

Exhibit A

Customer Contact Info		BARKER,AYANNA N, Credit and Collection Contact/DebtNext Collection Agency Placement Notification , Contacted 11-22-2017		Customer Contact ID		5251605480	
Person ID	5251621111	BARKER,AYANNA N - Home Phone: (816) 606-8568		Open	<input type="checkbox"/>		
Preferred Contact Method	Not Applicable		User ID		SYSUSER System, English		
Contact Date/Time	11-22-2017 / 09:01:27AM						
Contact Class	Credit and Collection Contact						
Contact Type	DTN		DebtNext Collection Agency Placement Notification				
Comments	<div></div>						
Related Records							
Letter Information							Display Letter

			Create Date/Time	Created by	Log Entry	Reminder	Send To	Tri
					<div></div>	<div></div>		

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MISSOURI GAS ENERGY



>000386 2241163 0001 092049 10Z
AYANNA N BARKER
9922 LOCUST ST
KANSAS CITY, MO 64131-4220

January 20, 2017

URGENT NOTICE: PAYMENT NEEDED TO PREVENT SERVICE DISCONNECTION

Amount Due: **\$363.36**
Disconnection Amount: **\$332.74**
Account Number: **5005333333**

Dear Missouri Gas Energy Customer,

Service disconnections can make life difficult, so we want to avoid them whenever we can. How? Contact us immediately to make a payment in the amount due (above). **If we do not receive payment for at least the disconnection amount by February 3, 2017, we will need to disconnect your natural gas service on or after this date.**

In an effort to help you avoid disconnection and unnecessary fees, please review the important information and resources below.

How can I pay my bill?

For your convenience, we offer several ways to pay, including:

- **In person:** Visit any of our authorized payment agents. For a complete list, visit MissouriGasEnergy.com and click on "Find a Pay Station".
- **Online:** Visit MissouriGasEnergy.com and under Payment Options, click on "Pay Online".
- **By phone:** Call 800-582-1234 to speak with a representative or use our automated phone system to make a payment from your bank account or with a credit or debit card (MasterCard, VISA or Discover).

What if I am unable to pay the total amount due?

Give us a call before the disconnection date above and one of our representatives can help you determine if payment arrangements are available. If so, an initial payment will be required before the disconnection date, but not the full amount.

There are special winter provisions and assistance programs that may help you.

Cold Weather Rule (CWR): From Nov. 1 – Mar. 31, you may enroll in a CWR payment plan if you take the following actions: 1) contact us and state your inability to pay in full, 2) make the required initial payment (or receive a pledge from an agency for this amount), 3) enter into a payment arrangement, and 4) make the required payments on time each month. *For more details, see the CWR Payment Agreement terms at the end of this letter.*



MISSOURI GAS ENERGY



Financial Assistance: Assistance may be available to help pay your heating bill. For more information regarding financial assistance application deadlines and requirements, call United Way at 211 or the community action agency in your area.

As always, we appreciate your assistance and thank you for giving us the opportunity to serve you.

Missouri Gas Energy
Customer Experience Department

Community Action Agencies

Central Missouri Community Action Agency

Cooper, Howard and Moniteau Counties
573-443-1100 or 800-573-3637

Ozarks Area Community Action Corporation

Barry, Christian, Dade, Greene,
Lawrence, and Stone Counties
417-864-3460

Community Action Partnership of Greater Saint Joseph

Andrew, Buchanan, Clinton and DeKalb Counties
816-233-8281

United Services Community Action Agency

Clay, Jackson, and Platte Counties
816-358-6868

Economic Security Corporation

Barton, Jasper, McDonald, and Newton Counties
417-781-0352

West Central Missouri Community Action Agency

Cass, Cedar, Henry, and Vernon Counties
660-476-2185

Missouri Valley Community Action Agency

Carroll, Johnson, Lafayette, Pettis, Ray, and Saline Counties
660-886-7476 ext. 814 or 859

COLD WEATHER RULE PAYMENT AGREEMENT TERMS:

To retain or restore service, we may agree on a 12-month level payment plan to cover both the amount you owe and an estimate of your monthly bills for the next 12 months, or possibly a reasonable shorter or longer duration. For customers who have not defaulted on a CWR plan, the initial payment shall be 12 percent of the 12-month budget bill, including pre-existing balance, and an estimate of 12 months' usage.

