

# Fueling Missouri

## Spire Missouri Overview

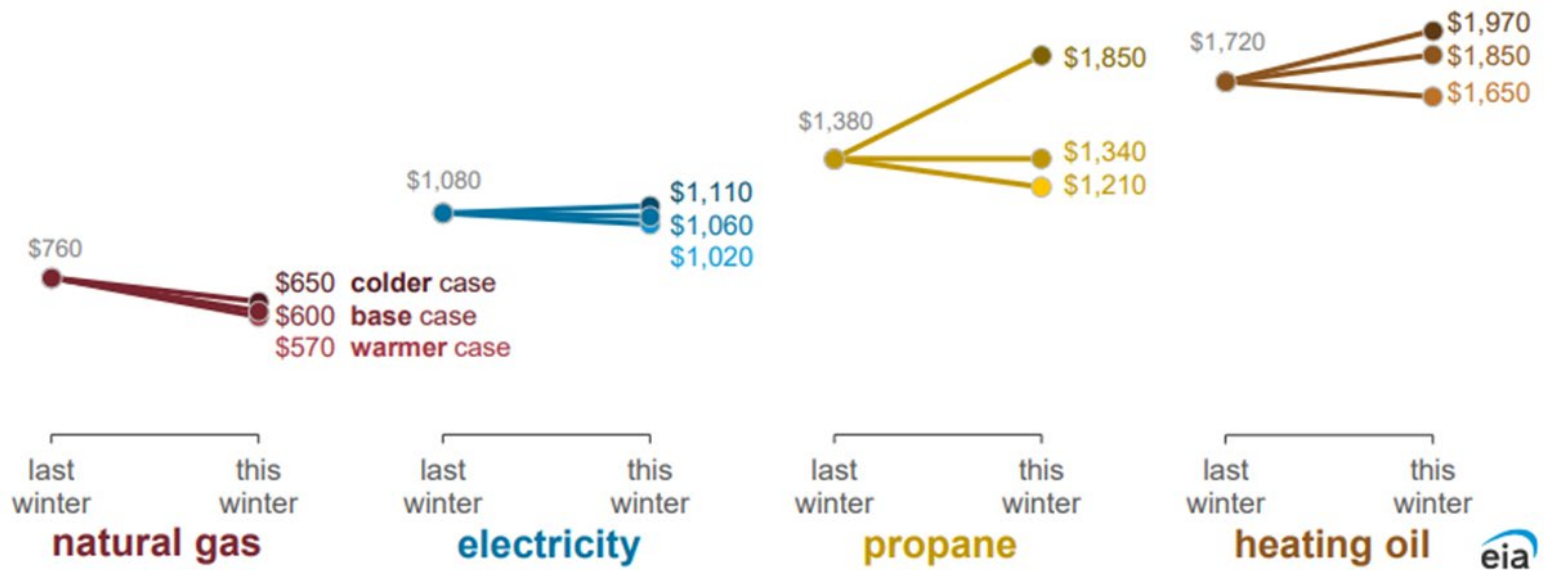
MPSC Agenda  
September 5, 2024



# Policy discussions around natural gas

We expect the majority of households will **spend less** on energy this winter

