

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

Abduraqeeb Ibn Joseph White,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2026-0103</u>
)	
Spire Missouri, Inc. d/b/a Spire,)	
)	
Respondent.)	

CERTIFIED MAIL

**NOTICE OF COMPLAINT
AND ORDER DIRECTING ANSWER**

Issue Date: October 15, 2025 Effective Date: October 15, 2025

On October 15, 2025, Abduraqeeb Ibn Joseph White filed the above-referenced complaint. A copy of the complaint accompanies this notice.

The Commission’s provisions governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090. Commission Rule 20 CSR 4240-2.070(15)(A) provides 30 days after notice to file a response to this complaint. Thirty days after this notice is November 14, 2025.

THE COMMISSION ORDERS THAT:

1. The Commission’s Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to:

Spire, Inc.
700 Market Street, 6th Floor
St. Louis, MO 63101

2. Respondent shall file an answer to this complaint no later than November 14, 2025. All pleadings shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

or filed using the Commission's electronic filing and information service.

3. The Staff of the Commission shall file a Recommendation no later than December 2, 2025.

4. This order is effective when issued.



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

Ronald D. Pridgin, Deputy Chief
Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 15th day of October, 2025.

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Abdulrazab Joseph White
(Your name here)
Complainant,
v.
Spire aka Laclede Gas
Saint Louis Missouri
(Utility's name here)
Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:
[Redacted]
(Address of complainant)
[Redacted] [Redacted] [Redacted]
(City) (State) (Zip Code)

2. The utility service complained of was received at:
a. Complainant's address listed in paragraph 1.
b. A different address:
[Redacted]
(Address where service is provided, if different from Complainant's address)
[Redacted] [Redacted]
(City) (State) (Zip Code)

3. Respondent's address is:

[Redacted address]

(Address of complainant)

[Redacted city, state, and zip code]

(City)

(State)

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ [Redacted]

(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Pursuant to 20 (CSR) 4240 Section 10-12
 Indicates Spire "shall recognize Medical Emergency Clause
 Spire on 10/12/21 @ 10:43 Disconnected Services
 at 13122 Brendan Wood Dr without having
 issued or having access to A. J. White.
 Spire then denied 3 complaints to CFPB Consumer
 Financial Service Bureau.
 The Complaint to CFPB explained detail that
 Spire was engaged in Avoiding and violating
 20 CSR 4240 13.050 (10)(12) to no Avail
 Spire shut down their website prohibiting payments

Causeing Bill to escalate

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

Complaint from AbdulRazek J. White aka A.J. White
 Pleaded for reconnection for eight day to
 no Avail.
 Spire should Establish payment directives
 and reconnect pursuant to Section (12) of CSR

Spire and its staff acted out denial with its
Shut off attendant Blomms on my outside
Wall,

8. The Complainant has taken the following steps to present this matter to
the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I Adnanugeeb J. White do hereby under oath of
penalty of perjury:
On 12/6/25 Spire did send an Employee to
13122 Brandon Wood Dr that followed by
hitting my outside walls then disconnecting
my service at 13122 Brandon Wood Dr
Shortly thereafter I tried 3 times to
explain that my medical issues did not
allow for such treatment
Attachment ~~to~~ Doctors Statement
" All denied Medical Emergency Application
J. White

10-13-2025
Date

[Redacted]
Complainant's Phone Number

Alternate Contact Number

J. White
Signature of Complainant

Adnanugeeb Joseph White
Complainant's Printed Full Name

[Redacted]
Complainant's E-mail Address

Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not**
send **originals** of any supporting documentation.

BJC Medical Group
of Missouri

Family Care at Christian Hospital
11125 DUNN ROAD
SUITE 406
SAINT LOUIS, MO 63136-6132
Ph: 314-653-5484
Fax: 314-653-5483

October 10, 2025

Abduraqeeb I. White "Aj"
[REDACTED]

Patient: **Abduraqeeb Ibn Joseph White**
Date of Birth: [REDACTED]
Date of Visit: **October 10, 2025**

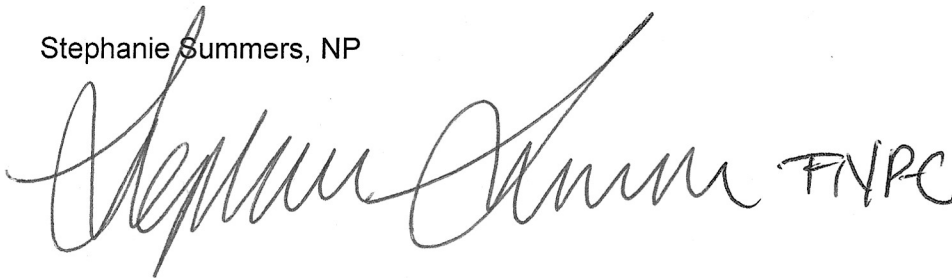
To Whom it May Concern:

Abduraqeeb White was seen in my clinic on October 10, 2025 at 10:00 am. Patient is under current treatment for [REDACTED]. These conditions could be exacerbated or even result in death without proper utilities such as gas, water, and electricity. Please continue his utility services.

If you have any questions or concerns, please don't hesitate to call.

Sincerely,

Stephanie Summers, NP





Medical Emergency Certification Form

If a service disconnection will aggravate an existing medical emergency of the customer, family member or other permanent resident of the premises, we can help. When you fill out the form below, we'll delay a service disconnection for up to 21 days.

In order to report a medical emergency, this form must be filled out and signed by the account holder and then certified by a Medical Doctor (M.D.) or Doctor of Osteopathy (D.O.) licensed by the State of Missouri, Illinois or Kansas. Once the form is completed, please fax it to 314-641-2166, or mail it to Spire, Drawer 9, St. Louis, MO 63166 within nine calendar days of the date shown below in order to continue to postpone a natural gas service disconnection.


If you have any questions while filling out the form, don't hesitate to reach out to us at 800-887-4173.

Notification of medical emergency

Date applicant notified Spire of a medical emergency: October 10, 2025

Name of the Spire representative applicant notified: _____

Customer information

Name of Spire customer: AbdulRageeb Joseph White Telephone: 

Address: _____ City: _____ ZIP: _____

Name of person with medical emergency: _____

Relationship of person with medical emergency to Spire customer: _____

Nature of medical emergency: _____

I represent that a medical emergency exists at my residence and that discontinuance of gas service will aggravate this medical emergency.

Signature of Spire customer: 

Certifying authority *(To be completed by a licensed Medical Doctor or Doctor of Osteopathy)*

I hereby certify that, in my medical opinion, discontinuance of gas service to the address specified will aggravate an existing medical emergency of the person named above. _____ M.D. _____ O.D. *(select one)*

Name: See Attached Doctor Statement Telephone: (____) _____

Address: _____ City: _____ ZIP: _____

Certifying Authority Signature

Office use only:

Date completed application received by Spire: ____ / ____ / ____

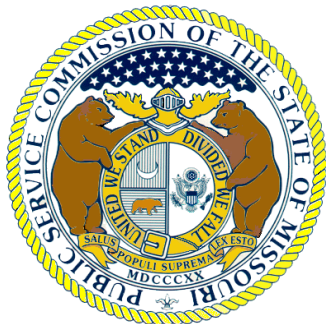
Spire Representative Signature

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 15th day of October 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 15, 2025

File/Case No. GC-2026-0103

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

Office of the Public Counsel
(OPC)
Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Abduraqeeb Ibn Joseph White
Abduraqeeb Ibn White
13122 Brendan Wood Dr.
Black Jack, MO 63033-4532
whiteabduraqeeb@gmail.com

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