

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

Pernell Robinson, Jr.,)	
Complainant,)	
)	
v.)	<u>File No. GC-2026-0237</u>
)	
Spire Missouri Inc. d/b/a Spire,)	
)	
)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and submits its *Staff Report*, as prescribed in Commission Rule 20 CSR 4240-2.070(11):

1. On March 16, 2026, Mr. Pernell Robinson (“Complainant”) filed a complaint with the Missouri Public Service Commission (“Commission”) against Spire Missouri, Inc. d/b/a Spire (“Spire”), pursuant to Commission Rule 20 CSR 4240-2.070.

2. On the same day, the Commission issued an order in which it stated this complaint falls under the Small Formal Complaint Case procedures prescribed in Commission Rule 20 CSR 4240-2.070(15). In this order, the Commission also directed Staff to investigate Mr. Pernell’s complaint and file a *Staff Report* with the Commission no later than May 15, 2026.

3. On April 16, 2026, in response to Spire’s *Motion for Summary Determination* and memorandum in support of said motion, the Commission issued an order extending the *Staff Report* filing date from May 15, 2026, to May 22, 2026.

4. On May 22, 2026, Staff filed a *Motion for Extension* for the *Staff Report* with the Commission indicating that, upon further analysis of Mr. Pernell’s Compliant, Staff believed it necessary to issue further data requests (“DRs”). The Commission granted Staff’s *Motion for Extension* on May 26, 2026, extending the filing deadline to no later than June 18, 2026.

5. Section 386.390.1, RSMo, provides an individual the ability to file a complaint with the Commission against a “public utility in violation, or claimed to be in violation, of any provision of law subject to the commission’s authority, of any rule promulgated by the commission, of any utility tariff, or of any order or decision of the commission...”

6. Staff’s report set out in its Memorandum, attached as Appendix A and incorporated herein, details Staff’s investigation into Mr. Robinson’s complaint.

7. As set out fully and in complete detail in the Memorandum, based upon its investigation and the facts discovered in the course of that investigation, investigative staff concluded that ** [REDACTED]

[REDACTED]

[REDACTED] **.

8. Therefore, Staff recommends the Commission ** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **. Staff further recommends the Commission issue such orders as it deems appropriate to effectuate the recommendations set out in the Staff Memorandum.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully submitted,

/s/ Andrea B. Hansen

Andrea B. Hansen

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been transmitted by electronic mail to counsel of record this 18th day of June, 2026.

/s/ Andrea B. Hansen

CASE NO. GC-2026-0237

REPORT OF THE STAFF

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY