

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI
TRANSCRIPT OF PROCEEDINGS
PROCEDURAL CONFERENCE

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

WEDNESDAY, JUNE 10, 2026
3:00 p.m.

Jefferson City, MO
via WebEx

VOLUME 1

JOHN CLARK, Presiding
SENIOR REGULATORY LAW JUDGE

KAYLA HAHN, Chair,
MAIDA J. COLEMAN,
GLEN KOLKMEYER,
JOHN MITCHELL,
COMMISSIONERS

Transcribed by:
Nisha Chakkingal

1 THE COURT: Okay, today is June 10th of
2 2026, and the current time is 3:02 p.m. The Commission
3 set aside this procedural -- time for this procedural
4 conference, and the case captioned as Rovonne L. Ginger,
5 Complainant, v. Spire Missouri, Respondent, and that is
6 file number GC-2026-0250. My name is John Clark. I'm
7 the Regulatory Law Judge overseeing this procedural
8 conference today. I'm going to begin by asking the
9 parties to enter their appearance for the record,
10 starting with Spire Missouri.

11 MR. ARIAS: Good afternoon, Your Honor.
12 Antonio Arias, on behalf of Spire Missouri, Inc.
13 Sitting with me off camera is my co-counsel, Brendan
14 Kleppel.

15 THE COURT: Thank you. On behalf of the
16 Commission Staff?

17 MR. CUNNEEN: Good morning, Judge. Ray
18 Cunneen, along with Scott Stacey, for Staff Counsel's
19 office.

20 THE COURT: Thank you. On behalf of the
21 Office of Public Counsel?

22 MR. CLIZER: Good morning. John Clizer,
23 on behalf of the Missouri Office of Public Counsel.
24 Thank you.

25 THE COURT: Thank you, Mr. Clizer. I

1 just checked, Rovonne Ginger is not here. I can wait a
2 couple minutes for Ginger to show up. However, there's
3 no number included in my file with which I can reach out
4 to them, so this may need to be rescheduled. However,
5 by way of a procedural matter, the parties submitted --
6 well, just to kind of go through, Spire had requested a
7 procedural conference, which I had not responded to yet.

8 And then, the parties jointly filed a
9 procedural -- proposed procedural schedule, and that set
10 a procedural conference via WebEx for June 16th.

11 However, June 16th, at that time, there was already a
12 hearing scheduled, and so instead I scheduled this one
13 for today. However, Ginger's not here, and I don't like
14 to do anything without all the parties being present.

15 So unless anyone has any objections, it appears at least
16 --

17 MR. CLIZER: Your Honor, Ms. Ginger has
18 now joined us.

19 THE COURT: Oh.

20 MS. GINGER: Sorry, I was having problems
21 getting on.

22 THE COURT: Okay. And so, for the
23 record, Ms. Ginger is here as well. Okay. And I will
24 point out for the parties, we do not have a live court
25 reporter, and that's not something we've been doing for

1 procedural conferences for quite a while. However,
2 this, this procedural conference is being recording, and
3 if any party wants a transcript of it, we can certainly
4 send it out to be transcribed. So that's not an issue.
5 All right, since I do have everyone here now, I'm going
6 to go ahead and ask, since this procedural conference
7 was originally proposed by Spire Missouri, perhaps you
8 can tell me why we're here?

9 MR. ARIAS: Thank you, Your Honor.
10 Really, the procedural matter that we wanted to discuss
11 was really how to -- whether or not we can present the
12 issues that are going to hearing. I, I understand that
13 you had said that we didn't need the -- we didn't need
14 testimony. I will note that the complaint really
15 requested an investigation, not making an actual any
16 allegations or any violations by Spire, and won't get
17 into the substance of it.

18 But at this point, Spire is unaware of
19 the actual issues that are going to hearing, and a case
20 behind those issues. So really, I wanted to set --
21 request this procedural conference to discuss how we
22 best could, could, could determine that collectively.

23 THE COURT: Okay. Did I misunderstand
24 this, Ms. Ginger? Were these billing complaints?

25 MS. GINGER: Yes.

1 THE COURT: And what was the nature of
2 the billing complaint?

3 MS. GINGER: Because I had a bill in
4 December that was three times higher than any other
5 bill. I kind of go through this each -- you know, each
6 year. So I know, you know, and then with the tariffs
7 and everything, I understood the billing will be a
8 little higher. But in November, and in January, they
9 were somewhat normal. But I don't know what happened in
10 December that my bill was three times higher than
11 normal.

