

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

Pernell Robinson, Jr., )  
 )  
 Complainant, )  
 )  
 v. ) **Case No. GC-2026-0237**  
 )  
 )  
 Spire Missouri Inc. d/b/a Spire, )  
 )  
 Respondent. )

CERTIFIED MAIL

**NOTICE OF COMPLAINT  
AND ORDER DIRECTING ANSWER AND STAFF REPORT**

Issue Date: March 16, 2026

Effective Date: March 16, 2026

On March 16, 2026, Pernell Robinson, Jr. (Complainant) filed a complaint with the Commission against Spire Missouri Inc. d/b/a Spire. A copy of the complaint accompanies this notice.

Rules 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.

Because this complaint involves less than \$3,000, it shall proceed under the Commission’s small formal complaint procedure.<sup>1</sup> If any party believes this matter should not proceed under the small formal complaint procedure, that party may file a motion consistent with the Commission’s rule. As a small formal complaint, the Commission will

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<sup>1</sup> 20 CSR 4240-2.070(15).

also order the Staff of the Commission (Staff) to investigate the complaint and file a report detailing its findings and recommendations.<sup>2</sup>

Under Commission Rule 20 CSR 4240-2.070(15)(A), Spire has 30 days from the date of this notice to file a response to this complaint. Thirty days after the issuance of this notice is April 15, 2026.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. If mediation is requested, the Commission may suspend the deadlines set forth in this order.

The Commission will provide notice of this complaint case to Spire, and set a time for it to answer the complaint.

**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 at:

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

2. Spire shall file an answer to this complaint, or a request for mediation, no later than April 15, 2026. 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 System (EFIS).

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<sup>2</sup> 20 CSR 4240-2.070(15)(D).

3. Staff shall investigate this complaint and file a report with the Commission no later than May 15, 2026.

4. The Commission's Data Center shall send a copy of this notice, a copy of the Commission's procedural rules, 20 CSR 4240-2, and a copy of the handbook titled "How to Present Your Formal Complaint Before the Missouri Public Service Commission" to the Complainant.

5. This order is effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell  
Secretary

Charles Hatcher, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 16<sup>th</sup> day of March, 2026.

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 13<sup>th</sup>, 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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721  
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)

WEATHER ITEM	OBSERVED TIME VALUE (LST)	RECORD VALUE	YEAR	NORMAL VALUE	DEPARTURE FROM NORMAL	LAST YEAR
YESTERDAY						
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	9			20	-11	0
MONTH TO DATE	133			242	-109	177
SINCE MAR 1	133			242	-109	177
SINCE JUL 1	3433			3761	-328	3402

