BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Brett Felber,	)	
	)	
Complainant,	)	
	)	
v.	)	**Case No. GC-2027-0114**
	)	
	)	
Spire Missouri Inc. d/b/a Spire,	)	
	)	
Respondent	)	

NOTICE OF COMPLAINT AND ORDER DIRECTING ANSWER AND STAFF REPORT

Issue Date: October 19, 2026 Effective Date: October 19, 2026

On October 19, 2026, Brett Felber (Complainant) filed a complaint (Complaint) with the Commission against Spire Missouri Inc. d/b/a Spire. A copy of the Complaint accompanies this notice. Later on the same day, Mr. Felber filed *Complainant's Supplemental Exhibit Filing and Demand for Fines and Damages* (Supplement). The Commission will consider the Supplement as part of the Complaint. A copy of the Supplement also accompanies this notice.

Because the Complaint and Supplement involves an amount over $3,000, it shall proceed under the Commission's formal complaint procedure.[1] If any party believes this matter should proceed under the small formal complaint procedure,[2] that party may file a motion consistent with the Commission's rule. The Commission will also order the Staff of

[1] 20 CSR 4240-2.070.
[2] 20 CSR 4240-2.070(15).

the Commission (Staff) to investigate the complaint and file a report detailing its findings and recommendations.

Rules governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090.

Under Commission Rule 20 CSR 4240-2.070(8), Spire has 30 days from the date of this notice to file a response to the Complaint and Supplement. Thirty days after the issuance of this notice is November 18, 2026.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. If mediation is requested, the Commission may suspend the deadlines set forth in this order.

The Commission will provide notice of this complaint case to Spire, and set a time for it to answer the Complaint and Supplement.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the Complaint and Supplement to Spire at:

Spire Missouri Inc.
700 Market Street, 6th Floor
St. Louis, Missouri 63101

2. Spire shall file an answer to the Complaint and Supplement, a request for mediation, or a notice of satisfaction no later than November 18, 2026. All pleadings shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

or filed using the Commission's Electronic Filing and Information System (EFIS).

3. Staff shall investigate the Complaint and Supplement and file a report with the Commission no later than December 18, 2026.

4. The Commission's Data Center shall send a copy of this notice, a copy of the Commission's procedural rules, 20 CSR 4240-2, and a copy of the handbook titled "How to Present Your Formal Complaint Before the Missouri Public Service Commission" to the Complainant.

5. This order is effective when issued.

BY THE COMMISSION

Nancy Dippell
Secretary

Charles Hatcher, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 19th day of October, 2026.

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

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of the Formal Complaint of

Brett M. Felber

against Spire Missouri, Inc. d/b/a Spire

Case No. 2027-0114

COMPLAINANT'S SUPPLEMENTAL EXHIBIT FILING AND DEMAND FOR FINES AND DAMAGES

Account No.: [redacted] **(Personal Account)**

Service Address: [Premises associated with Account [redacted]]

I. INTRODUCTION AND PURPOSE

Complainant Brett M. Felber hereby files this Supplemental Exhibit Filing in Case No. 2027-0114 to contradict the October 16, 2026 email response of Spire counsel Antonio Arias regarding the disconnection of natural gas service at the above-referenced personal account. This filing is supported by contemporaneous business records and is submitted to demonstrate that Spire's technician did not speak with any person at the premises as claimed, that no door tag was left, and that Spire failed to comply with the notice and contact requirements of 20 CSR 4240-13.050.

Complainant further requests that the Commission impose daily fines and award damages for the ongoing interruption of service and resulting business losses.

II. SPIRE'S CLAIM (EXHIBIT A)

On October 16, 2026, at 11:39 AM, Antonio Arias of Spire Energy emailed Complainant stating, in relevant part:

> *"The technician did not knock on the door due to being approached upon arrival by an individual at the address claiming to have made a payment. After confirming that no payment had been received, the technician proceeded with the disconnection. Due to safety concerns, and already speaking in person with an individual at the address, the technician made the reasonable determination to not leave a door tag."*

Spire further stated it would provide the same information to the Commission upon request. (See Exhibit A – Email from Antonio Arias, October 16, 2026.)

III. CONTRADICTING EVIDENCE

A. Business Records – Square Transaction Receipt (Exhibits B and C)

Attached as Exhibit B is a screenshot of a Square point-of-sale transaction record showing a [redacted] sale completed at 10:00 AM on Tuesday, October 6, 2026. The transaction was for a "Maggie bath, groom/haircut" (custom amount [redacted] plus tip). Exhibit C shows the corresponding entry on the transactions list for that date and time.

At the exact time Spire claims its technician was approached by and spoke with an individual at the premises, Mr. Felber was standing at the doorway of the premises assisting a business client/customer with checkout. There was no other individual at the premises available to speak with a technician in the

manner described by Spire. The card number has been redacted on the attached exhibits for customer privacy protection.

B. Video Surveillance

Complainant's own investigation of video surveillance from a camera affixed to the garage shows that Spire's vehicle was parked away from the premises, near the neighbor's bushes and alongside the location where trash containers are placed for collection. The video further confirms that Spire technicians did not approach the door, knock, identify themselves, announce the purpose of their presence, or speak with anyone from the premises. Complainant is prepared to produce the video footage upon request of the Commission or Staff.

IV. VIOLATIONS OF COMMISSION RULES

The evidence demonstrates that Spire failed to comply with the following precise requirements of 20 CSR 4240-13.050 (Discontinuance of Service):

- 20 CSR 4240-13.050(5) – Failure to provide written notice by first-class mail at least ten (10) days prior to discontinuance, or written notice delivered in hand at least ninety-six (96) hours prior.
- 20 CSR 4240-13.050(8) – Failure, at least twenty-four (24) hours preceding discontinuance, to make reasonable efforts to contact the customer (written notice, doorhanger, or at least two telephone call attempts).
- 20 CSR 4240-13.050(9) – Failure, immediately preceding discontinuance, to make a reasonable effort to contact and identify the technician to the customer or a responsible person upon the premises and announce the purpose of the presence; and failure to leave a notice (door tag) upon the premises in a manner conspicuous to the customer stating that service has been discontinued and providing the address and telephone number of the utility. The "safety of the employee" exception does not apply, as the evidence shows no contact occurred and the technician parked away from the premises.

These failures resulted in an unlawful disconnection without the required notice, announcement, or door tag.

V. REQUEST FOR FINES AND DAMAGES

As of the date of this filing, Spire has failed to restore service. Complainant requests that the Commission:

- Impose a fine of [redacted] per day (or such other reasonable and just amount as the Commission deems appropriate) for each day Spire has failed and continues to fail to restore service after the unlawful disconnection, and for the violations of the notice, contact, and door-tag requirements of 20 CSR 4240-13.050.
- Award actual and/or punitive damages of [redacted] per day for the interruption of business services at the premises. As of the date of this letter, the accrued amounts are approximately [redacted] in neglect-to-restore charges and [redacted] in lost wages/business interruption damages.
- Order immediate restoration of gas service and any other relief the Commission deems just and proper.

VI. LIST OF EXHIBITS

A. Exhibit A – Email from Antonio Arias (Spire) to Brett Felber, October 16, 2026, 11:39 AM.

B. Exhibit B – Square transaction detail screenshot for [redacted] sale on October 6, 2026, at 10:00 AM (card number redacted).
C. Exhibit C – Square transactions list screenshot showing the October 6, 2026, 10:00 AM entry.

Video surveillance footage is available and will be produced upon request.

Respectfully submitted,

Brett M. Felber
Account No. [redacted]

Date: October 19, 2026

Gmail **Brett Felber** [redacted]

Church of Jesus & Hope Demand [redacted]

Arias, Antonio [redacted] Fri, Oct 16 at 11:39 AM
To: Brett Felber [redacted]
Cc: [redacted]

The technician did not knock on the door due to being approached upon arrival by an individual at the address claiming to have made a payment. After confirming that no payment had been received, the technician proceeded with the disconnection. Due to safety concerns, and already speaking in person with an individual at the address, the technician made the reasonable determination to not leave a door tag.

I am in receipt of your email to the Missouri Public Service Commission, and Spire will provide this same information to the Commission upon request.

From: Brett Felber [redacted]
Sent: Friday, October 16, 2026 12:14 PM
To: Arias, Antonio [redacted]
Cc: [redacted]
Subject: Re: Church of Jesus & Hope Demand [redacted]

[Quoted text hidden]

11:38 5G 56
Tap to Pay • Printer issue

$70.00 Sale

Issue refund

New receipt

Payment

10/6/26, 10:00 AM



Receipt #zt83

Unknown Name

Items

Cu	**Custom Amount** **Note:** Maggie bath, groom/haircut. Clean ears, nail dremel	$55.00

Fees on this transaction



Transactions

Search

Wednesday, October 7

$10.00 tip, Lucy bath,groom/haircut. Cle...

