BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

FILED
October 20, 2026
Missouri Public
Service Commission

BRETT FELBER,
Complainant,

v.

SPIRE MISSOURI INC. d/b/a SPIRE,
Respondent.

Case No. GC-2027-0114

COMPLAINANT'S EXPEDITED MOTION FOR IMMEDIATE RESTORATION OF GAS SERVICE AND FOR PRODUCTION OF DOCUMENTS

COMES NOW Complainant Brett Felber, pro se, and respectfully moves the Commission for an expedited order directing Spire Missouri Inc. d/b/a Spire ("Spire") to restore natural gas service to Account No. 1496510000 immediately, and for related relief, and in support thereof states as follows:

I. FACTUAL BACKGROUND

1. Complainant is the account holder for Spire Account No. 1496510000.

2. On or about October 20, 2026, Complainant's online account showed the status as "Inactive," with an amount due of $[redacted], payable by October 26, 2026. No prior written disconnect notice, telephone contact, or door tag was received by Complainant.

3. On October 20, 2026, Complainant paid the full amount of $[redacted]. Spire issued Confirmation No. [redacted]. A confirmation email was sent to bfelber14@gmail.com confirming receipt of the payment on October 20, 2026. The corresponding bank transaction shows a pending charge of $[redacted] to Spire Inc. (see attached Exhibits).

4. Spire has accepted and is deducting funds from Complainant's bank account for the $[redacted] payment while simultaneously refusing to restore gas service and while the account remains in inactive status. This constitutes acceptance of payment without providing the corresponding utility service.

5. Spire has also charged or attempted to collect a deposit while withholding service. Complainant has not received any disconnect notice, door tag, or telephone call regarding discontinuance of service for this account prior to the account being placed in inactive status.

6. Spire's conduct of deducting or accepting funds from the customer's account while failing to provide service amounts to an improper diversion of funds for services not rendered.

II. LEGAL BASIS

7. Under 20 CSR 4240-13.050, a utility may not discontinue residential service without proper written notice stating the reason, the date of proposed discontinuance, how to avoid discontinuance, and other required information, except in limited circumstances not applicable here (theft, fraud, meter tampering, or unsafe conditions). Notice must generally be mailed at least ten (10) days prior (or hand-delivered at least 96 hours

prior).

8. 20 CSR 4240-13.050(12) provides 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. The utility shall make reasonable effort to restore service on the day requested and, in any event, not later than the next working day.

9. Spire's Rules and Regulations (including provisions on Discontinuance of Service and Reconnection of Service) require compliance with Commission rules, proper notice, and prompt reconnection upon satisfaction of the conditions for restoration.

10. Missouri law requires utilities to provide safe and adequate service. Acceptance of payment (including deduction from the customer's bank account) while continuing to withhold service, absent proper notice and process, is inconsistent with these obligations and constitutes an improper retention or diversion of customer funds for service not provided.

11. Deposits may only be required under the specific conditions set forth in 20 CSR 4240-13.030, and prior written notice of the right to require a deposit is generally required.

III. RELIEF REQUESTED

WHEREFORE, Complainant respectfully requests that the Commission enter an expedited order:

A. Directing Spire to restore natural gas service to Account No. [redacted] by the end of business on October 20, 2026, or in no event later than 5:00 p.m. on October 21, 2026;

B. Ordering Spire to produce, within a short deadline, all documents and records related to this account, including but not limited to: all disconnect notices, door tags, letters, emails, telephone call records/logs, and any other communications concerning discontinuance, inactive status, or restoration for Account No. [redacted];

C. Directing Spire to provide a written explanation of any deposit charged and the specific tariff or rule relied upon;

D. Directing Spire to cease any further deduction or collection of funds from Complainant's account until service is restored;

E. Granting such other and further relief as the Commission deems just and proper.

Respectfully submitted,

Brett Felber

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Brett Felber

Pro Se

[redacted]

[redacted]

Date: October 20, 2026

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing Expedited Motion, together with the attached Exhibits, was served this 20th day of October, 2026, upon Spire Missouri Inc. d/b/a Spire by electronic filing with the Missouri Public Service Commission and/or by first-class mail or email to Spire's registered agent or counsel of record, and upon the Office of the Public Counsel.

Brett Felber

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Brett Felber

LIST OF EXHIBITS

Exhibit A: Spire payment confirmation receipt for [redacted] paid on October 20, 2026, Confirmation No. [redacted] (Account [redacted]).

Exhibit B: Email confirmation from Spire Customer Service Team confirming receipt of the $[redacted] payment on October 20, 2026.

Exhibit C: Bank/transaction screenshot showing pending charge of $[redacted] to Spire Inc. on October 20, 2026.

Exhibit D: Screenshot of Spire online account overview showing Account No. [redacted] status as “Inactive” and amount due of $[redacted] (prior to payment).

