

# Compiled Emails - Spire Case

## GC-2026-0007

### 1. Formal Complaint to Spire

- **From:** Mr. Jon Lee [REDACTED]
- **To:** Spire Customer Relations Department
- **Subject:** URGENT: FORMAL COMPLAINT – Unauthorized Enrollment in Budget Plan & Deceptive Terms – Account Number: [REDACTED]
- **Date:** Fri, Jun 27, 2025, 6:05 PM

Dear Spire Customer Relations Department,

I am writing to file a formal complaint regarding the unauthorized enrollment of my natural gas account, Account Number: [REDACTED], into a budget payment plan, and the subsequent imposition of unagreed-upon terms. This change to my billing method was made without my direct consent or authorization.

On or about [06/27/25 I was made aware via phone conversation with Spire rep], my account was placed on a budget plan. Upon inquiry, I was informed that this change was initiated due to a pledge made by a third party, specifically a church group. I must state unequivocally that I never authorized Spire, nor any third party, to alter my billing arrangements or enroll me in any budget plan. A pledge or payment from a third party is a financial contribution that should be applied as a credit to my account, not as authorization to change my service terms.

When I contacted Spire on [06/27/25], I was informed that this is "what Spire does" and that the "third party had a right to do it without our knowledge." Furthermore, Spire informed me that when my account was allegedly placed on this 'budget plan' because of the payment pledge, it came with terms requiring me to pay an additional remainder within 20 days, or my account would be 'booted off the budget plan' and all charges would reappear. This is particularly concerning because:

I never consented to or was made aware of these specific terms or this 'budget plan' at the time the pledge was made. My wife and I believed the church group was paying the total bill. My wife will be contacting the third-party church group responsible for the pledge. A 20-day repayment term for a 'remainder' is inconsistent with a true budget billing plan, which is designed for averaged, predictable payments over typically 12 months. This arrangement appears to be a deceptive means of imposing immediate payment obligations under the guise of a 'budget plan' or leveraging a third-party pledge to force collections under terms I never agreed to. This directly contradicts the protective intent of the Cold Weather Rule, which aims to provide lenient payment options, not create hidden deadlines.

I have also attempted to seek resolution from the Missouri Public Service Commission. My attempts have been met with unsatisfactory responses, including claims that this action is "how the pledges work," "required for the Cold Weather Rule," and "not illegal." Most notably, the PSC stated that placing me on a budget plan was 'automatic for pledges during CWR months.' On June 27, 2025 at approximately [4:28 PM CDT], a PSC representative hung up on me when I pressed for clarification and the specific legal basis for such an unauthorized action.

Upon reviewing my most recent Spire bill (Statement Date 06/04/25) and my online billing and payment history, there is no visible indication or line item whatsoever that my account (Account Number: [REDACTED]) is currently or has been placed on a 'budget plan,' 'level pay,' or any similar type of averaged payment arrangement. My monthly bill amounts, as shown in the online history, continue to fluctuate significantly (e.g., \$ [REDACTED] in February, \$ [REDACTED] in April, \$ [REDACTED] in June), which is inconsistent with a budget plan. Moreover, my current bill clearly states a past due amount of \$ [REDACTED] and warns of disconnection if payment is not made, which directly contradicts the purpose of a valid budget or Cold Weather Rule payment plan designed to manage arrears and prevent disconnections. This documentary evidence from Spire's own records directly refutes their claim of an authorized budget plan being in effect, as well as the PSC's assertion that it was 'automatic for pledges during CWR months.'

I demand the immediate removal of my account from the unauthorized budget plan. My billing should be adjusted retrospectively to reflect the charges as if this unauthorized budget plan had never been put into effect.

I expect a formal, written response from Spire addressing this matter and outlining the steps taken to correct my account and prevent future unauthorized changes. I will allow [10-15 business days] for a response before pursuing further action.

Please be advised that I am also filing a formal complaint with the Missouri Public Service Commission and have contacted the Office of Public Counsel and my state legislators regarding this matter.

Sincerely, Mr. & Mrs. Jonathan & Mandy Miller [REDACTED] & [REDACTED]  
[REDACTED]

## 2. Formal Complaint to Missouri Public Service Commission

- **From:** Mr. Jon Lee [REDACTED]
- **To:** Consumer Services; Missouri Public Service Commission
- **Subject:** FORMAL COMPLAINT – Unauthorized Spire Account Change & PSC Employee Conduct – Account: [REDACTED] – (Full Details Below & Attached)
- **Date:** Fri, Jun 27, 2025, 6:57 PM

Dear Missouri Public Service Commission,

I am writing to file a formal complaint regarding an unauthorized change to my natural gas service account with Spire, Account Number: [REDACTED], and to express severe

dissatisfaction with the Missouri Public Service Commission's (PSC) handling of my attempts to resolve this issue, including unprofessional conduct by a PSC representative.

On or about June 27, 2025 (the date I was made aware via phone conversation with a Spire representative), my Spire account was unilaterally placed on a budget payment plan. This change was initiated due to a pledge made by a third party, specifically a church group. I wish to make it clear that I, the account holder, never authorized Spire or this third party to alter my billing arrangements or enroll me in any budget plan. A financial pledge is a payment, not a delegation of authority to change service terms.

My attempts to resolve this directly with Spire on June 27, 2025 were unsuccessful. Spire representatives claimed this is "what they does" and that the "third party had a right to do it without my knowledge." Furthermore, Spire informed me that when my account was allegedly placed on this 'budget plan' because of the payment pledge, it came with terms requiring me to pay an additional remainder within 20 days, or my account would be 'booted off the budget plan' and all charges would reappear. This is particularly concerning because:

I never consented to or was made aware of these specific terms or this 'budget plan' at the time the pledge was made. My wife and I believed the church group was paying the total bill. My wife will contact the third-party church group responsible for the pledge. A 20-day repayment term for a 'remainder' is inconsistent with a true budget billing plan, which is designed for averaged, predictable payments over typically 12 months. This arrangement appears to be a deceptive means of imposing immediate payment obligations under the guise of a 'budget plan' or leveraging a third-party pledge to force collections under terms I never agreed to. This directly contradicts the protective intent of the Cold Weather Rule, which aims to provide lenient payment options, not create hidden deadlines.

During my calls to the Missouri Public Service Commission on June 27, 2025, my attempts to seek resolution were met with unsatisfactory responses. PSC representatives repeatedly asserted that:

This is "how pledges work." This action was "required for the Cold Weather Rule." "It's not illegal" for this to occur without my consent. Most notably, the PSC stated that placing me on a budget plan was 'automatic for pledges during CWR months.' I respectfully maintain that these interpretations are incorrect and contrary to the spirit and letter of Missouri PSC regulations (e.g., 4 CSR 240-13, which requires customer consent for significant changes to billing and service agreements). The Cold Weather Rule provides options for customers to enter into payment agreements; it does not permit utilities or third parties to unilaterally impose them or to automatically enroll an account holder in a budget plan simply because a third-party pledge was made.

Most alarmingly, during my last call to the PSC on June 27, 2025 at approximately 4:28 PM CDT, while I was attempting to seek clarification on the specific regulation that permits such an unauthorized action, the PSC representative abruptly hung up on me. This conduct is

unprofessional and makes it impossible to resolve consumer complaints through the standard channels.

Upon reviewing my most recent Spire bill (Statement Date 06/04/25) and my online billing and payment history, there is no visible indication or line item whatsoever that my account (Account Number: [REDACTED]) is currently or has been placed on a 'budget plan,' 'level pay,' or any similar type of averaged payment arrangement. My monthly bill amounts, as shown in the online history, continue to fluctuate significantly (e.g., \$ [REDACTED] in February, \$ [REDACTED] in April, \$ [REDACTED] in June), which is inconsistent with a budget plan. Moreover, my current bill clearly states a past due amount of \$ [REDACTED] and warns of disconnection if payment is not made, which directly contradicts the purpose of a valid budget or Cold Weather Rule payment plan designed to manage arrears and prevent disconnections. This documentary evidence from Spire's own records directly refutes their claim of an authorized budget plan being in effect, as well as the PSC's assertion that it was 'automatic for pledges during CWR months.'

