BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

FILED
October 19, 2026
Missouri Public
Service Commission

BRETT FELBER,	)	
Complainant,	)	
	)	
v.	)	Case No. _____
	)	
SPIRE MISSOURI INC. d/b/a SPIRE,	)	
Respondent.	)	

FORMAL COMPLAINT

COMES NOW Complainant Brett Felber, pro se, and for his Formal Complaint against Respondent Spire Missouri Inc. d/b/a Spire, states as follows:

1. Complainant Brett Felber resides at [redacted]. Complainant's telephone number is [redacted] and email address is [redacted].

2. Respondent is Spire Missouri Inc. d/b/a Spire, a public utility under the jurisdiction of the Missouri Public Service Commission, with principal offices at 700 Market Street, St. Louis, Missouri 63101, and telephone number (314) 342-0500 (customer service 800-887-4173).

3. The utility service at issue is natural gas service. The account number is [redacted]. The service address and mailing address are the same: [redacted].

4. Spire opened an account in Complainant's personal name on or about the billing date of the attached statement (Statement date October 9, 2026). See Exhibit A (Spire Bill October).

5. Spire sent a bill to Complainant rendering for payment of a deposit in the amount of [redacted], due October 26, 2026. The bill does not state or announce that service was going to be interrupted or disconnected.

6. Spire unannounced and without proper notification disconnected gas service at the premises on October 6, 2026.

7. The billing insert and the bill itself do not list or state a reason for disconnection and contain no announcement or notification that service was going to be interrupted or disconnected.

8. Spire failed to make any telephone calls to the phone number listed on the account advising that service was going to be interrupted or disconnected.

9. Spire failed under its disconnect tariffs to meet any series of required notices, mail a disconnection of service letter, or make required telephone call attempts. Specifically, Spire violated the following provisions of its Rules and Regulations (P.S.C. Mo. No. 9) and Commission Rule 20 CSR 4240-13.050:

a. Sheet R-11.2, § 14.E (and 20 CSR 4240-13.050(5)): The Company shall not discontinue residential service unless written notice is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance.

b. Sheet R-11.2, § 14.D (and 20 CSR 4240-13.050(4)): The notice of discontinuance shall contain the name and address of the customer, a statement of the reason for the proposed discontinuance and the cost for reconnection, the date on or after which service will be discontinued unless appropriate action is taken, how a customer may avoid the discontinuance, the possibility of a settlement agreement, and a telephone number and address where the customer may make an inquiry.

c. 20 CSR 4240-13.050(8): At least twenty-four (24) hours preceding discontinuance, a utility shall make reasonable efforts to contact the customer to advise the customer of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section (4), a door hanger, or at least two (2) telephone call attempts reasonably calculated to reach the customer.

d. Sheet R-11.4, § 14.H (and 20 CSR 4240-13.050(9)): Immediately preceding the discontinuance of service, the employee of the Company designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or a responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

10. Mr. Felber was unaware of any disconnection to take place at the premises on October 6, 2026. It was not until Mr. Felber's smart water alerted him that the pilot light was out that service had been disconnected.

11. The technician did not ring the doorbell, knock on the door, or tell Mr. Felber that his service was in jeopardy of being disconnected, in violation of Sheet R-11.4, § 14.H and 20 CSR 4240-13.050(9).

12. The technician did not leave a door tag at all, or leave a door tag in a manner conspicuous to the customer, in violation of Sheet R-11.4, § 14.H and 20 CSR 4240-13.050(9).

13. Mr. Felber is in possession of numerous audio calls in which Spire representatives became combative with him, started yelling at him, told him they do not have to leave a door tag, or gave excuses.

14. Mr. Felber is in possession of an audio call in which one representative admitted that Spire did not leave a door tag and that all the technician left in his notes is that service was disconnected and the meter locked.

15. After Mr. Felber brought the absence of a door tag to the attention of Spire, Spire began using the after-the-fact excuse that "due to safety concerns," Spire did not knock on the door. However, when questioned about the door tag—even though Mr. Felber was clearly told in audio that the technician did not leave a door tag—Spire came up with absurd excuses such as that maybe the wind blew it and carried it away.

16. Spire could have left a door tag on the meter itself, door handle, taped to the mailbox or its mailbox post, affixed it to a window, garage door, or even could have called Mr. Felber, but did not.

17. Mr. Felber is in possession of an email from Spire's legal counsel which openly admits that Spire failed to leave a door tag. Spire's legal counsel proceeds to also use the terminology that the technician, for "safety reasons," did not knock or leave a door tag.

