

FILED
March 16, 2026
Missouri Public
Service Commission

From: [REDACTED]
Sent: Friday, March 13, 2026 3:20 PM
To: Missouri Public Service Commission <pscinfo@psc.mo.gov>
Cc: customerservice@spireenergy.com
Subject: Cold Weather Rule Complaint – Spire Disconnect Feb 13, 2026

Pernell Robinson Jr - [REDACTED]

I am submitting a complaint regarding the disconnection of my residential natural gas heating service by [Spire Inc.](#) on February 13, 2026. At the time of the disconnection, temperatures in the St. Louis area were forecast to fall well below freezing, with overnight lows around 16°F according to National Weather Service and NOAA data. Under Missouri regulation 20 CSR 4240-13.055 (Cold Weather Rule) enforced by the [Missouri Public Service Commission](#), residential heating service generally may not be disconnected when freezing temperatures are expected within the following 24 hours.

Prior to the disconnection, I made a \$ [REDACTED] payment toward my past-due balance in an effort to maintain service and address the account. My household includes children, and the loss of heating service during freezing weather created a serious health and safety concern. Although I received a disconnection notice, the existence of a notice does not remove the protections provided under the Cold Weather Rule.

I respectfully request that the Missouri Public Service Commission review whether Spire Energy complied with 20 CSR 4240-13.055 and applicable residential disconnection procedures, and require the company to provide the disconnect work order, the exact time of disconnection, and the weather forecast relied upon at the time of the shutoff.

Due to the loss of residential heating service during freezing temperatures and the presence of children in the household, I respectfully request prompt review of this matter and that the Commission order temporary reconnection of my natural gas service while this complaint is investigated.

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