The following pages contain the above Exhibits.

spire Confirmation number: [redacted]

Payment amount	Payment date
$[redacted]	10/20/2026
Payment method	**Account number**
*****[redacted]	[redacted]

Gmail

Brett Felber [redacted]

Payment Confirmation

<no-reply@spireenergy.com>
[redacted]

Tue, Oct 20 at 10:39 AM

spire

Thank you for your payment

Hello,

Good news - your payment of $[redacted] was received on 10/20/2026. Your payment confirmation number is [redacted].

Thanks for the opportunity to serve you.

Spire Customer Service Team

Go to My Account

Need to contact us? Click here so we can help.

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EXHIBIT C – Bank Transaction (Pending [redacted])

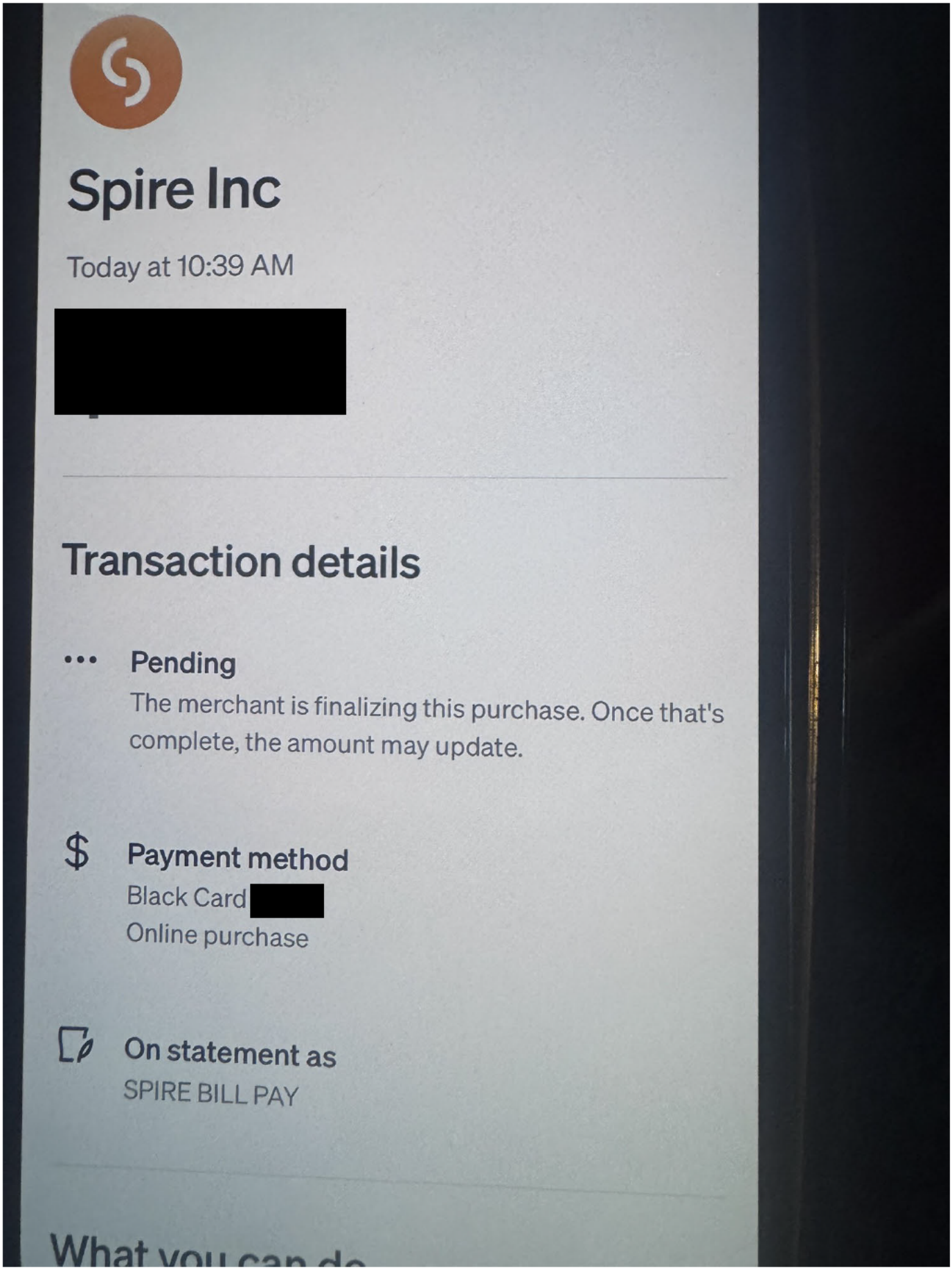


EXHIBIT D – Account Overview (Inactive Status)

