



# CITY OF FLORISSANT

*Honorable Thomas P. Schneider, Mayor*

October 13, 2017

Spire Energy, Inc.  
Attn: Ms. Suzanne Sitherwood – President/ CEO  
700 Market Street  
St. Louis MO 63101

Dear Ms. Sitherwood,

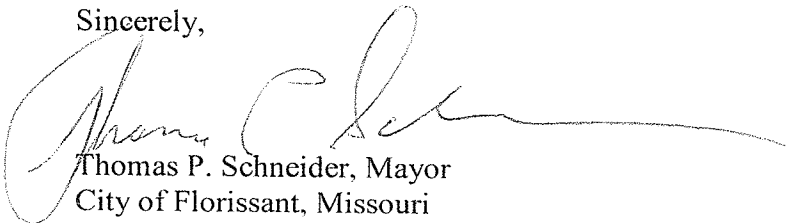
As Mayor of the city of Florissant I am writing on behalf of the residents of Florissant about the envelopes that are being sent out to your customers that have their gas statement enclosed. I would like to make a recommendation that the envelope be redesigned in a major way. The words "Formerly Laclede Gas" MUST be bigger and bolder and a similar look and color or the previous bills at least for a few months so the customer would see that it was their gas bill and would not confuse it as possible junk mail. Also the sentence "Your Spire natural gas statement" should be in larger font and bolder and also in a darker color so it stands out when the customer looks at it.

I had recently received my bill and the color of the envelope was orange and the first impression I got was that this was junk mail and I almost threw it away. I have spoken to some of the residents and they also got the same impression I had. I am very concerned that Florissant residents will be receiving this orange envelope many will mistake it as junk mail.

I would like to request that Spire waive any late fees of Florissant residents as many may mistake their gas bill statement as junk mail based on the appearance of the envelope.

Thank you for your time and consideration.

Sincerely,



Thomas P. Schneider, Mayor  
City of Florissant, Missouri

TPS/ce

CITY HALL 955 Rue St. Francois Florissant, MO 63031 314 / 921-5700 Fax: 314 / 921-7111 TDD: 314 / 839-5142	POLICE DEPARTMENT 1700 North Highway 67 Florissant, MO 63033 314 / 831-7000 Fax: 314 / 830-6045	PARKS DEPARTMENT #1 James J. Eagan Drive Florissant, MO 63033 314 / 921-4466 Fax: 314 / 839-7672	HEALTH DEPARTMENT #1 St. Ferdinand Drive Florissant, MO 63031 314 / 839-7654 Fax: 314 / 839-7656	MUNICIPAL COURT 1055 Rue St. Francois Florissant, MO 63031 314 / 921-3322 Fax: 314 / 839-7663
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[www.florissantmo.com](http://www.florissantmo.com)



# CITY OF FLORISSANT

*Honorable Thomas P. Schneider, Mayor*

October 13, 2017

Spire Energy, Inc.  
Attn: Mr. Steven Lindsey – Executive VP/ COO  
700 Market Street  
St. Louis MO 63101

Dear Mr. Lindsey,

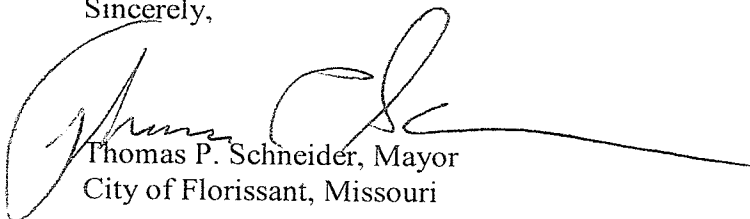
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Thomas P. Schneider, Mayor  
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