

FILED

APR 23 2026

Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

* Keir Reynolds
(Your name here)

Complainant,

v.

File No.

(PSC fills this in)

SPire Gas
(Utility's name here)

Respondent,

FORMAL COMPLAINT

1. Complainant resides at:

you *

[Redacted]
(Address of Complainant)

[Redacted] (City) [Redacted] (State) [Redacted] (Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

spire *

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

[Redacted] (City) [Redacted] (State) [Redacted] (Zip Code)

Public

3. Respondent's address is:

[Redacted]
(Address of complainant)

[Redacted]
(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.)

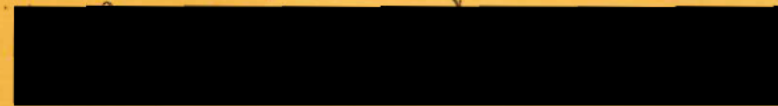
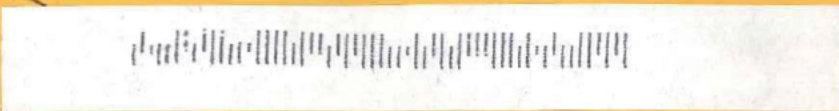
To Allow All SAID Phone conversations,
To Be heard IN the entire Recordings
From Nov, 25 To JAN, 2026, stating that
I WASN'T properly placed on SPIRES' cold weather
PLAN, from Again Nov, 2025, to JAN, 2026
I spoke with 3 Agents, which all told me
my information WASN'T set up properly
and they will correct it But it Never got
corrected UNTILL JAN, 2026 But SPIRE
continued to charge me EVERY month, I want
all charges all dropped AND placed properly
BACK on MY Regular Bill FROM month to month

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.)

SPIRE gas continued to charge me my
monthly Bill and my cold weather Bill when
they never looked into the situation at all
AFTER I CALLED them many times and was
treated very rudly. I HAVE sent them [Redacted] this
month and plan to send another payment as well
this month to show good faith

Keir



Retail

 U.S. POSTAGE PAID
 FCM LG ENV
 SAINT LOUIS, MO 63138
 APR 20, 2026
\$6.93
 S2324A502220-27
 RDC 99
 65102

Public Service Commission
 P. O. Box 360
 Jefferson, city, MO 65102

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
 OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL

 9589 0710 5270 2950 9800 95

RECEIVED
 APR 23 2026
 MO PUBLIC SERVICE COMMISSION
 MAIL ROOM

Public