I request a thorough investigation into:

Spire's policy and practice of implementing unauthorized billing changes based on third-party pledges, especially with such deceptive 20-day terms. The PSC's stated position that such unauthorized changes are permissible or required by the Cold Weather Rule. The conduct of PSC staff, specifically the incident where a representative disconnected our call while I was attempting to seek a resolution. I demand that my Spire account be immediately removed from the unauthorized budget plan. My billing should be adjusted retrospectively to reflect the charges as if this unauthorized budget plan had never been put into effect. I also expect a formal, written response from the Missouri Public Service Commission regarding the findings of your investigation and the corrective actions taken.

Sincerely, Mr. & Mrs. Jonathan & Mandy Miller [REDACTED] & [REDACTED]  
[REDACTED]

### 3. Spire Survey Request

- **From:** Spire Spire@qualtrics-survey.com
- **To:** me
- **Subject:** Spire requests your feedback
- **Date:** Sat, Jun 28, 2025, 7:52 AM

Hello.

At Spire, we're committed to serving you better. We're always looking for ways to improve your experience, and your feedback will make a difference. Please complete this five-minute survey within the next 6 days to tell us about your experience with Spire. [Click here](#) to complete the survey. If you need to stop the survey, your progress will be saved automatically to continue later. Please be assured that your participation in this survey is voluntary. Thank you in advance for your feedback. Spire

Please do not reply to this email, as this mailbox is not monitored. If you wish to be removed from future email messages regarding this research survey, please use this link: Remove Me.

#### 4. Spire Customer Service Account Credit

- **From:** SpireCustomerCare@spireenergy.com
- **To:** me
- **Subject:** [REDACTED]
- **Date:** Mon, Jun 30, 2025, 12:45 PM

Hello, Spire has credited your account \$ [REDACTED], we have waived your late fee of \$ [REDACTED] and new balance is \$ [REDACTED]. A new bill generates 07/03. If you have any other questions, please feel free to reply to this message. Thanks for choosing Spire. We look forward to working with you. Customer Service Team Spire 1-800-887-4173 We're here to help Monday through Friday from 7 am to 7 pm.

The service ticket/tracking number about " is .

#### 5. Email from [REDACTED] (OPC)

- **From:** [REDACTED]
- **To:** me, [REDACTED]
- **Subject:** Issue re: Spire automatic budget billing enrollment
- **Date:** Mon, Jun 30, 2025, 2:26 PM

Mr. Miller,

Thanks for taking my call earlier today. Per our discussion, I will reach out to Spire to discuss with them how their phone operators are handling customers with a situation similar to yours and to ensure the Company is not enrolling customers in a budget billing program without their consent. As we discussed, it appears that your personal situation has been resolved to your satisfaction (or is in the process of being resolved), so I will be focusing on addressing this concern on a larger, more systemic basis.

Thank you again for bringing this matter to our attention,

[REDACTED] Senior Counsel, Missouri Office of the Public Counsel P: [REDACTED] | F: [REDACTED]  
[REDACTED]

#### 6. Your Reply to [REDACTED]

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Subject:** Re: Issue re: Spire automatic budget billing enrollment
- **Date:** Mon, Jun 30, 2025, 2:36 PM

Thank you so much for your assistance I will update when I receive an updated response from Spire. The Supervisor that assisted me her name was Arlene. Have pictures and videos when needed. Thanks again for your help

## 7. Spire Customer Service Generic Response

- **From:** SpireCustomerCare@spireenergy.com
- **To:** me
- **Subject:** RE: URGENT: FORMAL COMPLAINT – Unauthorized Enrollment in Budget Plan & Deceptive Terms – Account Number: [REDACTED]
- **Date:** Tue, Jul 1, 2025, 11:35 AM

Hello, Thanks for reaching out to us. We appreciate the opportunity to serve you. It is our goal to make every interaction with Spire an exceptional experience. We apologize that your recent experience was not satisfactory. Our records show you have been assisted by a representative and we hope everything was resolved. If you have any other questions, please feel free to reply to this message.

