BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

FILED
October 19, 2026
Missouri Public
Service Commission

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