12 THE COURT: I think what Spire is saying
13 is -- they're saying that your complaint, as they
14 understand it, does not allege a violation of a
15 Commission rule. Something that would be subject to the
16 Commission's jurisdiction. So I guess the question is,
17 do you believe your bill is wrong?

18 MS. GINGER: Yes.

19 THE COURT: Okay. Does that --

20 MS. GINGER: That was why I made a
21 complaint.

22 THE COURT: Okay. Does that clear it up
23 for you any? Spire?

24 MR. ARIAS: Is there any reason why did
25 the bill, I guess -- not really, but it's, it's, you

1 know, what, what rule are we violating? How are we --
2 how is the billing wrong?

3 THE COURT: Well, I think she's
4 indicating that it's too high. She doesn't believe it's
5 correct.

6 MS. GINGER: That's correct. It, it
7 makes no sense that in December my bill was as much as
8 it was in the month before and a month -- the month
9 after it was -- it was pretty normal. Matter of fact, I
10 had a zero balance in November, the beginning of
11 November, and then by the end of December, it was
12 \$1,000. And I have no gas appliances. My -- I, I keep
13 my, my furnace -- kept up. So the, the, the filter,
14 there was nothing going on with the filter, anything.
15 There was just no reason for that one month for it to be
16 as expensive as it was.

17 THE COURT: And I understand what you're
18 saying, Mr. Arias, about an alleged violation with pro
19 se complainants. We've generally been pretty liberal
20 with as long as they are saying something that sounds
21 like, it would be a violation, and certainly there is a
22 requirement that, that companies bill their customers
23 correctly.

24 So, if she believes her bill is incorrect
25 and it's not a vague overstatement over a large period

1 of time, she's alleging which bill, with some
2 particularity, is incorrect. It sounds like something
3 that that Spire is certainly capable of responding to.

4 MR. ARIAS: Okay.

5 THE COURT: Was that Spire's only issue?

6 MR. ARIAS: There is -- there is the -- I
7 guess the issue -- no, I won't say it's an issue. I
8 know Staff made a recommendation, and I think that we
9 might, before an order comes out, or -- I just wanted to
10 head that off, and I know Spire and Staff had exchanged
11 some emails about the recommendation --

12 THE COURT: Now, that involved a tariff
13 change, didn't it?

14 MR. ARIAS: Originally, yes. As Staff
15 proposed it, it was going to be a bill change. Spire
16 did make a -- I don't want to call it a counterproposal,
17 but a counterproposal to make a tariff change. And I
18 think we, Staff and Spire can, can work that out.

19 Spire proposed to work it out -- outside
20 of this docket, and I don't know if, if it's better for
21 Staff and Spire to meet and discuss how that works and
22 then submit that to you. I don't know if it needs an
23 order -- be ordered, but I think Spire and Staff can
24 discuss that. I just wanted to head that off before
25 there was an -- before there was an order about that

1 recommendation.

2 MR. CUNNEEN: Is Judge, if I may also
3 add?

4 THE COURT: Please.

5 MR. CUNNEEN: Yeah, we're on the same
6 line with Spire. We don't think it's appropriate to
7 address the tariff change here in a complaint case --

8 THE COURT: And I don't think so, either.

9 MR. CUNNEEN: -- and I think we've got a
10 resolution on that without. So we're, we're in a line
11 with what Spire is telling you now.

12 THE COURT: And so my understanding there
13 is that Staff found something during their investigation
14 that would require or necessitate a tariff change, but
15 it's not directly related to the complaint and that it's
16 merely a clarificational thing. Is that correct?

17 MR. CUNNEEN: Yes, Judge.

18 MR. ARIAS: Yes.

19 MR. CLIZER: Judge, since we're here, I
20 would point out that the Commission has not yet
21 authorized the procedural schedule, and since there was
22 at least one date that it appeared and had to be
23 rescheduled, can I ask whether or not you anticipate
24 any, any, any issues with the proffered procedural
25 schedule as it currently stands? Because we have this

1 opportunity.

2 THE COURT: I think that's reasonable to
3 ask. Hold on, just a second. I'll go out.

4 MR. ARIAS: I appreciate that, John,
5 because I was going to ask the same question, actually.

6 MR. CLIZER: And I also apologize. I
7 just want to make sure Ms. Ginger was consulted
8 regarding the procedural schedule. It was built a
9 little bit different than I'm normally used to.

10 THE COURT: Now, it was indicated -- at
11 least the way it's put forth. The Staff of the Missouri
12 Public Service Commission, Spire Missouri, by and
13 through Counsel, and Rovonne Ginger, pro se, present the
14 following procedural schedule on behalf of the parties.
15 Ms. Ginger, you had an opportunity to weigh in on the
16 schedule?

