

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Pennell Robinson
(Your name here)
Complainant,

v.

File No.

Spine
(Utility's name here)
Respondent,

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address]

[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:

[Address where service is provided, if different from Complainant's address]

[City, State, Zip Code]

disconnection I also made a \$ [redacted] payment toward my account and attempted to maintain service. My household also includes children, and the loss of heat during freezing temperatures created a serious safety concern. For these reasons, I request that the Missouri Public Service Commission investigate and grant appropriate relief including temporary reconnection of service while this matter is reviewed.

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 contacted Spine Energy regarding the past-due balance and made a \$ [redacted] payment in an effort to maintain service and address the account. Despite this payment and the Cold Weather Rule the company disconnected my service on Feb 13th, 2026

3-13-24
Date

[redacted]
Complainant's Phone Number

Alternate Contact Number

Pernell E. Robinson
Signature of Complainant

Pernell E Robinson
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.

Formal Complaint – Potential Violations of Missouri Utility Regulations

To: Missouri Public Service Commission (PSC)

Subject: Disconnection of Residential Heating Service by Spire Energy on February 13, 2026

I am submitting this formal complaint regarding the disconnection of my residential natural gas heating service by Spire Energy on February 13, 2026. My household relies on natural gas for heating and includes children. The loss of heating service during winter conditions created a serious health and safety concern for my household.

Prior to the disconnection, I made a payment of \$[REDACTED] toward my past-due balance in an effort to maintain service and address the account. This payment demonstrates my attempt to resolve the account and avoid interruption of essential heating service.

Available NOAA and National Weather Service data for the St. Louis region shows that temperatures during this period were expected to fall well below freezing. Historical weather records indicate overnight temperatures near 16°F on February 13, 2026. These temperatures demonstrate that freezing conditions were expected within the following 24-hour period surrounding the disconnection.

Missouri regulation 20 CSR 4240-13.055, commonly known as the Cold Weather Rule, provides protections for residential customers whose utilities are used for heating. Under this rule, utilities generally may not disconnect residential heat-related service when the temperature is forecast to fall below 32°F within the following 24 hours or when certain National Weather Service winter advisories are in effect.

The Cold Weather Rule also requires utilities to attempt to establish reasonable payment arrangements with customers before disconnecting heat-related service during winter conditions. I made a payment toward my account prior to disconnection, demonstrating my willingness to address the balance and maintain service. Despite this effort, my heating service was still disconnected.

Missouri utility regulations also require utilities to provide proper notice and attempt to contact customers prior to termination of residential service. These requirements include providing written disconnection notice and allowing an opportunity for the customer to establish a payment arrangement. Although I received a notice, the existence of a notice does not remove the protections provided under the Cold Weather Rule.

Because children reside in my household and the loss of heating service during freezing weather presents a significant health and safety risk, this disconnection raises serious concerns regarding compliance with Missouri utility regulations designed to protect residential customers during winter conditions.

I respectfully request that the Missouri Public Service Commission investigate the February 13, 2026 disconnection of my natural gas service and review whether Spire Energy complied with all applicable Missouri regulations, including 20 CSR 4240-13.055 (Cold Weather Rule) and related customer notice and payment arrangement requirements.

Specifically, I request that the Commission require Spire Energy to provide documentation including the disconnect work order, the exact time service was disconnected, the weather forecast relied upon at the time of disconnection, and records showing any payment arrangements that were offered or discussed.

PUBLIC



NATIONAL WEATHER SERVICE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Climatological Report (Daily)

Issued by NWS [REDACTED]

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CDUS43 KLSX 120731
CLISTL

CLIMATE REPORT
NATIONAL WEATHER SERVICE [REDACTED]
231 AM CDT THU MAR 12 2026

...THE [REDACTED] CLIMATE SUMMARY FOR MARCH 11 2026...

CLIMATE NORMAL PERIOD 1991 TO 2020
CLIMATE RECORD PERIOD 1874 TO 2026

WEATHER ITEM	OBSERVED TIME VALUE (LST)	RECORD VALUE	YEAR	NORMAL VALUE	DEPARTURE FROM NORMAL	LAST YEAR
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TEMPERATURE (F)

YESTERDAY	OBSERVED TIME VALUE (LST)	RECORD VALUE	YEAR	NORMAL VALUE	DEPARTURE FROM NORMAL	LAST YEAR
MAXIMUM	74 222 AM	85	1972	55	19	80
MINIMUM	37 1023 PM	8	1948	35	2	51
AVERAGE	56			45	11	66

PRECIPITATION (IN)

YESTERDAY	0.83	2.26	1977	0.10	0.73	0.00
MONTH TO DATE	4.13			1.08	3.05	0.36
SINCE MAR 1	4.13			1.08	3.05	0.36
SINCE JAN 1	6.55			5.90	0.65	4.35

