased insurance
5 costs and now our fossil fuel costs. Spire
6 admitted that climate is warming and used that
7 as part of their justification for increasing
8 rates. I repeat this. Spire has caused
9 global warming -- contributed to global
10 warming, and then when they lost out on
11 profits from people not needing as much gas to
12 heat their homes, they want to raise rates to
13 recoup some of those loss. This is not a
14 sustainable business and it's clearly not
15 sustainable for our planet.

16 I appreciate that we have the PSC here to
17 hold Spire accountable for being just and
18 reasonable. I also acknowledge that the
19 majority of Missourians, including those in
20 the room, do not believe that their
21 testimonies do any good. For the reasons I've
22 just listed, I urge the commissioners to deny
23 any rate increase for Spire and to demand them
24 to invest in renewable energy. Thank you.

25 MR. FEWELL: Thank you for your comments,

1 ma'am. Is there anyone else who would like to
2 testify tonight? Raise your hand if you'd
3 like to. Okay. Commissioner Kolkmeyer, would
4 you like to give closing remarks?

5 MR. KOLKMEYER: Yes. Thank you. I want
6 to reiterate from Mr. Cook about the deep dive
7 that we do into the books. We take that
8 serious and we make the, the companies, not
9 just Spire, but all the companies that we
10 regulate justify their, their expenses. So I,
11 I do want to thank you for that comment. I
12 want to thank everyone for the comment for
13 coming out that they gave this evening. On
14 behalf of Chair Hahn and the other
15 commissioners, I want to thank you for coming
16 out. It's a nice evening. You could have
17 done a lot of things besides come here and
18 talk about gas rates. So again, thank you and
19 have a safe trip home.

20 MR. FEWELL: I also want to thank
21 everyone for their testimony and attendance
22 today. If you have any additional comments or
23 know anyone who would like to make additional
24 comments. Although we are finished with the
25 local public hearings, there is still the

1 consumer comments tab that I mentioned online
2 on the PSC's webpage or if you contact the PSC
3 by phone at 1-800 -- and I can repeat this.
4 1-800-392-4211. They're Consumer Services and
5 they can help you with making a comment online
6 as well. With that, we're adjourned. Have a
7 good night, everyone.

8

9 (End of audio recording.)

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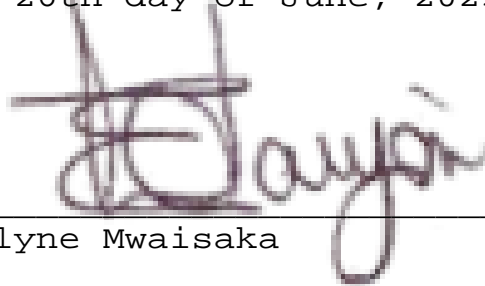
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I, EVERLYNE MWAISAKA, do hereby certify:

That said audio transcription is a true record as reported by me, a disinterested person.

I further certify that I am not interested in the outcome of said action, nor connected with, nor related to any of the parties in said action, nor to their respective counsel.

IN WITNESS THEREOF, I have hereunto set my hand this 26th day of June, 2025.



Everlyne Mwaisaka

\$	5	accountable 21:17	ago 11:22	18:22
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