18. There have never been any safety concerns at the address in question. There have never been any disturbances between Spire, its employees, agents, or technicians and Mr. Felber or any resident

at the premises when interacting with Spire. If anything, Mr. Felber has clear recordings that he is willing to present to the Commission that show the opposite and that he has offered technicians in the past refreshments such as water, soda, or coffee when interacting with Spire employees.

19. Spire is using this as an after-the-fact excuse, as Spire was caught in a lie. However, more importantly, Spire has to have a clear reason as to why they have a "safety" concern. Just because they state it does not mean it is true. Spire has refused to give Mr. Felber any supporting detail or account notes of any discrepancies between employees of Spire at the premises of Mr. Felber's.

20. Spire is fabricating a lie to appease themselves, without any underlying facts.

21. Spire is not only fabricating stories; they are in fact committing slander and libel against Mr. Felber and his reputation, in which Spire needs to immediately cease and desist.

22. The purpose of a door tag is to state the reason for the disconnection, the amount owed, the account number, and who to call to have services restored.

23. If Spire wants to exclude the door tag tariff, that would give them a blanket of leeway in which they could just randomly disconnect utility services to anyone at any time without cause.

24. Spire has a history of intentionally failing to knock, meet the series of phone calls, ring the doorbell or knock on the door, and leave a door tag.

25. These underlying issues arise from GR-2025-0107, a general rate case in which the Commission directed Spire to respond to customer allegations regarding disconnections and reconnections. Spire filed Schedule DAY-SD-1 – Disconnection and Reconnection Report (April 23, 2025) in File No. GR-2025-0107. Staff extensively examined issues including disconnections without proper notice, failure to leave door tags/hangers, failure to knock, and related practices. Spire told the Commission it would be more transparent with its policies and updated door hanger training, while Spire continues to enact the same rogue policies.

26. This is becoming a case of clear discrimination against Mr. Felber, as Spire is making absurd claims about employee safety when there have been no interactions between Spire employees and Mr. Felber at the premises that have resulted in higher escalation where outside assistance has been needed.

27. Mr. Felber has requested account notes and information, which Spire refuses to give to Mr. Felber. This can be shown on audio recordings.

28. The relief requested is appropriate because Respondent has violated its tariffs (Sheets R-11.2 §§ 14.D and 14.E; Sheet R-11.4 § 14.H), Commission Rule 20 CSR 4240-13.050(4), (5), (8), and (9), and its statutory duty under RSMo § 393.130 to provide safe and adequate service that is just and reasonable.

29. Complainant has directly contacted Respondent about this matter by telephone, in writing, and through its legal counsel, and has requested supporting records of any alleged safety concerns, which Respondent has refused to provide.

30. The Commission has jurisdiction over the subject matter of this complaint pursuant to RSMo Chapter 386 and 393 and 20 CSR 4240-2.070.

WHEREFORE, Complainant respectfully requests that the Commission:

1. Order Spire to immediately restore gas service to the premises at [redacted] Account No. [redacted], without any payment, fees, reconnection charge, or deposits, as payment is not due until October 26, 2026;

2. Order Spire to produce all records and turn them over to Mr. Felber and the Commission that list the dates, times, and details of any employee safety concerns, phone calls, escalated calls for higher authority, or police interactions for disturbance issues at the premises;

3. Order Spire to cease and desist from any further libel and slander against Mr. Felber;

4. Order clear customer representative training, as Spire representatives became combative with Mr. Felber in audio calls, giving false information about the process;

5. Find Spire in violation of the telephone call disconnection requirements (20 CSR 4240-13.050(8)), the disconnection letter/notice requirements (Sheets R-11.2 §§ 14.D and 14.E and 20 CSR 4240-13.050(4) and (5)), the door tag policy, and the no-knock/contact policy (Sheet R-11.4 § 14.H and 20 CSR 4240-13.050(9));

6. Find Spire in violation of the same issues as labeled and examined in GR-2025-0107, in which Staff extensively examined Spire's practices, Spire filed Schedule DAY-SD-1 Disconnection and Reconnection Report, and Spire told the Commission that they would be more transparent with their policies, while Spire continues to enact the same rogue policies regarding door tags, no-knock, and disconnect call failures;

7. Grant such other and further relief as the Commission deems just and proper.

Respectfully submitted,

Brett Felber

_____

Brett Felber

[redacted]

[redacted]

[redacted]

[redacted]

Public

Pro Se

Dated: October 17, 2026

Public

EXHIBIT A

Spire Bill for Account Number [redacted], Statement Date October 9, 2026, Due Date October 26, 2026, Amount Due $[redacted] (Deposit).

(The complete two-page bill is attached hereto and incorporated by reference.)

Public