

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

Jonathon Miller,	)	
	)	
Complainant,	)	
	)	
v.	)	File No. GC-2026-0007
	)	
Spire Missouri Inc. d/b/a Spire,	)	
	)	
Respondent.	)	

**NOTICE**

COMES NOW Respondent, Spire Missouri Inc., and submits this notice regarding the inadvertent disclosure to Complainant of recorded phone calls involving another Spire Missouri Inc. customer, stating the following:

1. On August 8, 2025, Complainant contacted Respondent by email requesting the recorded phone calls between Complainant and Respondent’s customer service department provided to Staff of the Missouri Public Service Commission (“Commission”) in response to Staff Data Request 0002.

2. On August 11, 2025, Respondent attempted to send, through Kiteworks, a secure file sharing service, the recorded phone calls requested. However, Respondent inadvertently sent Complainant the recorded phone calls of another Spire customer (the “Customer”). The recorded phone calls did contain personal information of Customer.

3. Respondent has investigated this inadvertent disclosure. It was not a data breach resulting in the publication of Customer’s personal information, but an isolated disclosure *only* to Complainant. Respondent has sent notice to Customer of the disclosure of the recorded phone calls and can provide that notice to the Commission upon request.

4. Respondent has also notified Complainant of the inadvertent disclosure and that the recorded phone calls were only disclosed to him. Respondent has directed Complainant to cease review of the calls and return, sequester, or destroy the materials and any copies. The notice to Complainant has been attached as **Exhibit A**.

5. Kiteworks is a secure file share service utilized by Respondent to send large documents during discovery to Staff and other parties in cases before the Commission, and is permitted under the Commission's discovery rule, 20 CSR 4240-2.090(2)(H). The inadvertent disclosure was the result of the wrong files "dragged and dropped," an accident that could be made in providing files through the Commission's Electronic Filing and Information System ("EFIS"). Again, this was not a data breach, but an inadvertent disclosure to a single individual.

6. Respondent strives to be a trusted utility service provider in the state and takes customer privacy seriously. Customers deserve to know that the personal information shared with Respondent is not being disseminated for any purpose or reason other than to provide gas service. Respondent does have a customer privacy policy in place and is currently revising that privacy policy pursuant to Commission rules enacted this year.

**WHEREFORE**, Respondent respectfully requests the Commission accept this notice.

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 12th day of August, 2025.

*/s/ J. Antonio Arias*

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J. Antonio Arias