17 MS. GINGER: I'm sorry, I -- I'm not even
18 knowing what you guys are talking about.

19 MR. CUNNEEN: If I may intervene, Judge.

20 THE COURT: Go ahead.

21 MR. CUNNEEN: This is Ray Cunneen for
22 Staff Counsel. I, I had been emailing with Ms. Ginger
23 and communicating directly with her about the, the
24 schedule. I -- maybe that's what she's a little
25 confused about. I don't know if you recall our emails,

1 Ms. Ginger?

2 MS. GINGER: Yes.

3 MR. CUNNEEN: Speaking about the dates
4 and your unavailability.

5 MS. GINGER: Oh, yes, yes.

6 MR. CUNNEEN: Yes, ma'am. That's, that's
7 what Mr. Clizer from the Public Counsel is asking about.

8 MS. GINGER: Oh, okay.

9 THE COURT: Did you agree to these dates,
10 like a evidentiary hearing on August 27th and 28th?

11 MS. GINGER: Yes.

12 THE COURT: These were dates that worked
13 for you?

14 MS. GINGER: Yes.

15 THE COURT: Okay. I don't see anything
16 that would prevent me, Mr. Clizer, from this point,
17 from, from using those dates, with the exception that I
18 don't think we need to have a procedural conference on,
19 on June 16th. But other than that, I think everything
20 else can stay. I don't have an -- I don't have any
21 issues with the schedule as put forth, and it would be
22 my intention to issue it before the end of the week.

23 MR. CLIZER: Thank you, Your Honor.

24 MR. ARIAS: And that would be with the
25 August 27th and 28th? Again it's two days then.

1 THE COURT: Correct. I was just looking,
2 and those days or both days that work for me.

3 MR. CUNNEEN: No objection from Staff
4 about eliminating that procedural conference on the
5 16th, Judge.

6 THE COURT: Thank you. And I'm assuming
7 there are no other objections from any other parties in
8 regard to that?

9 MR. CUNNEEN: No.

10 THE COURT: Okay. So, Staff noticed this
11 thing with this tariff, and Spire has agreed that
12 something needs to be done about the tariff, and yet the
13 tariff is not part and parcel to this complaint. So as
14 of now, nobody has proposed or filed any motions
15 requesting to do anything with a tariff in this
16 complaint. So unless I hear otherwise, it's just not
17 part of the complaint. And so this is merely a billing
18 complaint as to whether Ms. Ginger's bill -- and what,
19 what month was this bill for? Just to clarify.

20 MS. GINGER: December 2025.

21 THE COURT: December of 2025. Whether
22 that December of 2025 bill was wrong. And that's going
23 to be the subject of any hearing. And if there are
24 changes that need to be in regard to a tariff, and we've
25 run across this before, this is not something unusual.

1 It is -- you're, you are correct. Those, those don't
2 get done in, in complaint cases. You'll have to file
3 those as a separate tariff revision case. All right, is
4 there anything else I need to address before we adjourn
5 this procedural conference?

6 MR. CUNNEEN: Nothing from Staff Counsel,
7 Judge.

8 THE COURT: Thank you, Staff. Spire?

9 MR. ARIAS: Nothing from Spire.

10 THE COURT: Office of Public Counsel?

11 MR. CLIZER: No. Thank you, Your Honor.

12 THE COURT: Thank you, Mr. Clizer. And
13 Ms. Ginger, did you have anything else you wanted to
14 address at this procedural conference?

15 MS. GINGER: No. Thank you.

16 THE COURT: All right. I will, like I
17 said, try and get a -- get this procedural schedule as
18 proposed, with the exception of the 16th, issued before
19 the end of the week. And at any point along this, this
20 journey to the evidentiary hearing, if I need to hold
21 discovery conferences or other procedural conferences,
22 please just let me know by filing something, okay.

23 MR. ARIAS: Thank you.

24 MR. CUNNEEN: Thank you, Judge.

25 MS. GINGER: Thank you.

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MR. CLIZER: Thank you, Judge.

THE COURT: All right. Having heard no other issues to be addressed by the Commission at this time, I will adjourn this hearing, and we will go off the record.

(End of audio recording.)

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I, NISHA CHAKKINGAL, do hereby certify:

That said audio transcription is a true record as reported by me, a disinterested person.

I further certify that I am not interested in the outcome of said action, nor connected with, nor related to any of the parties in said action, nor to their respective counsel.

IN WITNESS THEREOF, I have hereunto set my hand this 19th day of June, 2026.



Nisha Chakkingal

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