Thanks, [REDACTED] Customer Service Team Spire 800-582-1234 We're here to help Monday through Friday from 7 am to 7 pm.

Original Text From:"Mr. Jon Lee"

[REDACTED] To:spirecustomerCare@spireenergy.comCC:Sent:06/27/25  
18:05:18Subject:URGENT: FORMAL COMPLAINT – Unauthorized Enrollment in Budget Plan & Deceptive Terms – Account Number: [REDACTED] External email

## 8. Your Reply to Spire Customer Service ([REDACTED])

- **From:** Mr. Jon Lee [REDACTED]
- **To:** SpireCustomerCare@spireenergy.com
- **Subject:** Re: URGENT: FORMAL COMPLAINT – Unauthorized Enrollment in Budget Plan & Deceptive Terms – Account Number: [REDACTED]
- **Date:** Tue, Jul 1, 2025, 12:12 PM

Dear [REDACTED] Thank you for your reply to my formal complaint email sent on June 27, 2025. While I appreciate the follow-up, your message does not address the specific details of my complaint regarding the unauthorized enrollment in a budget plan for account number [REDACTED], nor does it confirm the resolution that has since been reached. As agreed during my phone call with a supervisor on [June 30th, 2025 Arlene], Spire acknowledged a manual error in placing my account on budget billing without consent. A \$ [REDACTED] credit was promised, and my account was to be removed from the budget plan. Please provide a specific reference number for this confirmed resolution in writing. This is crucial for my records and for ensuring the complete and accurate resolution of my formal complaint. Thank you, Mr. Jon Lee

## 9. Your Update to [REDACTED] - Generic Response Received

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Bcc:** Mandy, [REDACTED]
- **Subject:** Fwd: URGENT: FORMAL COMPLAINT – Unauthorized Enrollment in Budget Plan & Deceptive Terms – Account Number: [REDACTED] Update on Spire Complaint - Generic Response Received
- **Date:** Tue, Jul 1, 2025, 12:19 PM

Dear John, I hope this email finds you well. Following up on my Spire case, I wanted to inform you that I've received a response from Spire regarding my original formal complaint (sent on June 27, 2025). As you'll see below, their reply is quite generic and does not confirm the specific resolution we discussed, nor does it provide the reference number I requested. I have just replied to them, reiterating the details of the resolution (the manual error in placing my account on budget billing, the \$ [REDACTED] credit, and removal from the plan, as agreed during our phone call on [June 30th, 2025 with Arlene]) and explicitly requesting a reference number. Please find the entire email chain below for your records and for the ongoing investigation into Spire's practices. Thank you for your continued support. Sincerely, Mr. Jonathan L Miller [REDACTED]

#### 10. Your Update to [REDACTED] - Phone Call Recordings

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Bcc:** [REDACTED], news, news, newsdesk
- **Subject:** Critical Evidence for Spire Investigation - Phone Call Recordings
- **Date:** Tue, Jul 1, 2025, 12:44 PM

Dear John, Following up on my Spire case and the ongoing investigation, I wanted to provide you with direct evidence related to my interactions with Spire. I have uploaded the recordings of my phone calls with Spire representatives, including the supervisor, to YouTube. These videos, with closed captions, clearly demonstrate:

Spire's initial claim of "automatic" budget plan enrollment due to third-party assistance. My direct challenges to their explanations. The supervisor's eventual admission of a manual error in placing my account on the budget plan without my consent. The inconsistencies in their internal communication and understanding of their own policies. I believe these recordings will be crucial for your investigation into Spire's systemic practices. Here are the links to the videos:

Part 1: The Initial Call & Escalation: Spire Exposed: Their "Automatic" Billing & My Fight for Consent (Parts 1 & 2) Part 2: The Callback & The "Automatic" Lie / Manual Error Admission: Spire Exposed: Their "Automatic" Billing & My Fight for Consent (Parts 1 & 2) - YouTube Please let me know if you have any difficulty accessing them or require any further information. Thank you for your continued dedication to this matter. Sincerely, Mr. Jonathan L Miller [REDACTED]

#### 11. PSC Request for City and Zip Code

- **From:** Missouri Public Service Commission pscinfo@psc.mo.gov

- **To:** me
- **Subject:** RE: FORMAL COMPLAINT – Unauthorized Spire Account Change & PSC Employee Conduct – Account: [REDACTED] – (Full Details Below & Attached)
- **Date:** Tue, Jul 1, 2025, 3:48 PM

Thank you for contacting the Missouri Public Service Commission. In order for a complaint to be submitted, we must have the city and zip code of your service address. Please provide.

Thank you, Customer Service Department Missouri Public Service Commission

## 12. Your Reply to PSC - Providing City and Zip Code

- **From:** Mr. Jon Lee [REDACTED]
- **To:** Missouri Public Service Commission pscinfo@psc.mo.gov
- **Bcc:** [REDACTED]
- **Subject:** Re: FORMAL COMPLAINT – Unauthorized Spire Account Change & PSC Employee Conduct – Account: [REDACTED] – (Full Details Below & Attached)
- **Date:** Tue, Jul 1, 2025, 5:36 PM

Dear Missouri Public Service Commission Customer Service Department, Thank you for your response. The city and zip code for my service address (Account Number: [REDACTED]) are: City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED] (address: [REDACTED]) Please note that the full details of my formal complaint, including all specific concerns regarding Spire's unauthorized account changes, the deceptive terms, and the conduct of a PSC representative, were provided in my original email dated June 27, 2025, along with the attached supporting documentation. I trust this information allows you to proceed with the thorough investigation of my complaint. Sincerely, Mr. Jon Lee

## 13. Your Update to [REDACTED] - PSC Processing Complaint

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Bcc:** [REDACTED]
- **Subject:** Update: Formal Complaint with PSC - Spire Account [REDACTED] - Now in EFIS
- **Date:** Tue, Jul 1, 2025, 5:43 PM

Dear John, I hope this email finds you well. Following up on my formal complaint regarding Spire and the PSC, I wanted to provide you with an update. The PSC has now requested and received the city and zip code for my service address, which I've provided to them. This indicates my formal complaint is now being processed within their system. Please see the full email chain below for your records and for the ongoing investigation into Spire's practices and the handling of consumer complaints. Thank you for your continued support. Sincerely, Mr. Jonathan L Miller [REDACTED]

## 14. PSC Confirmation of EFIS Entry



- **From:** Missouri Public Service Commission pscinfo@psc.mo.gov
- **To:** me
- **Subject:** RE: FORMAL COMPLAINT – Unauthorized Spire Account Change & PSC Employee Conduct – Account: [REDACTED] – (Full Details Below & Attached)
- **Date:** Wed, Jul 2, 2025, 7:58 AM

Dear Mr. Miller, This email is in response to your email below regarding Spire. Please know that your request has been entered into our Electronic Filing and information System (EFIS) and will be assigned to a Lead Customer Service Representative who will be in touch with you.