$56.00
$10.00 tip, Daisy bath,groom/haircut. Cl... 10:53 AM

Tuesday, October 6

$70.00
$15.00 tip, Maggie bath, groom/haircut... 10:00 AM

Saturday, October 3

$50.00
Zeus & Apollo baths, brushes, desheds.... 12:46 PM

Thursday, October 1

$52.90
$6.90 tip, Scotty bath,groom/haircut. Cl... 12:34 PM

Wednesday, September 30

$74.75
$9.75 tip, Jersey bath,groom/haircut. Cl... 12:36 PM

addition, the public utility shall file a Motion for Expedited Treatment and comply with the expedited treatment portion of these rules. The tariff and all pleadings, orders, briefs, and correspondence shall be filed in the case file established for the tariff.

(3) When a pleading, which objects to a tariff or requests the suspension of a tariff, is filed, the commission shall establish a case file for the tariff and shall file the tariff and pleading in that case file. All subsequent pleadings, orders, briefs, and correspondence concerning the tariff shall be filed in the case file established for the tariff. Any pleading to suspend a tariff shall attach a copy of the tariff and include a certificate of service to confirm that the party who submitted the tariff has been served with the pleading.

(4) A case file shall be established for a tariff filing in which the commission is required by law or requested by the party filing the tariff to specifically approve the tariff.

(5) A case file will not be established to consider tariff sheets submitted by a regulated utility which do not meet the circumstances of sections (1)–(4) of this rule, except that a case file shall be established when tariff sheets are suspended by the commission on its own motion or when suspended upon the recommendation of staff.

(6) When a public utility extends the effective date of a tariff, it shall file a letter extending the tariff effective date in the official case file. Notwithstanding any other provision of these rules, this letter may be filed by a nonattorney.

AUTHORITY: section 386.410, RSMo 2000. This rule originally filed as 4 CSR 240-2.065. Original rule filed March 10, 1995, effective Nov. 30, 1995. Rescinded and readopted: Filed Aug. 24, 1999, effective April 30, 2000. Amended: Filed March 2, 2011, effective Oct. 30, 2011. Moved to 20 CSR 4240-2.065, effective Aug. 28, 2019.*

**Original authority: 386.410, RSMo 1939, amended 1947, 1977, 1996.*

20 CSR 4240-2.070 Complaints

PURPOSE: This rule establishes the procedures for filing formal and informal complaints with the commission.

(1) Any person or public utility who feels aggrieved by an alleged violation of any tariff, statute, rule, order, or decision within the commission's jurisdiction may file a complaint. A complaint may also be filed by the commission on its own motion, the commission staff through the staff counsel, or the Office of the Public Counsel.

(2) A person who feels aggrieved by an alleged violation of any tariff, statute, rule, order, or decision within the commission's jurisdiction may file an informal complaint with the commission's consumer services department or file either a formal complaint or small formal complaint with the commission. Filing an informal complaint is not a prerequisite to filing a formal or small formal complaint; however, the presiding officer may direct that a *pro se* complainant be required to go through the informal complaint procedure before the formal complaint will be heard by the commission. If an allegedly aggrieved person initially files an informal complaint and is not satisfied with the outcome, such person may also file a formal or small formal complaint.

(3) Informal Complaints. The protections and processes of an informal complaint regarding service or billing practices are set out in 4 CSR 240-13. To file an informal complaint, the complainant shall state, either in writing, by telephone (consumer services hotline 1-800-392-4211 or Relay Missouri at 711), or in person at the commission's offices –

(A) The name, street address, and telephone number of each complainant and, if one (1) person asserts authority to act on behalf of the others, the source of that authority;

(B) The address where the utility service was rendered;

(C) The name and address of the party against whom the complaint is filed;

(D) The nature of the complaint and the complainant's interest therein;

(E) The relief requested; and

(F) The measures taken by the complainant to resolve the complaint.

(4) Formal Complaints. A formal complaint may be made by petition or complaint in writing, setting forth any act or thing done or omitted to be done by any person, corporation, or public utility, including any rule or charge established or fixed by or for any person, corporation, or public utility, in violation or claimed to be in violation of any provision of law or of any rule or order or decision of the commission. The formal complaint shall contain the following information:

(A) The name and street address of each complainant and, if different, the address where the subject utility service was rendered;

(B) The signature, telephone number, facsimile number, and email address of each complainant or their legal representative, where applicable;

(C) The name and address of the person, corporation, or public utility against whom the complaint is being filed;

(D) The nature of the complaint and the complainant's interest in the complaint, in a clear and concise manner;

(E) The relief requested;

(F) A statement as to whether the complainant has directly contacted the person, corporation, or public utility about which complaint is being made;

(G) The jurisdiction of the commission over the subject matter of the complaint; and

(H) If the complainant is an association, other than an incorporated association or other entity created by statute, a list of all its members.

