

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

Rovonne L. Ginger,)	
Complainant,)	
)	
v.)	<u>Case No. GC-2026-0250</u>
)	
Spire Missouri, Inc., d/b/a Spire,)	
)	
Respondent.)	

**ORDER EXTENDING COMMISSION DEADLINE AND ESTABLISHING A
PROCEDURAL SCHEDULE**

Issue Date: June 16, 2026

Effective Date: June 16, 2026

On June 1, 2026, the Staff of the Commission (Staff) filed a proposed procedural schedule on behalf of the parties. The Commission subsequently scheduled a procedural conference for June 10, 2026.

At the June 10, 2026, procedural conference Spire Missouri, Inc., d/b/a Spire stated that Complainant had not put forth an alleged violation. However, Complainant has articulated multiple times that she believes her December 2025 bill to be excessive and that she would like Spire investigated regarding her gas bills. So, Complainant has stated an alleged violation in plain terms and has alleged an amount in dispute.

As noted above Complainant’s requested relief was to have Spire investigated regarding her gas bills. Complainant attached a copy of a letter issued in her informal complaint for the same alleged violation. The letter indicates that a Customer Service Representative contacted Spire and confirmed that the usage on her bill was not estimated and that her meter was tested and was not found defective.

In this formal Complaint, Complainant also requested an investigation of Spire's billing for her account. Staff investigated Complainant's allegations and filed a recommendation and report about those allegations. Staff's investigation determined that Complainant's gas bills were correctly charged and that her meter was functioning properly.

Complainant's allegations have twice been investigated. The Commission is unsure of what further relief Complainant is requesting. It is Complainant's burden at an evidentiary hearing of showing that Spire committed a violation. Therefore, the Commission will establish a procedural schedule with an evidentiary hearing.

Commission Rule 20 CSR 4240-2.070(15)(G) requires the Regulatory Judge to issue a recommended report and order within 100 days of the filing of a complaint unless good cause is found to extend that time. The 100-day deadline to issue a recommended report and order in this case is July 3, 2026. The parties proposed procedural schedule contemplates an evidentiary hearing on August 27, 2026. Accordingly, the Commission finds good cause exists to extend the time to issue a recommended report and order.

THE COMMISSION ORDERS THAT:

1. The following procedural schedule is established:

Last Day to Request Discovery	July 1, 2026
Joint List of Issues and Order of Witnesses, Order of Cross-Examination and Order of Opening	July 31, 2026
Position Statements	August 7, 2026
Joint Statement of Facts	August 14, 2026
Evidentiary Hearing	August 27, 2026

Post-Hearing Briefs

September 4, 2026

Reply Briefs

September 11, 2026

2. The Commission will extend the 100-day deadline for a recommended report and order until October 30, 2026.

3. The evidentiary hearing is scheduled for August 27, 2026. The Commission will inform the parties of the time and location of the evidentiary hearing in a separate order.

4. The parties shall comply with the following additional procedural requirements:

A. Exhibit numbers are assigned in the following manner:

Complainant	1-99
Spire	100-199
Staff	200-299
Public Counsel	300-399

B. All parties shall provide copies of exhibits and pleadings to other counsel of record by electronic means and in electronic form essentially concurrently with the filing of such exhibits or pleadings where the information is available in electronic format. Parties are not required to put information that does not exist in electronic format into electronic format for purposes of exchange;

C. Parties shall make all reasonable efforts to not include confidential information in data requests. If confidential information must be included in data requests, the confidential information will be appropriately designated as such pursuant to 20 CSR 4240-2.135;

D. Data requests issued to or by Staff shall be submitted and responded to in EFIS, if feasible, or in electronic format on flash drive or by other means agreed to by counsel, if infeasible. Counsel for each party shall receive electronically from each other party serving a data request, an electronic copy of the text of the “description” of that data request contemporaneously with service of the data request. Regarding Staff-issued data requests, if the description contains confidential information, or is voluminous, a hyperlink to the EFIS record of that

data request shall be considered a sufficient copy. If a party desires the response to a data request that has been served on another party, the party desiring a copy of the response must request a copy of the response from the party answering the data request. Data requests shall be sent by e-mail to counsel for the other parties. Counsel may designate other personnel to be added to the service list for data requests, but shall assume responsibility for compliance with any restrictions on confidentiality. Data request responses shall be served on counsel for the requesting party, unless waived by counsel, and on the requesting party's employee or representative who submitted the data request, and shall be served electronically, if feasible and not voluminous as defined by Commission rule;

- E. Where data request responses include models or spreadsheets or similar information originally in a commonly available format where inputs or 4 parameters may be changed to observe changes in inputs or outputs, if available in that original format, the party providing the response shall provide this type of information in that original format with formulas intact. Responses shall be provided in electronic format by e-mailing or by delivery of a compact disc or other electronic storage media.

- 4. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 16th day of June, 2026.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

Pursuant to 386.290, RSMo., 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 16th day of June, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

June 16, 2026

Case No: GC-2026-0250

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



**Nancy Dippell
Secretary**

¹

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