

**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 DISMISSING COMPLAINT

Issue Date: August 20, 2026

Effective Date: September 21, 2026

On March 25, 2026, Rovonne Ginger (Ginger) filed a complaint with the Commission against Spire Missouri, Inc., d/b/a Spire, alleging overbilling by Spire. Ginger's complaint requested that the Commission investigate her Spire utility bills. Ginger's bills were investigated both in her informal complaint and in her formal complaint. The Staff of the Commission determined that Ginger's gas bills were correctly charged and her meter was functioning properly.

On June 16, 2026, the Commission issued a procedural schedule with an evidentiary hearing set for August 27, 2026.

On June 26, 2026, Spire filed a motion for summary determination asserting that Spire should prevail in this complaint as a matter of law. Commission Rule 20 CSR 4240-2.117(1)(C) requires that any opposition to a motion for summary determination be filed within 30 days of the motion for summary determination. The Commission issued an order on July 10, 2026, directing Ginger to respond to Spire's summary determination motion no later than July 27, 2026. Ginger did not file a response to Spire's motion.

On August 10, 2026, the Commission set a prehearing conference to discuss Spire's summary determination motion. Ginger failed to appear at that conference and she did not inform the Commission or request a continuance prior to the conference.

Commission rule 20 CSR 4240-2.116(3) provides that a party may be dismissed from a case for failure to comply with any order issued by the Commission.

Ginger did not respond to Spire's summary determination motion when ordered. Ginger also failed to appear at a prehearing conference when ordered. It is reasonable for the Commission to conclude that Ginger is no longer actively prosecuting her complaint. Therefore, Ginger's complaint will be dismissed.

Commission Rule 20 CSR 4240-2.070(14), requires the Regulatory Law Judge to notify the parties that the Commission's decision will be final unless an application for rehearing is filed. Any applications for rehearing must be filed with the Commission before the effective date of this order. If the Commission denies the application for rehearing, then the party has 30 days after the denial is issued to file an appeal with the court of appeals. If the Commission grants the application for rehearing, then the Commission will order appropriate actions at that time.

THE COMMISSION ORDERS THAT:

1. Ginger's complaint is dismissed.
2. This order shall be effective September 21, 2026.



BY THE COMMISSION

Nancy Dippell

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 20th day of August, 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 20th day of August, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 20, 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

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