(5) No complaint shall be entertained by the commission, except upon its own motion, as to the reasonableness of any rates or charges of any public utility unless the complaint is signed by the public counsel, the mayor or the president or chairman of the board of aldermen or a majority of the council or other legislative body of any town, village, county, or other political subdivision, within which the alleged violation occurred, or not fewer than twenty-five (25) consumers or purchasers or prospective consumers or purchasers of public utility gas, electricity, water, sewer, or telephone service as provided by law. Any public utility has the right to file a formal complaint on any of the grounds upon which complaints are allowed to be filed by other persons and the same procedure shall be followed as in other cases.

(6) The commission shall not be required to dismiss any complaint because of the absence of direct damage to the complainant.

(7) The commission, on its own motion or on the motion of a party, may after notice dismiss a complaint for failure to state a claim on which relief may be granted or failure to comply with any provision of these rules or an order of the commission, or may strike irrelevant allegations.

(8) Upon the filing of a complaint in compliance with these rules, the secretary of the commission shall serve by certified mail, postage prepaid, a copy of the complaint upon the person, corporation, or public utility against whom the complaint has been filed, which shall be accompanied by a notice that the matter complained of be satisfied or that the complaint be answered by the respondent, unless otherwise ordered, within thirty (30) days of the date of the notice. Additionally, the complainant may accomplish service of the complaint upon the respondent(s) by any method authorized by Supreme Court Rule 54, having first obtained authorization from the commission for use of a special process server. Any person eligible to serve process under Supreme Court Rule 54 may be nominated as a special process server. A return of service shall be promptly filed with the commission as in the circuit courts of this state.

(9) The respondent shall file an answer to the complaint within the time provided. All grounds of defense, both of law and of fact, shall be raised in the answer. If the respondent has no information or belief upon the subject sufficient to enable the respondent to answer an allegation of the complaint, the respondent may so state in the answer and assert a denial upon that ground.

(10) If the respondent in a complaint case fails to file a timely answer, the complainant's averments may be deemed admitted and an order granting default entered. The respondent has seven (7) days from the issue date of the order granting default to file a motion to set aside the order of default and extend the filing date of the answer. The commission may grant the motion to set aside the order of default and grant the respondent additional time to answer if it finds good cause.

(11) The commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint. The staff shall file a report of its findings with the commission and all parties to the complaint case. The investigative report shall not be made public unless released in accordance with section 386.480, 392.210(2), or 393.140(3), RSMo, or during the course of the hearing involving the complaint.

(12) When the commission determines that a hearing should be held, the commission shall fix the time and place of the hearing. The commission shall serve notice upon the affected person, corporation, or public utility not fewer than ten (10) days before the time set for the hearing, unless the commission finds the public necessity requires that the hearing be held at an earlier date.

(13) All matters upon which a complaint may be founded may be joined in one (1) hearing and no motion for dismissal shall be entertained against a complainant for misjoinder of causes of action or grievances or misjoinder or nonjoinder of parties.

(14) When an order is rendered disposing of a case, the regulatory law judge shall cause the parties to be notified that the order will be final unless an application for rehearing is filed within the allotted number of days and provide information regarding the rehearing and appeal process.

(15) Small Formal Complaint Case. If a customer of a utility files a formal complaint regarding any dispute involving less than three thousand dollars ($3,000), the process set forth in this section shall be followed for such complaints. The provisions of sections (1)–(14) of this rule shall also apply to small formal complaints.

(A) When a complaint is filed that qualifies for handling as a small formal complaint, the assigned regulatory law judge shall direct the secretary of the commission to serve, by certified mail, postage prepaid, a copy of the complaint upon the person, corporation, or public utility against whom the complaint has been filed. At the same time, the regulatory law judge shall notify all parties that the complaint will proceed under the small formal complaint process. The person, corporation, or public utility against whom the complaint has been filed is allowed thirty (30) days after the date of notice to satisfy the complaint or file an answer. If the person, corporation, or public utility does not satisfy the complaint or file an answer within thirty (30) days, the regulatory law judge may issue an order granting default and deeming the allegations of the complaint to have been admitted by the respondent. A party in default has seven (7) days from the issue date of the order granting default to file a motion to set aside the order of default. The regulatory law judge may grant the motion to set aside the order of default and allow the respondent additional time to answer upon a showing of good cause.

(B) If any party believes that a complaint should or should not be handled as a small formal complaint, that party may file a motion with the commission requesting that the status of the complaint be changed. In response to such motion, or acting on its own motion, the commission shall, at its discretion, decide how the complaint shall be handled.