SNOWFALL (IN)

YESTERDAY	0.0	4.8	1912	0.0	0.0	0.0
		2000				
MONTH TO DATE	T			1.1	-1.1	0.3
SINCE MAR 1	T			1.1	-1.1	0.3
SINCE JUL 1	18.5			15.2	3.3	18.6
SNOW DEPTH	0					

DEGREE DAYS

HEATING	YESTERDAY	MONTH TO DATE	SINCE MAR 1	SINCE JUL 1	RECORD	DEPARTURE	LAST YEAR
HEATING	9	133	133	3433	20	-11	0
					242	-109	177
					242	-109	177
					3761	-328	3402

COOLING

YESTERDAY	0	13	13	13	0	0	1
MONTH TO DATE	13				0	13	1
SINCE MAR 1	13				0	13	1
SINCE JAN 1	13				1	12	1

WIND (MPH)

HIGHEST WIND SPEED	37	HIGHEST WIND DIRECTION	W (290)
HIGHEST GUST SPEED	49	HIGHEST GUST DIRECTION	W (290)
AVERAGE WIND SPEED	15.2		

SKY COVER

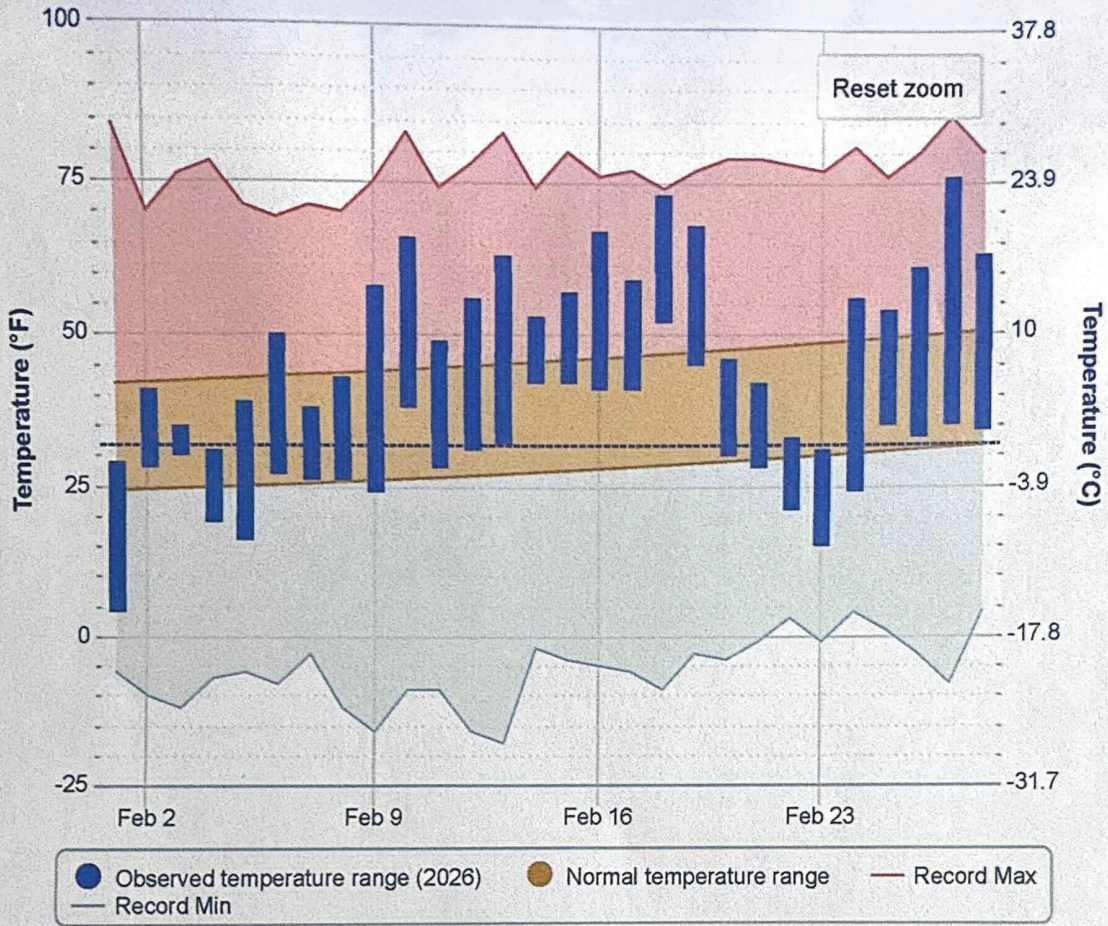
AVERAGE SKY COVER 0.9

PUBLIC

Daily Temperature Data - [Redacted] (ThreadEx)



Period of Record - 1874-01-01 to 2026-03-12. Normals period: 1991-2020. Click and drag to zoom chart.



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