

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Mariah Gordon,)	
)	
Complainant,)	
)	
v.)	File No. GC-2025-0175
)	
Spire Missouri Inc. d/b/a Spire,)	
)	
Respondent.)	

ANSWER

COMES NOW Respondent, Spire Missouri Inc., and submits its Answer to the Complaint pursuant to Missouri Public Service Commission (“Commission”) Rule 20 CSR 4240-2.070(9), stating the following:

1. Admit.
2. Admit.
3. Admit.
4. Admit.
5. Respondent is without sufficient knowledge or information to admit or deny and therefore denies.

6. Respondent admits that Complainant’s gas service was disconnected in August 2024. Respondent admits that it has received payments from Complainant since service was disconnected. Respondent admits that Complainant requested multiple cold weather rule (“CWR”) payment arrangement quotes generated by Respondent’s billing system. Respondent admits that the amount required to start a CWR payment arrangement changed based on Complainant’s outstanding balance when the quotes were generated. Respondent admits that one CWR payment arrangement quote generated did not expire following a partial payment by

Complainant, and such quote may have exceeded Complainant's outstanding balance following the payment. Respondent denies that removing "negative inquiry of [Complainant's] credit report" is appropriate relief as, to Respondent's knowledge, the collections agency did not report Complainant's account as delinquent to a credit reporting agency. Respondent denies all other allegations in paragraph 6 of the complaint.

7. Respondent denies that the requested relief is appropriate and that it violated a statute, tariff, or Commission regulation or order. Respondent admits that it referred Complainant's account to its collection agency after service was disconnected and payments on Complainant's final bill were not received. Respondent denies all other allegations in paragraph 7 of the complaint.

8. Respondent admits that Complainant has made payments towards outstanding balance. Respondent admits that service was requested to be reconnected. Respondent admits that Complainant requested a supervisor. Respondent admits that Complainant requested to go over account history. For the remaining allegations, Respondent denies or is without sufficient knowledge to admit or deny and therefore denies.

WHEREFORE, Respondent respectfully requests the Commission accept this answer, dismiss this Complaint, and grant any other relief as is just and reasonable.

Respectfully submitted,

/s/ J. Antonio Arias

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ATTORNEYS FOR SPIRE MISSOURI INC.

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail to all counsel of record on this 2nd day of January, 2025.

/s/ J. Antonio Arias

J. Antonio Arias