(C) Upon the filing of a complaint that qualifies under this section, the chief regulatory law judge shall assign the case to a regulatory law judge. To process small complaint cases in the timeliest manner and in the most convenient location for the customers, the commission hereby delegates the commission's authority to hear the case, make rulings, and issue a recommended report and order or other appropriate order disposing of the case to such regulatory law judge.

(D) The commission's staff shall, within forty-five (45) days after the complaint is filed, investigate the complaint and file a report detailing staff's findings and recommendations. The regulatory law judge may allow staff additional time to complete its investigation for good cause shown. The member or members of the commission's staff who investigate the complaint shall be available as a witness at the hearing if the regulatory law judge or any party wishes to call them to testify.

(E) Any hearing, unless otherwise agreed to by the parties, shall be held in the county, or a city not within a county, where the subject utility service was rendered or within thirty (30) miles of where the service was rendered. The regulatory law judge may allow any party, witness, or attorney to participate in the hearing by telephone.

(F) Small formal complaint case hearings shall be conducted in an informal summary manner whenever possible, without affecting the rights of the parties –

1. The technical rules of evidence shall not apply;

2. The regulatory law judge shall have the authority to dispense with pre-filed written testimony; and

3. The regulatory law judge shall assume an affirmative duty to determine the merits of the claims and defenses of the parties and may question parties and witnesses.

(G) The regulatory law judge, after affording the parties reasonable opportunity for discovery and a fair hearing, shall issue a recommended report and order within one hundred (100) days following the filing of the complaint, unless the regulatory law judge finds good cause to extend that time or the extension is otherwise agreed to by the parties.

(H) Any party subject to a recommended order disposing of the case or a recommended report and order issued by a regulatory law judge under this section may file with the commission, within ten (10) days of the issuance of the recommended order, comments supporting or opposing the recommended order. Any comments opposing the recommended order shall contain specific detailed grounds upon which it claims the order is unlawful, unjust, or unreasonable. The commission may approve or reject the recommended order based on the existing record without further hearing. If the commission rejects the recommended order, the commission shall issue its own order based on the evidence previously submitted, or upon such additional evidence, as the commission shall choose to receive.

AUTHORITY: section 386.410, RSMo 2016. This rule originally filed as 4 CSR 240-2.070. Original rule filed Dec. 19, 1975, effective Dec. 29, 1975. Amended: Filed Nov. 7, 1984, effective June 15, 1985. Amended: Filed June 9, 1987, effective Nov. 12, 1987. Rescinded and readopted: Filed March 10, 1995, effective Nov. 30, 1995. Rescinded and readopted: Filed Aug. 24, 1999, effective April 30, 2000. Amended: Filed March 24, 2010, effective Oct. 30, 2010. Amended: Filed March 2, 2011, effective Oct. 30, 2011. Amended: Filed Nov. 7, 2018, effective July 30, 2019. Moved to 20 CSR 4240-2.070, effective Aug. 28, 2019.*

**Original authority: 386.410, RSMo 1939, amended 1947, 1977, 1996.*

20 CSR 4240-2.075 Intervention

PURPOSE: This rule prescribes the procedures by which an individual or entity may intervene in a case and allows for the filing of briefs by ***amicus curiae****.*

(1) A motion to intervene or add new member(s) shall be filed within thirty (30) days after the commission issues its order giving notice of the case, unless otherwise ordered by the commission.

(2) A motion to intervene or add new member(s) shall include –

(A) The legal name of each association, person, or entity seeking intervention or to be added;

(B) The street and mailing address of the principal office or place of business of each association, person, or entity seeking intervention or to be added, or of their attorney;

(C) The email address, fax number, and telephone number, if any, of each association, person, or entity seeking intervention or to be added, or their attorney;

(D) If any applicant is an association, other than an incorporated association or other entity created by statute, a list of all of its members;

(E) A statement of the proposed intervenor's or new member's interest in the case including the reasons for seeking intervention or to be added; and

(F) A statement as to whether the proposed intervenor or new member supports or opposes the relief sought, or a statement that the proposed intervenor or new member is unsure of the position it will take with an explanation of why a position cannot be asserted based upon the initial filing(s) and when such position could be asserted or that the intervenor or new member intends to only provide or receive information and will not take a position on the issues.

(3) The commission may grant a motion to intervene or add new member(s) if –

(A) The proposed intervenor or new member(s) has an interest which is different from that of the general public and which may be adversely affected by a final order arising from the case; or

(B) Granting the proposed intervention would serve the public interest.

(4) If the commission grants intervention to an association, other than an incorporated association or other entity created by statute, the commission is not granting intervention to the "association," but is granting intervention to the individual members of the association.

(5) For purposes of 20 CSR 4240-2.080(16), service upon counsel for an association satisfies the requirement for service upon the individual members of the association.