Consumer Services Department Missouri Public Service Commission

**15. Your Update to [REDACTED] - PSC Formal Complaint Now in EFIS**

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Bcc:** [REDACTED]
- **Subject:** Fwd: FORMAL COMPLAINT – Unauthorized Spire Account Change & PSC Employee Conduct – Account: [REDACTED] – (Full Details Below & Attached)Subject: Update: Formal Complaint with PSC - Spire Account [REDACTED] - Now in EFIS
- **Date:** Wed, Jul 2, 2025, 8:27 AM

Dear John, I hope this email finds you well. Following up on my formal complaint regarding Spire and the PSC, I wanted to provide you with an important update. The Missouri Public Service Commission has now confirmed that my request has been entered into their Electronic Filing and Information System (EFIS) and will be assigned to a Lead Customer Service Representative. This indicates my formal complaint is now officially being processed within their system. Please see the full email chain below for your records and for the ongoing investigation into Spire's practices and the handling of consumer complaints. Thank you for your continued support. Sincerely, Mr. Jonathan L Miller 816-446-6358

**16. PSC New Company EFIS Registration**

- **From:** EFIS efis@psc.mo.gov
- **To:** [REDACTED], me, [REDACTED], [REDACTED], [REDACTED]
- **Subject:** New Company EFIS Registration
- **Date:** Wed, Jul 2, 2025, 1:52 PM

Missouri Public Service Commission New Company EFIS Registration Company: Jonathan Miller Parent Company: Utility Type: Other Company Type: Consumer Address: [REDACTED]  
 [REDACTED] Email Address: [REDACTED] Phone: Cell: [REDACTED]  
 [REDACTED] Created By: [REDACTED] Company Detail Id: [REDACTED] Representative Type: Official  
 Representative Name: Miller, Jonathan Address: [REDACTED]  
 Email Address: [REDACTED] Phone: Cell: [REDACTED] This email was sent from a notification-only address that cannot accept incoming emails. Do not reply to this message

## 17. PSC New Company Representative Request

- **From:** EFIS efis@psc.mo.gov
- **To:** [REDACTED], me, [REDACTED]
- **Subject:** New Company Representative Request - Jonathan Miller (Other) (Consumer)
- **Date:** Wed, Jul 2, 2025, 1:53 PM

Missouri Public Service Commission New Company Representative A request was submitted via the PSC's EFIS system to add the following user as a representative/contact in EFIS for the entity listed below. Pending requests can be reviewed via your EFIS Dashboard. Approving the request will grant the representative permission to submit filings and receive notifications on behalf of the entity listed below. Doing so may also grant the representative access to various filings and document types submitted on behalf of the entity. Denying the request may prevent the representative from submitting filings and receiving notifications on behalf of the entity. This may also limit the representative's access to filings and documents submitted on behalf of the entity. Please refer to the EFIS Help Guide (see Company Representative topics) for additional guidance. If the user is requesting to be added as multiple representative types, multiple approval requests will be sent. Each request must be approved or denied individually. Company: Jonathan Miller (Other) (Consumer) Parent Company: Utility Type: Other Company Type: Consumer Representative Type: Case Consultant Name: Miller, Jonathan Address: [REDACTED]  
[REDACTED] Email Address: [REDACTED] Phone: Cell: [REDACTED]

[REDACTED] This email was sent from a notification-only address that cannot accept incoming emails. Do not reply to this message

## 18. PSC New Case Notification

- **From:** EFIS efis@psc.mo.gov
- **To:** (Multiple recipients including me)
- **Subject:** New Case Notification - GC-2026-0007
- **Date:** Wed, Jul 2, 2025, 1:56 PM

Missouri Public Service Commission New Case Filing Case No.: GC-2026-0007 Utility Type: Gas Type of Case: Complaint Style of Case: Jonathan Miller, Complainant, v. Spire Missouri, Inc. d/b/a, Spire, Respondent Subject Companies: Jonathan Miller (Other) (Consumer), Spire (Gas) (Investor), Spire Missouri Inc. (Gas) (Investor) Filed on Behalf of: Jonathan Miller (Other) (Consumer) Type of Filing: Formal Complaint Title of Filing: Complaint (Public and Confidential) Date Filed: 7/2/2025 1:55 PM Please be advised that the Commission reserves the right to refuse or reject filings that contain deficiencies. This email was sent from a notification-only address that cannot accept incoming emails. Do not reply to this message