**Residential energy expenditures**  
nominal dollars



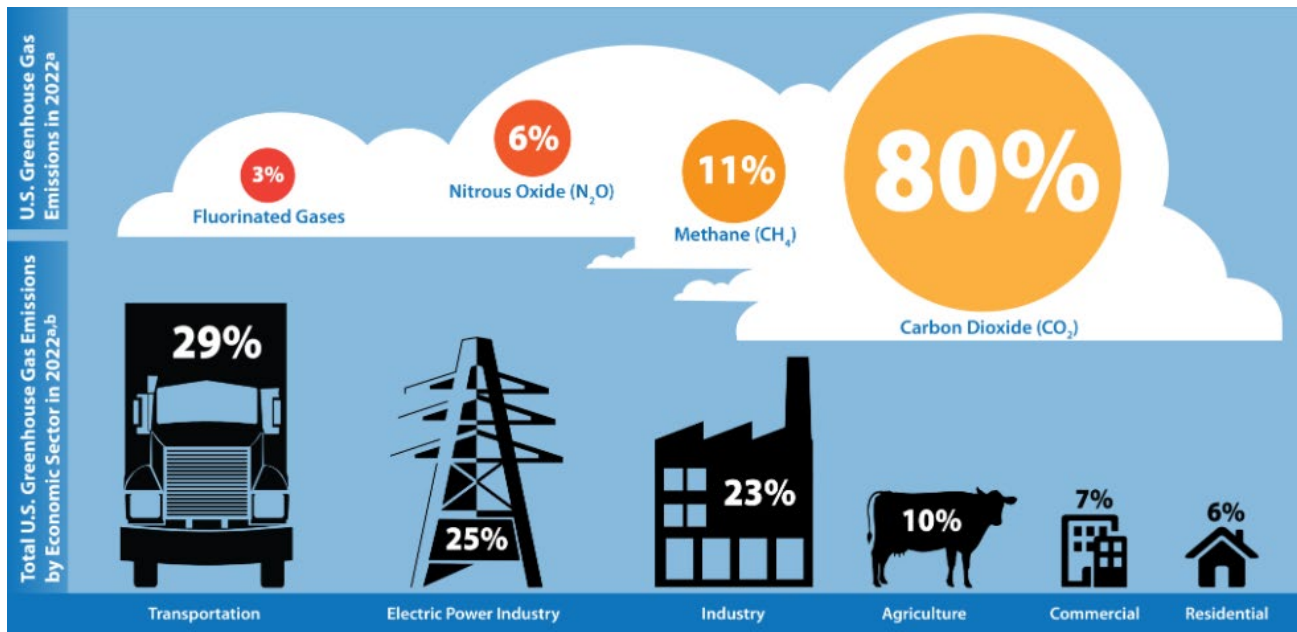
Source: Winter Fuels Outlook



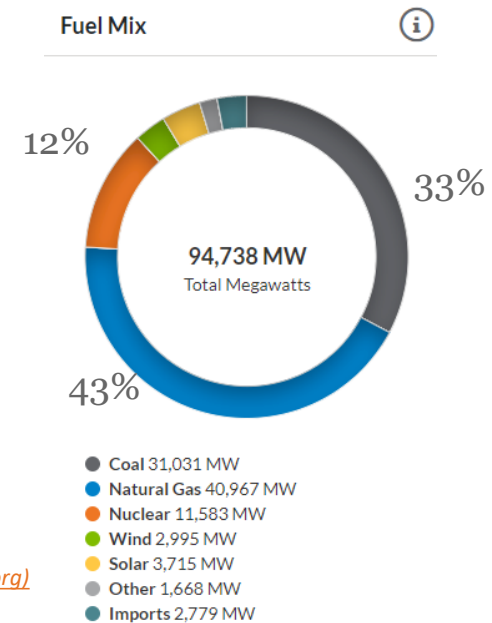
2023–2024 Winter Fuels Outlook Webinar  
October 16, 2023