(6) If any member(s) of an association, other than an incorporated association or other entity created by statute, that is a party to any case before the commission withdraws from the association during the pendency of a case, the association must file a notice of the member's(s') withdrawal in the official case file within five (5) days of the member's(s') withdrawal.

(7) If an association, other than an incorporated association or other entity created by statute, that is a party to any case before the commission wants to add an additional member(s) during the pendency of that case, the association must file a motion to add new member(s).

(8) If the commission finds that the name of any association, other than an incorporated association or other entity created by statute, seeking intervention in a case before the commission could lead to confusion or misidentification of that association or its members, the commission may order that the association be identified by an alternate name in that case.

(9) The commission may limit an intervention to particular issues or interests in a case.

(10) Motions to intervene or add new member(s) filed after the intervention date may be granted upon a showing of good cause. Any motion so filed must include a definitive statement whether or not the entity seeking intervention or to be added as a new member accepts the record established in that case, including the requirements of any orders of the commission, as of the date the motion is filed.

(11) Any person not a party to a case may petition the commission for leave to file a brief as an *amicus curiae*. The petition for leave must state the petitioner's interest in the matter and explain why an *amicus* brief is desirable and how the matters asserted are relevant to the determination of the case. The brief may be submitted simultaneously with the petition. Unless otherwise ordered by the commission, the brief must be filed

HOW TO PRESENT YOUR FORMAL COMPLAINT BEFORE THE

MISSOURI PUBLIC SERVICE COMMISSION

200 Madison Street
P.O. Box 360
Jefferson City, MO 65101
(573) 751-3234
www.psc.mo.gov

Revised – May 11, 2023

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INTRODUCTION

This guide describes the Missouri Public Service Commission ("PSC") complaint process and how you can present your case to the PSC without a lawyer. In every case, the PSC wants to make the best decision possible. Therefore, the PSC wants to hear the best presentation from all sides.

The PSC has a Consumer Hotline to assist you. If you have talked over your problem with the utility, and have not reached a satisfactory resolution, you can call the PSC's Consumer Hotline. The number is 800-392-4211. The PSC also has a website. The PSC website has information, and links to other sites, addressing a wide range of utility issues. The address is http://psc.mo.gov/. The PSC does not discriminate on the basis of disability in the provision of programs, services, or employment. Anyone with an impairment of speech, hearing or vision, or

needing other such assistance, may call 800-392-4211 or TDD hotline 1-800-829-7541. The Commission will make every effort to get this information to you in a usable form.

All complaints are unique so you will probably have an issue not addressed in this guide. This guide therefore references other resources including sources of law. This guide is not law. If the law ever conflicts with this guide, the law controls. Neither this guide nor any other document can substitute for hiring your own lawyer.

THE COMPLAINT PROCESS

WHAT IS A COMPLAINT?

A complaint is a statement that a utility has violated a statute, tariff, or Commission order or regulation. The statutes and PSC regulations provide for an informal complaint and a formal complaint. PSC regulations provide a small formal complaint process designed to be more accessible and easier to use.

INFORMAL COMPLAINT

An informal complaint addresses your dispute with the utility without legalistic procedures. Staff can explain the statute, tariff, or Commission order or regulation governing your complaint. Staff can also serve as an intermediary with the utility. Staff does not speak on the Commission's behalf so, when Staff discusses your informal complaint, that discussion is not the Commission's decision. You have the right to make a formal complaint to the Commission.

FORMAL COMPLAINT

A formal complaint starts a proceeding that resembles a trial in circuit court and leads to a legally binding decision on whether the utility violated a statute, tariff, or Commission order or regulation. That decision is so important that the statutes provide all parties with the right to a

hearing. In addition, the PSC's regulations provide pre-hearing procedures including discovery and dispositive motions. A formal complaint is much like a trial in circuit court without a jury.

SMALL FORMAL COMPLAINT

A small formal complaint is a formal complaint in which the amount at issue is less than $3,000. A small formal complaint differs from other formal complaints in that the hearing must be near where you live: in St. Louis City if that is where you live, your county seat, or within 30 miles of where the utility service was provided. Also, the order deciding your complaint on the merits can issue within 100 days after you file it, though most complainants need more time than that to prepare their case.

HOW TO START A FORMAL COMPLAINT PROCEEDING

First you must write down your formal complaint. You may use the sample complaint form in the back of this guide and fill in the blanks. Or you may draft your own document. Either way, a formal complaint must allege conduct that violates a statute, tariff, or Commission order or regulation. If a formal complaint does not allege conduct that violates a statute, tariff, or Commission order or regulation, the Commission can do nothing with the formal complaint except dismiss it.