## 19. PSC Formal Complaint Confirmation and EFIS Instructions

- **From:** datacenter notifications datacenter.notifications@psc.mo.gov
- **To:** me
- **Subject:** Formal Complaint

- **Date:** Wed, Jul 2, 2025, 1:59 PM

Good afternoon,

Your formal complaint has been received by the Missouri Public Service Commission. The complaint has been assigned Commission case number GC-2026-0007. Please use the Commission's e-filing system called 'EFIS' to submit any future filings. An EFIS profile has been created for you. An e-mail from EFIS Messenger containing your user ID and password has been e-mailed to you. If you have not received the e-mail, please contact the Data Center at the number provided below and request that your password be reset.

You will receive e-mail notifications of all filings submitted for your case. However, you must be logged into EFIS to view the filed documents.

For your convenience, instructions for accessing EFIS and logging in are provided in the links below. Also included are links to instructions for viewing case documents and submitting existing case submissions, which is how you will submit any future filings for your case. These and many other EFIS instructions are available under the blue HELP button located on the left-hand side of the EFIS screen.

Accessing EFIS Logging on to EFIS Viewing Docket Sheets/Case Filings Submitting a Filing in an Existing Case

If you have any difficulties logging in or making submissions, please contact the Data Center at [dcsupport@psc.mo.gov](mailto:dcsupport@psc.mo.gov) or 573-751-7496, Monday through Friday, 8:00 a.m. through 5:00 p.m.

Disclaimer: The Data Center cannot provide legal advice, make legal interpretations, or discuss the substance of legal documents.

## **20. Spire Legal Counsel Entry of Appearance**

- **From:** EFIS [efis@psc.mo.gov](mailto:efis@psc.mo.gov)
- **To:** (Multiple recipients including me)
- **Subject:** Existing Case Filing Notification - GC-2026-0007
- **Date:** Wed, Jul 2, 2025, 2:06 PM

Missouri Public Service Commission Existing Case Filing Case No.: GC-2026-0007 - Item 2  
Type of Case: Complaint Style of Case: Jonathan Miller, Complainant, v. Spire Missouri, Inc. d/b/a, Spire, Respondent Filed on Behalf of: Spire (Gas) (Investor), Spire Missouri Inc. (Gas) (Investor) Type of Filing: Entry of Appearance Title of Filing: Entry of Appearance - Aplington, Arias, Dandamudi Date Filed: 7/2/2025 2:06 PM Please be advised that the Commission reserves the right to refuse or reject filings that contain deficiencies. This email was sent from a notification-only address that cannot accept incoming emails. Do not reply to this message

## **21. Your Request for EFIS Login Credentials**

- **From:** Mr. Jon Lee [REDACTED]
- **To:** dcsupport@psc.mo.gov
- **Bcc:** Mandy, [REDACTED]
- **Subject:** EFIS Login Credentials Request - Case No. GC-2026-0007 - Jonathan Miller
- **Date:** Wed, Jul 2, 2025, 5:20 PM

Dear PSC Data Center Support, My name is Jonathan Miller, and I recently filed a formal complaint with the Missouri Public Service Commission, which has now been assigned Case No. GC-2026-0007. I received an email stating that an EFIS profile has been created for me and that my user ID and password would be sent in a separate email from "EFIS Messenger." However, I have not been able to locate that email in my inbox. Could you please provide me with my EFIS user ID and password, or assist me with resetting my password, so I can log in and access the filings for my case? My contact information is: Email: [REDACTED] Phone: [REDACTED] Thank you for your assistance. Sincerely, Mr. Jonathan L Miller

## 22. PSC Data Center Support - Updated Support Ticket

- **From:** PSC Data Center Support Team dcsupport@psc.mo.gov
- **To:** me
- **Subject:** RE: Mr. Jon Lee - EFIS Login Credentials Request - Case No. GC-2026-0007 - Jonathan Miller {87621752}
- **Date:** Wed, Jul 2, 2025, 5:21 PM

--reply above this line--

Missouri Public Service Commission

Data Center

UPDATED SUPPORT TICKET:

Link: [REDACTED]

Update From:

Your support request has been received. The Data Center is currently closed. We will respond to your request as soon as possible during normal business hours, which are provided below.