# Policy discussions around natural gas- continued



<https://cfpub.epa.gov/ghgdata/inventoryexplorer/>

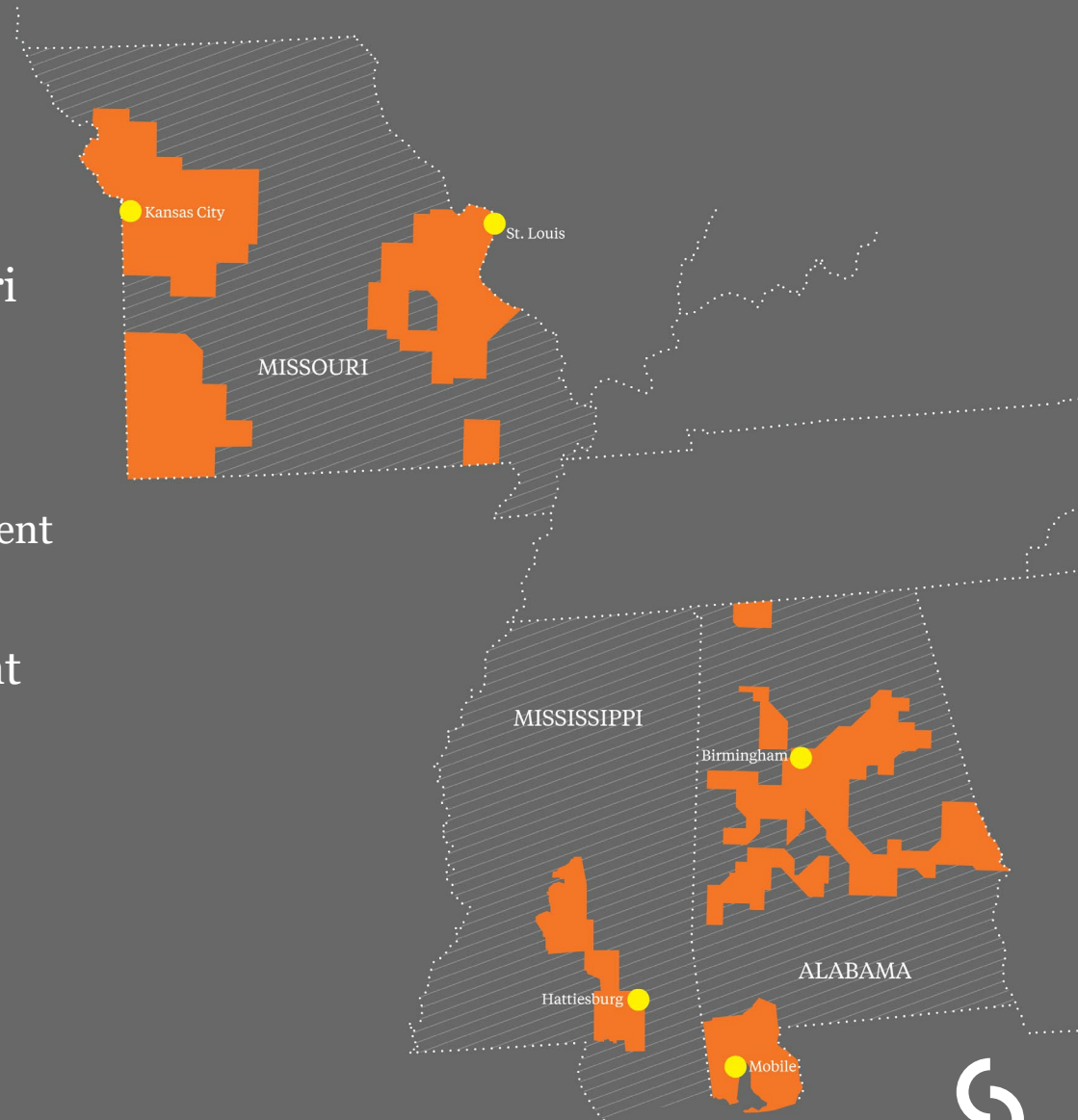


[Midcontinent Independent System Operator \(MISO\) \(misoenergy.org\)](https://www.misoenergy.org/)



# We are a gas company at our core

- Several gas companies across three states
- Largest gas company in Missouri
  - ~1,200,000 customers
  - ~ 2,400 employees
  - \$450-\$550 million/yr in investment
- Focused on safe and reliable service, community development and growth



# Our values define and guide us

- Our values are the foundation of our culture and who we are as a company
  - Safety
  - Inclusion
  - Integrity
  - Drive
- Spire named one of *Newsweek's* 'Most Responsible Companies' for five years in a row
  - One of only six companies in Missouri that achieved this honor



# Focused on operational excellence

- New leadership
- Refreshed focus on:
  - Back to basics
  - Operational excellence
- Continuous improvement
  - Striving to improve in all that we do
  - Serving our customers even better through customer feedback, engagement and education
  - We receive feedback on contact center rep and field technician service encounters from more than 1,800 Missouri customers each month, on average



Please call us right away — it's time to upgrade your natural gas meter

**Schedule your meter upgrade today to prevent service interruption**

**Here's how to schedule your appointment:**

- By phone at 833-437-8288
- Online at [MyAccount.SpireEnergy.com](https://MyAccount.SpireEnergy.com) or by scanning the QR code

**We'll call when we're on our way**, and a Spire technician or a trusted contracted technician will get to work upgrading your meter. While we're there, let us know if you'd like to have your meter tested.

**We may need to temporarily turn off your natural gas while we work**, but we'll safely restore your service and re-light any gas appliances once we're done.

**If you don't schedule an appointment and you're not home when we arrive, we may need to turn off your natural gas service.** If that's the case, we'll provide you with contact information so we can come back to upgrade your meter. Reconnecting your gas service as quickly as possible is a top priority, so we'll work hard to get your gas back on the same day. Thanks for working with us.

Learn more at [SpireEnergy.com/MeterUpgrade](https://SpireEnergy.com/MeterUpgrade).

Scan the QR code to schedule your meter upgrade in My Account



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**spire** 

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# Spire Missouri

## Challenges

- **Customer needs** - Serving both sides of the state, in the largest metropolitan areas
- **Size differential** – Approximately a third of the size of other utilities in the state serving the same amount of customers
- **Recent S&P downgrade** – weather, higher financing costs, delivering revenue established in a rate case

## Opportunities

- **New leadership** – shaping culture, priorities and efficiencies with the goal of keeping cost increases low
- **Tools and analytics** – to identify how to best engage and serve our customers
- **Continued dialogue** – Ongoing two-way communication with regulators and consumer advocates → No surprises



# Continue to show more about Spire

Site visits to pipeline upgrades, storage facility, gas control

Questions?