Next, you must file that written formal complaint. Filing means that the Commission receives the formal complaint. Send the complaint to:

Secretary
Missouri Public Service Commission
Post Office Box 360
Jefferson City, Missouri 65102-0360

Or use the Commission's Electronic Filing and Information System ("EFIS") at psc.mo.gov.

Once you have filed your formal complaint, the Commission will assign it a file number. Use the file number when discussing your formal complaint in writing or in person. It helps avoid confusion.

FORMAL COMPLAINT PROCEDURE

Your formal complaint is a type of action called a "contested case," meaning a formally "contested" proceeding before the Commission. It is similar to a trial in circuit court. Formality is reduced but the decision must stand on the law and evidence entered into the record. Generally, see the following authorities:

- Chapter 536, RSMo is the chapter of the Missouri Revised Statutes that sets forth administrative procedure in general. It sets forth the basics of contested case procedure.
- Chapter 386, RSMo is the chapter of the Missouri Revised Statutes that sets forth PSC procedure specifically. It contains several provisions regarding PSC hearings and formal complaints.
- 20 CSR 4240-2.070. This is the regulation that applies to PSC formal complaint procedure specifically.

Other laws cited above also apply.

Your formal complaint may proceed through several phases before the Commission's resolution.

- Pleadings include your formal complaint and responsive documents in which the parties set forth what they want, the law that allows that relief, and facts relevant under that law.

- Discovery is the process by which the parties learn about what the other parties know and how they know it. It includes devices like data requests, depositions, interrogatories, document production requests, and subpoenas.
- Pre-Hearing Motions ask the Commission to do something in preparation for hearing, like set a schedule or enforce discovery.
- Dispositive Motions ask the Commission to dispose of the formal complaint without a hearing. Dismissal means the Commission has no authority to address the formal complaint. Summary determination means that no hearing is necessary to decide who wins. Both must have support in the record, like admissions in an opponent's pleadings, or an affidavit to support an allegation outside the pleadings.
- Hearing is where the parties offer the Commission evidence on which the Commission decides the formal complaint. Though statutes and regulations relax the law of evidence, certain fundamentals still apply. Consult the authorities cited above.
- Briefs are written arguments in which parties tell the Commission why they should win by citing the statute, tariff, or Commission regulation or order violated; and citing something in the record, like testimony in the transcript, showing that the violation occurred.
- Report and Order is the Commission's name for a decision made after a hearing on a formal complaint. If no hearing occurs, the Commission calls the decision an order. The Regulatory Law Judge drafts a recommended decision but the Commission is the final decision-maker.

The Commission votes on the decision at an open meeting under an agenda posted in advance. The Commission webcasts its agenda meetings so you can listen on your computer.

The Commission's decision is subject to rehearing until the effective date set forth in the decision. This means that you may ask the Commission to look at the formal complaint some more, including facts that arose after the Commission voted on the decision. But you **must** file your application for rehearing **before the decision's effective date**. An application for rehearing filed **on the effective date is too late**. If the Commission denies an application for rehearing the party who filed it may appeal to a court of law as the statutes provide. If you appeal the Commission's decision, the reviewing court will only look at the issues you set out in an application for rehearing.

HOW THE PSC WORKS

WHAT IS THE PSC?

The PSC is an executive-branch agency of Missouri government that regulates investor-owned utilities and some manufactured houses. The legislative branch of Missouri government created the PSC in 1913 and continues to set legal standards for the PSC to follow. The judicial branch of Missouri government reviews decisions of the PSC for compliance with the law. Subject to those branches of government, the PSC operates its own internal legislative, judicial, and executive functions.

STATUTES, TARIFFS, REGULATIONS AND ORDERS

The subject of the complaint must be a violation of at least one of the following.

- Statutes: The Missouri Revised Statutes. The statutes are laws made by elected officials—your State representatives and State senators—in the Missouri General Assembly. Chapters 386, 392, 393, and 536 contain most of the statutes that

govern your complaint. You can view the statutes online at https://revisor.mo.gov/main/Home.aspx .

- Tariffs. Tariffs are schedules of rates, charges, and terms of service that every utility must have on file with the PSC. You can view tariffs online through the Commission's Electronic Filing and Information System ("EFIS") at https://efis.psc.mo.gov/mpsc/TariffSearch.html .
- Regulations. The Code of State Regulations. Regulations (or "rules") are laws made by officials like the Commissioners of the PSC. The PSC's regulations are at 20 CSR 4240. You can view the regulations online at http://www.sos.mo.gov/adrules/csr/csr.asp .
- Orders. the PSC might also impose other requirements on a utility by order directed to that utility alone. You can view orders online through the Commission's Electronic Filing and Information System ("EFIS") at https://efis.psc.mo.gov .

