

Exhibit No.:	_____
Issue:	Disconnection and Reconnection Report
Witness:	David A. Yonce
Type of Exhibit:	Supplemental Direct Testimony
Sponsoring Party:	Spire Missouri Inc.
Case No.:	GR-2025-0107
Date Testimony Prepared:	April 23, 2025

SPIRE MISSOURI INC.

FILE NO. GR-2025-0107

SUPPLEMENTAL DIRECT TESTIMONY

OF

DAVID A. YONCE

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SCHEDULES:

DAY-SD-1 – Spire Missouri Disconnection and Reconnection Report

1 **I. INTRODUCTION**

2 **Q. PLEASE STATE YOUR NAME AND ADDRESS.**

3 A. My name is David A. Yonce. My business address is 700 Market Street, St. Louis
4 Missouri 63101.

5 **Q. ARE YOU THE SAME DAVID A. YONCE THAT SUBMITTED DIRECT**
6 **TESTIMONY IN THIS PROCEEDING?**

7 A. Yes. I submitted direct testimony on November 25, 2024.

8 **II. PURPOSE OF TESTIMONY**

9 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

10 A. On March 5, 2025, the Missouri Public Service Commission (“Commission”)
11 issued an order directing Spire Missouri Inc. (“Spire Missouri” or “Company”) to
12 respond to customer allegations regarding disconnections and reconnections and
13 provide a detailed report in this case. The Commission noted the receipt of multiple
14 customer complaints related to disconnections and reconnections and directed the
15 Company to specifically respond to: (1) disconnections of accounts without proper
16 notice, (2) lack of knowledge or awareness of account ownership resulting in
17 disconnections, and (3) delays in reconnections after arrearages have been paid. Spire
18 Missouri has conducted an investigation, and the purpose of this testimony is to
19 sponsor the Company’s report, as well as summarize our findings.

20 **Q. WHAT DID THE COMPANY DO IN RESPONSE TO THE COMMISSION’S**
21 **ORDER?**

22 A. Spire Missouri conducted an internal investigation into its disconnections and
23 reconnections, specifically reviewing its processes and relevant customer complaints.

24 **Q. WHAT WERE THE FINDINGS OF THE COMPANY?**

1 A. The Company found that the primary driver of the issues identified by the Commission
2 is related to the Company's delayed transfer process. Preceding the Commission's
3 order, the Company was actively investigating and addressing the issues related to
4 delayed transfers and, had we communicated better with Staff and our customers once
5 the issue was identified, we believe we could have collaborated with Staff and the
6 Commission and provided a better experience for our customers while we resolved
7 the issues. The report, attached as **Schedule DAY-SD-1**, will highlight key findings
8 around delayed transfers, discuss additional findings, explain the actions that Spire
9 Missouri has taken to resolve the issues identified by the Commission, and provide
10 recommendations for further improvement.

11 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

12 A. Yes.

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

In the Matter of Spire Missouri Inc. d/b/a Spire's)	
Request for Authority to Implement a General)	
Rate Increase for Natural Gas Service Provided)	File No. GR-2025-0107
In the Company's Missouri Service Areas)	

AFFIDAVIT

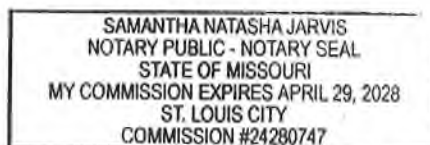
STATE OF MISSOURI)	
)	SS.
CITY OF ST. LOUIS)	

David A. Yonce, of lawful age, being first duly sworn, deposes and states:

1. My name is David A. Yonce. I am Managing Director, Regulatory Affairs for Spire Missouri Inc. My business address is 700 Market St., St. Louis, Missouri 63101.
2. This affidavit is attached to my supplemental direct testimony, which is filed on behalf of Spire Missouri Inc.
3. I hereby swear and affirm that my answers to the questions contained in my supplemental direct testimony are true and correct to the best of my knowledge, information, and belief.


David A. Yonce

Subscribed and sworn to before me this 16 day of April 2025.




Notary Public