For customers who have defaulted on a CWR plan, the initial payment shall be 50 percent of the pre-existing balance or \$500, whichever is less. For customers who have defaulted on a 50 percent/\$500 plan, the initial payment shall be 80 percent of the pre-existing balance.

For customers who default on a CWR plan in the current heating season, but *have not had service disconnected*, we will reinstate the plan upon payment of the amount needed to bring the plan current.

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

LOCUSTWOOD ASSOCIATES,)	
)	
Complainant,)	
)	
v.)	File No.: GC-2018-0267
)	
SPIRE MISSOUR INC.,)	
)	
)	
Respondent.)	

**OBJECTIONS AND ANSWERS TO LOCUSTWOOD ASSOCIATES' FIRST SET OF
INTERROGATORIES AND FIRST REQUEST FOR PRODUCTION OF DOCUMENTS**

COMES NOW Respondent Spire Missouri Inc. ("Spire"), and for its Objections and Answers to Complainant's First Set of Interrogatories and First Request for Production of Documents, states as follows:

1. Identify who in Spire made the decision to shut off gas service to 9922 Locust, KCMO 64131 ("9922") and provide all document relied upon directly or indirectly by such person in deciding to shut off gas service.
 - (a) State the basis for the contentions, conclusions, and positions for the shut off of gas service to 9922 and provide all documents, communications and oral communication related to the stated basis.
 - (b) Identify all communication with Tenant related to Tenants from March 1, 2017 to the present and provide all documents and communications including oral communications along with the identity related such communications.

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1. None. Disconnection was performed pursuant to Spire policy.
 - a. See attached Revert to Owner Agreement signed 06/29/2010
 - b. See attached documents consisting of statements and disconnection notices.

2. Identify all communications, including oral communications between such person identified in 1 above and any other person regarding the shut off of gas service to 9922 and restoration of gas service and produce all documents that relied upon in determining to shut off gas service.

- (a) Provide the identity of each such person and provide all documents relating to the shut off of gas service and restoration of gas service. that such person has or was discussed with persons.

2. None

a. None

3. Identify all documents that relate directly or indirectly to Spire effort to contact Tenant to obtain payment for past due amount from March 1, 2017 to the present.

- (a) Provide all documents related to any contact with Tenant.
- (b) Provide all communications including oral communications and identify all communications and oral communications related to contacts with Tenant in 3 above. Provide the identity for all such communications and provide all documents that such persons identified have related to the relocation of Rate Counsel to Trenton.
- (c) Produce all documents identified in 3 above.

3. See 1. b.

- a. See 1. b.
- b. Spire objects to this request as irrelevant and not reasonably calculated to lead to the discovery of admissible evidence.
- c. See 1. b.

4. Identify all communications by and between Spire and its employees directly or indirectly related to the decision to shut off gas service to 9922 and not to contact Locustwood Associates to revert service to owner or related to notifying owner about the shut off of gas service to 9922 and provide all documents related to such communications.

(a) If there were communications including oral communications, please identify any documents discussed or referred to in such communications and provide such documents.

(b). Provide the identity for all such communications and provide all documents that such persons identified have related to 9924.

4. **None; see attached Revert to Owner Agreement signed 06/29/2010**

a. **None**

b. **Spire objects to this request as irrelevant and not reasonably calculated to lead to the discovery of admissible evidence.**

5. Identify all communications by and between Spire and its employees directly or indirectly related not to contact Locustwood Associates that gas service to Tenant was shut off so that security deposit of Tenant could be used to restore gas service and provide all documents related to such communications.

(a) If there were communications including oral communications, please identify any documents discussed or referred to in such communications and provide such documents.

(b) Provide the identity for all such communications and provide all documents that such persons identified have related to above.

5. **None**

a. **None**

b. **None**

6. Identify all guidelines and procedures to employees of Spire related to shut off of service and subsequent actions employees should take with respect customer/tenant and/or owner of the property. Provide all documents identified related to guidelines and procedures.

6. **See attached Revert to Owner Agreement signed 06/29/2010**

Dated: June 15, 2018

/s/ Matthew J. Aplington

Matthew J. Aplington #58565

Spire Missouri Inc.

700 Market Street, 6th Floor

St. Louis, MO 63101

Phone: (314) 342-0785

Fax: (314) 421-1979

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