OTHER LAW

Other sources of law that determine your complaint are published in hard copy, which might be available at a public library or law library, and online. The most important laws include:

- Case Law. Case law is made by Missouri appellate courts—the Missouri Court of Appeals and the Missouri Supreme Court—when they decide an appeal from another governmental body. Missouri appellate court opinions are posted at http://www.courts.mo.gov/page.jsp?id=1944 .

- Commission Decisions. Decisions in other cases can give you an idea of how the Commission analyses formal complaints like yours.
- Federal Authorities. These may include federal statutes, regulations, and case law.

You can also consult secondary sources—books and journal articles that generally outline legal processes and explore specific legal issues. They include the Missouri Bar's deskbook series, Thomson Reuter's Missouri Practice Series, and the Journal of the Missouri Bar. Each of those bodies of law is available from other hard copy and online sources, but some online sources are expensive, and some are not as easy to use as the hard copies of authorities listed here. You may find secondary sources at a public library or a law library.

WHO IS WHO AT THE PSC?

The PSC consists of five commissioners, each appointed by the governor subject to confirmation by the Missouri Senate. The commissioners serve staggered six-year terms. Biographies of the commissioners are available online at https://psc.mo.gov/Commissioners/ .

The Commissioners employ the following persons to help them process complaints.

- Data Center. The PSC's Data Center operates EFIS, receives filings, transmits order and notices, and keeps the Commission's records.
- Staff. The PSC hires neutral experts in engineering, accountancy, economics, and others, to help it make the best decisions possible. So that everyone knows what Staff is telling the Commission, the Commission's regulations provide that Staff is a party—like you and the utility—to your complaint. Staff will investigate your complaint and file a report of its findings in your complaint file.
- Staff Counsel. Staff Counsel is a group of lawyers that the PSC hires to represent Staff in actions including your complaint.

As in an informal complaint, Staff does not speak on the Commission's behalf, nor does Staff Counsel. Staff reports to the Commission, and sometimes the Commission agrees with Staff, but sometimes the Commission does not. So when Staff issues a report or a recommendation, it does not determine your complaint. In a formal complaint, you have the right to make your case to the Commission.

You may contact any of those persons about your complaint but none of them is your advocate in a formal complaint. Unlike a criminal prosecution, there is no right to appointed counsel before the PSC.

In addition, the Commission assigns to your formal complaint a:

- Regulatory Law Judge ("RLJ"). An RLJ is a lawyer employed by the PSC to conduct proceedings in a variety of actions including your formal complaint. The RLJ will manage your case, issue orders on motions or on the RLJ's own initiative, convene conferences and an evidentiary hearing, and issues orders addressing your formal complaint. The RLJ's order may constitute a recommendation to the Commission for the commissioners to vote on, or an order may be effective right away.

Do not contact the RLJ about your case except in writing copied to all parties.

To represent all ratepayers, the statutes also create:

- The Office of Public Counsel ("OPC"). OPC is an office of Missouri government independent of the PSC. But OPC represents the public in general and no one person in particular. PSC regulations make OPC a party to every case.

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

_____, (Your name here) Complainant,	)	
v.	)	File No.
_____	)	(PSC fills this in)
_____, (Utility's name here) Respondent,	)	

FORMAL COMPLAINT

1. Complainant resides at:

_____
(Address of complainant)

_____
(City) (State) (Zip Code)

2. The utility service complained of was received at:

    a. Complainant's address listed in paragraph 1.

    b. A different address:

_____
(Address where service is provided, if different from Complainant's address)

_____
(City) (State) (Zip Code)

3. Respondent's address is:

_____
(Address of complainant)

_____
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: $ _____
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

Date _____ Signature of Complainant _____

Complainant's Phone Number _____ Complainant's Printed Full Name _____

Alternate Contact Number _____ Complainant's E-mail Address _____

*Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not** send **originals** of any supporting documentation.*

Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

GLEN KOLKMEYER
Commissioner

KAYLA HAHN
Chair

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
http://psc.mo.gov

JOHN P. MITCHELL
Commissioner

VACANT
Commissioner

Information Sheet Regarding Mediation of Commission Formal Complaint Cases

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

Nancy Dippell
Secretary

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 19th day of October, 2026.

Nancy Dippell
Secretary

MOPSC
Digitally signed by MOPSC
Date: 2026.10.19 13:52:39 -05'00'

MISSOURI PUBLIC SERVICE COMMISSION

October 19, 2026

Case No: GC-2027-0114

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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

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.