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	)	

ORDER DENYING MOTION FOR RESTORATION OF GAS SERVICE

Issue Date: October 26, 2026 Effective Date: October 26, 2026

On October 19, 2026, Brett Felber (Complainant) filed a complaint (Complaint) against Spire Missouri Inc. d/b/a Spire. On October 20, 2026, the Complainant filed *Complainant's Expedited Motion for Immediate Restoration of Gas Service and for Production of Documents* (Motion). On October 23, 2026, Spire filed *Response to Complainant's Motion and Motions to Dismiss* (Response).

Complainant's Motion

Complainant's Motion requests an order directing Spire to restore natural gas service for Account No. 1496510000. The Motion states that Complainant received no disconnection notice, and that Complainant has paid the balance due of $21.75. The Motion acknowledges that his online account showed the status as inactive. The Motion cites Commission Rule 20 CSR 4240-13.050(12) as supportive of reconnection in that it states that upon the customer's request, a utility shall restore service when the cause for

discontinuance has been eliminated, applicable restoration charges have been paid, and, if required, satisfactory credit arrangements have been made.[1]

Spire's Response

Spire's Response stated that service at the Complainant's home address has been and is currently under the name Church of Jesus and Hope. The Response avers that the Church's account, Account No. 5314157821, has been in existence since December 2017 and presently has a past due balance of $4,158.61.

The Response explains that Complainant attempted to start service under his personal name; however, the start service order was subsequently stopped due to the large past due balance at the address. As such, the Response states that Account No. 1496510000 was never attached to Complainant's address or a meter. Nevertheless, due to the account's creation, a deposit of $21.75 was assessed and billed – which Spire acknowledges was paid by Complainant.

Spire's Response argues that because Account No. 1496510000 (the personal account) is not linked to the service address, and because Account No. 5314157821 (the church account) has a past due balance, Spire did not reconnect gas service. The Response indicates that Spire refunded the payment of $21.75 associated with Account No. 1496510000 and that future charges related to gas service will be attributed to Account No.

[1] In full, the cited subsection states as follows:
(12) Upon the customer's request, a utility shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid and, if required, satisfactory credit arrangements have been made. At all times, a utility shall make reasonable effort to restore service upon the day service restoration is requested, and in any event, restoration shall be made not later than the next working day following the day requested by the customer. The utility may charge the customer a reasonable fee for restoration of service, if permitted in the utility's approved tariffs.

5314157821. Spire's Response opposes restoration of gas service as the cause for discontinuance has not been eliminated as there is a past due balance of $4,158.61 on the account linked to the service address.

Complainant's Reply

On October 23, 2026, Complainant filed *Complainant's Reply to Spire's Response and Opposition to Motions to Dismiss* (Reply). The Reply states that Complainant informed Spire that the Church of Jesus and Hope was dissolving, and that this was the reason the account at issue was being established in his personal name. Complainant's Reply does not address the refund of the deposit to open the account in his personal name.

Complainant's Reply argues that Spire cannot demand payment from him for the past due amount of the Church of Jesus and Hope. In support, the Reply cites Commission Rule 20 CSR 4240-13.050(2) subsections (D) and (E) which state as follows:

> (2) None of the following shall constitute sufficient cause for a utility to discontinue service:
>
> > (D) The failure to pay the bill of another customer, unless the customer whose service is sought to be discontinued received substantial benefit and use of the service billed to the other customer;
> >
> > (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user; or

Complainant's Reply also states that the account of the Church of Jesus and Hope is in active dispute status, and appears to argue that Spire also disconnected the Church's

account in violation of Commission rules**.**

Conclusion

The Church of Jesus and Hope is not a party to the above captioned complaint, so any allegation of wrongful disconnection or other allegation of rule violation as to its account would need to be filed as a separate complaint. Moreover, Spire is arguing that there was not a disconnection of the personal account because service was not started under the personal account. This is supported by the claim that the deposit was refunded to Complainant.

Commission Rule 20 CSR 4240-13.050(12) states that restoration is appropriate "when the cause for discontinuance has been eliminated." The Commission finds that the cause for discontinuance, namely the past due balance linked to the same service address as that requested by Complainant, has not been eliminated. The Commission will deny Complainant's Motion.

THE COMMISSION ORDERS THAT:

1. Complainant's Motion is denied.

2. This order is effective when issued.

BY THE COMMISSION

Nancy Dippell

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 26th day of October, 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 26th day of October, 2026.

Nancy Dippell
Secretary

MOPSC
Digitally signed by MOPSC
Date: 2026.10.26 15:22:18 -05'00'

MISSOURI PUBLIC SERVICE COMMISSION

October 26, 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

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[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.