COOLING

YESTERDAY	0			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

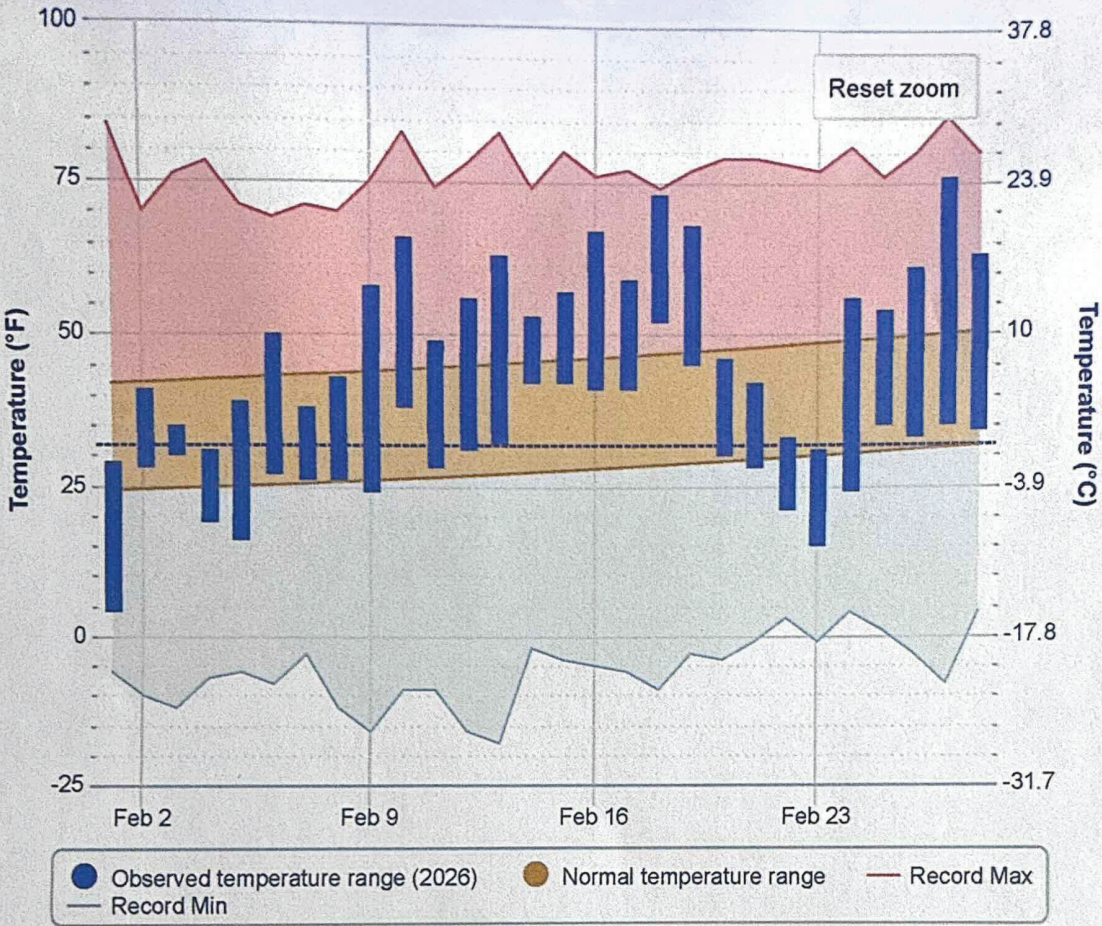
AVERAGE SKY COVER 0.9

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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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](mailto:pscinfo@psc.mo.gov)>  
**Cc:** [customerservice@spireenergy.com](mailto: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.

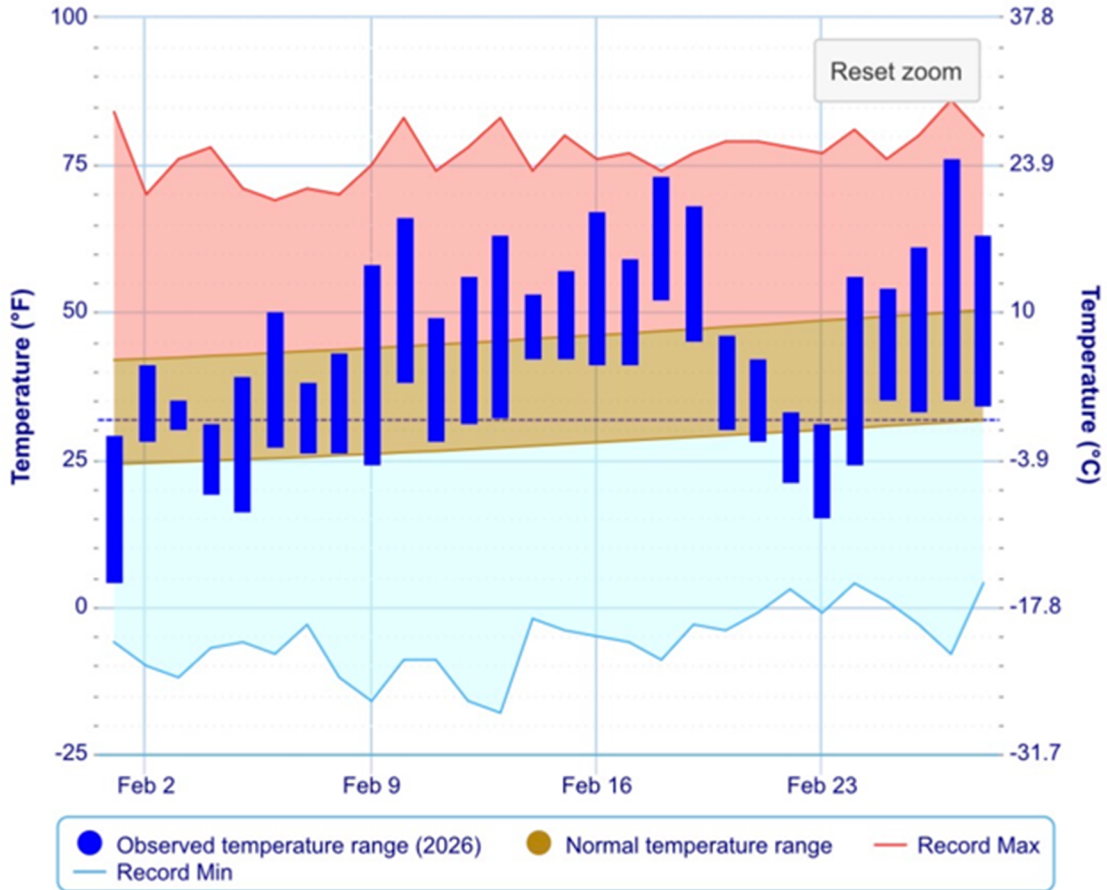
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### Daily Temperature Data - St Louis Area, MO (ThreadEx)

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

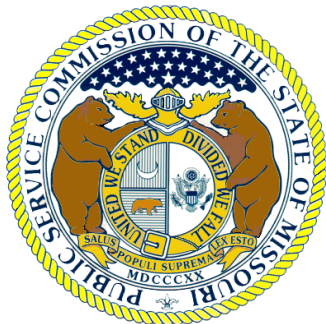


**STATE OF MISSOURI**

**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 16<sup>th</sup> day of March 2026.**



*Nancy Dippell*

**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**March 16, 2026**

**File/Case No. GC-2026-0237**

**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)**

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200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opc@opc.mo.gov

**Pernell Robinson JR**

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**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**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.