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 DISMISSING COMPLAINT

Issue Date: November 5, 2026 Effective Date: November 15, 2026

On October 19, 2026, Brett Felber (Complainant) filed a complaint (Complaint) against Spire Missouri Inc. d/b/a Spire. Spire's Answer is not due until November 18, 2026. The investigation and report of the Staff of the Commission (Staff) is not due until December 18, 2026.

On October 20, 2026, Complainant filed *Complainant's Expedited Motion for Immediate Restoration of Gas Service and for Production of Documents* (Complainant's Motion). On October 23, 2026, Spire filed *Response to Complainant's Motion and Motions to Dismiss* (Spire's Motions). Also on October 23, 2026, Complainant filed *Complainant's Reply to Spire's Response and Opposition to Motions to Dismiss* (Complainant's Reply).

On October 30, 2026, the Staff of the Commission (Staff) filed its *Motion in Support of Dismissal* (Staff's Motion). Also on October 30, 2026, Complainant filed *Complainant's Response in Opposition to Staff's Motion in Support of Dismissal* (Complainant's Response).

The Issue of Two Accounts

Preliminarily, the Commission notes in the record that there are actually two separate accounts at issue. Both accounts list the same address to receive gas service from Spire. However, only one is the subject of the Complaint.

Church Account

The first account, opened in 2017, is for the Church of Jesus and Hope (Church), which is not a party to this case. The Church's account has a large past due balance and was disconnected from further service by Spire on October 6, 2026.[1] The Complaint cites the October 6 disconnection as the impetus for the filing of this case.[2]

Personal Account

On September 9 or October 9, 2026, a second account was requested to be opened by Complainant in his personal capacity.[3] Complainant informed Spire that the reason he was requesting an account in his personal capacity was that the Church was dissolving.[4]

[1] Complaint, para. 6; Spire Motions, para. 5.
[2] Complaint, paras. 6-12.
[3] The Complainant alleges the opening of an account in his personal capacity occurred on or about October 9, while Spire alleges it occurred on September 9. *Contrast* Complaint, para. 4, and Spire Motions, para. 6.
[4] Complainant's Reply, p. 1 (unnumbered).

Spire sent a first bill on the personal account which was for a deposit of $21.75. Complainant paid the deposit on October 20, 2026.[5] Complainant's Motion states that his personal account showed the status as "Inactive" on or about October 20, 2026.[6]

Upon discovering that the service address for Complainant's account in his personal capacity was the same address as the Church's account, Spire refunded the deposit due to no service being provided to the personal account.[7] Complainant does not address the refund of his deposit in any pleading.

In subsequent pleadings, Complainant argues that Spire's acceptance of payment on the second account while refusing restoration or commencement of service constitutes denial of service or improper refusal to re-establish service.[8] However, the underlying Complaint only alleges a rule or tariff violation regarding disconnection. The Complaint makes no allegation regarding a denial of service, thus that allegation is not properly before the Commission in the above-captioned case.

Conclusion

Taken together, the October 6 disconnection of the Church account, the October 20 date of submission of payment of the deposit for the personal account,[9] and Spire's Motions make clear that the October 6 disconnection of gas service was related to the Church's past due balance.[10] Therefore, the Complaint's citation of the October 6 disconnection can only

[5] Complainant's Motion, para. 2.
[6] Complainant's Motion, para. 2.
[7] Spire's Motions, para. 10.
[8] Complainant's Response, p. 2.
[9] Complainant's Motion, para. 3.
[10] *Complainant's Response to Respondent's Notice of Filing*, filed October 26, 2026, para. 6; and Spire Motions, paras. 7 and 9.

relate to the disconnection of gas service under the Church's account. The deposit to start service under the personal account was not made until October 20, 2026, and therefore could not have been related to the October 6 disconnection.

A complaint about the disconnection of service to the Church's account is not at issue in the above-captioned case as the Church did not file a complaint regarding the disconnection. A complaint about the disconnection of Complainant's personal account does not state a claim upon which relief can be granted because the October 6 disconnection is in regards to the Church's account. Additionally, the Commission notes that Complainant's deposit to start gas service under the personal account was refunded to Complainant.

Because the disconnection of the Church account is not before the Commission, and because the personal account never started receiving service and thus could not be disconnected, there is no case or controversy before the Commission, and the Commission therefore finds good cause exists to dismiss the Complaint for failure to state a claim upon which relief can be granted.

The parties are notified that this order, which dismisses the complaint, will be final unless an application for rehearing is filed no later than November 14, 2026.[11]

THE COMMISSION ORDERS THAT:

1. The Complaint shall be dismissed in ten days' time.

2. The requirement for Spire to file an answer is withdrawn.

[11] Section 386.500, RSMo (2016). If the application for rehearing is denied, the parties then have 30 days after the denial is issued to file an appeal with the appellate court with territorial jurisdiction. *See* Section 386.510, RSMo (Supp. 2025).

3. The requirement for Staff to file a report is withdrawn.

4. Any motions or submitted filings not yet addressed are denied.

5. This order will become effective on November 15, 2026.

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 5th day of November, 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 5th day of November, 2026.

Nancy Dippell
Secretary

MOPSC
Digitally signed by MOPSC
Date: 2026.11.05 09:51:04 -06'00'

MISSOURI PUBLIC SERVICE COMMISSION

November 5, 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.