

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of a Staff Investigation into the)
Customer Service and Billing Recordkeeping) **File No. GO-2020-0182**
Practices of Spire Missouri, Inc. d/b/a Spire)

ORDER ESTABLISHING TIME FOR SPIRE MISSOURI, INC. TO FILE PROGRESS REPORT

Issue Date: January 19, 2021

Effective Date: January 19, 2021

On December 30, 2019, at the request of its Staff, the Commission opened this investigation into the recordkeeping, business practices, business operations, and responsiveness to the Commission of Spire Missouri, Inc. (Spire). Staff completed its investigation and filed its report and recommendations on October 30, 2020.

Staff reports that its investigation analyzed Spire's call center operations, quality assurance and employee training practices, metering operations, and responsiveness to the Commission and Staff. Staff's investigation revealed several areas of concern, and Staff recommends the Commission direct Spire to file a formal implementation plan to address each of the recommendations offered by Staff. Further, Staff asks that Spire be directed to file bi-annual status reports describing its progress in implementing its plan.

The Commission ordered Spire responded to Staff's report and recommendations with an implementation plan and to file the bi-annual progress reports requested by Staff. Spire filed that implementation plan on December 18, 2020. The Commission will now establish a date for Spire to file the bi-annual progress reports recommended by Staff. The first such progress report shall be filed six months after December 18, 2020

THE COMMISSION ORDERS THAT:

1. No later than June 18, 2021, Spire shall file a report describing its progress in implementing the implementation plan it filed on December 18, 2020.
2. Thereafter, Spire shall file additional progress reports on December 18 and June 18 of subsequent years until otherwise ordered by the Commission.
3. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 19th day of January, 2021.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

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 day of 19th January, 2021.**




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

January 19, 2021

File/Case No. GO-2020-0182

**Missouri Public Service
Commission**

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.