

FILED

MAR 25 2026

Missouri Public Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Rovonne Ginger,
 (Your name here))
 Complainant,)
 v.)
 (Energy))
Spire Gas Company)
 (Utility's name here))
 Respondent,)

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted address]

(Address of complainant)

[Redacted city and state]

(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)

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3. Respondent's address is:

700 Market Street,
(Address of complainant)

St. Louis, MO 63101
(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.)

I would like for someone to take a look into how and why, my bill was 3 times higher in the month of December 2025. My balance was at zero balance the beginning of November 2025 and was over \$ [REDACTED] in one month, after the November bill, which was already doubled at close to \$ [REDACTED], within 28 days, my bill was over \$ [REDACTED] and for the months of November and December, the weather was on average 70 degrees. Also, I do not raise my temperature gauge over 70 degrees and I do not have gas appliances. I understand tariffs are to blame, however, with me being alone and not using gas like the bill reflects makes no sense.

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.)

(Explained above)
My main concern was the amount. I can see if it doubled, but it tripled in a warm month. In January, when the month was cold, it was back normal. I am being told that a one month \$ [REDACTED] bill was used and there's no way that this is possible. This needs to be taken very seriously and looked into, respectfully.
This company needs to be monitored closely.

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Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

KAYLA HAHN
Chair

VACANT
Commissioner

GLEN KOLKMEYER
Commissioner

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

JOHN P. MITCHELL
Commissioner

February 11, 2026

Rovonne Ginger

Dear Ms. Ginger:

This letter is a follow up to our telephone conversation today, regarding the complaint you filed on Jan. 9, against Spire. In your complaint, you were concerned about high bills with no extra usage. After initial review of the complaint matter, I contacted the company to obtain further account information.

⊗ As we discussed, your usage is based on actual usage and was not estimated. The meter usage matched your billing statements and your meter was tested and passed at 100%. ← Not sure this is possible. - SPIRE NEEDS TO BE MONITORED!

If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 20 CSR 4240-13.070 (4), you may file a formal complaint. A formal complaint must be based upon the complainant's belief that a rule, regulation or approved tariff provision has been violated.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. A formal complaint must be provided in writing using the Commission's formal complaint form along with your supporting documentation. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission. If you choose not to file a formal complaint, nonpayment of any portion of your bill could subject you to discontinuance of service.

This concludes our investigation into your complaint. However, if you have additional information or would like to discuss the details of our investigation further, please contact me at 800-392-4211, at which time I will re-open your complaint for discussion.

Sincerely,

Layna

Lead Customer Service Representative

Missouri Public Service Commission

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R. Ginger



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MAR 24 2026

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, MO 65101

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65102-036060