DATA CENTER HOURS OF OPERATION: Open Monday through Friday - 8:00 a.m. to 5:00 p.m. Closed weekends and holidays

Dear PSC Data Center Support, My name is Jonathan Miller, and I recently filed a formal complaint with the Missouri Public Service Commission, which has now been assigned Case No. GC-2026-0007. I received an email stating that an EFIS profile has been created for me and that my user ID and password would be sent in a separate email from "EFIS Messenger." However, I have not been able to locate that email in my inbox. Could you please provide me

with my EFIS user ID and password, or assist me with resetting my password, so I can log in and access the filings for my case? My contact information is: Email: [REDACTED]  
Phone: [REDACTED] Thank you for your assistance. Sincerely, Mr. Jonathan L Miller  
Unassigned / Unassigned | New | Normal priority |

### 23. PSC Data Center Support - EFIS User ID and Password Instructions

- **From:** PSC Data Center Support Team dcsupport@psc.mo.gov
- **To:** me
- **Subject:** RE: Mr. Jon Lee - EFIS Login Credentials Request - Case No. GC-2026-0007 - Jonathan Miller {87621752}
- **Date:** Thu, Jul 3, 2025, 8:38 AM

--reply above this line--

Missouri Public Service Commission

Data Center

UPDATED SUPPORT TICKET:

Link: [REDACTED]

Update From: [REDACTED]

Jon,

Your EFIS user ID is your email address, which we have as [REDACTED]. I have sent you an email to confirm your new account. Using that email, you should be able to set your password. If you do not receive it or have trouble setting your password, you can use the "Forgot your password" option on the EFIS login screen to reset it.

If you need further assistance, please let me know.

Thanks, [REDACTED]

### 24. PSC Confirm EFIS User Registration

- **From:** EFIS efis@psc.mo.gov
- **To:** me
- **Subject:** Confirm EFIS User Registration
- **Date:** Thu, Jul 3, 2025, 8:39 AM

Missouri Public Service Commission To complete your EFIS registration and activate your account, please click Verify E-mail. The verification link will only be valid until 7/5/2025 8:39 AM. If you did not attempt to register in the Missouri Public Service Commission's Electronic Filing

Information System (EFIS), please disregard this notification. This email was sent from a notification-only address that cannot accept incoming emails. Do not reply to this message

## 25. Your Follow-up to John Clizer (OPC) - Case Status Update

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Bcc:** [REDACTED]
- **Subject:** Re: Issue re: Spire automatic budget billing enrollment Update Request: PSC Formal Complaint GC-2026-0007 (Jonathan Miller v. Spire)
- **Date:** Mon, Jul 7, 2025, 1:34 PM

Dear Mr. [REDACTED], I hope this email finds you well. I am writing to follow up on the formal complaint filed with the Missouri Public Service Commission (PSC) regarding Spire Missouri Inc. (Case No. GC-2026-0007, Jonathan Miller v. Spire). As you may recall, I am the individual who provided the "smoking gun" evidence that prompted the OPC's interest and your personal outreach regarding this matter. The PSC formally opened this case on July 2, 2025, and Spire has since filed their Entry of Appearance. I have been monitoring the EFIS docket but have not yet observed the OPC's formal Entry of Appearance or any substantive filings from your office. Could you please provide an update on the status of the OPC's investigation into this case? I am particularly interested in understanding the next steps, who on your team is specifically assigned to this matter, and when the OPC anticipates filing its formal appearance and any initial findings or recommendations. I remain fully available to provide any additional information or clarification needed to assist your investigation. Thank you for your continued dedication to protecting consumer interests. Sincerely, Jonathan Miller Founder, Bold Standard Co.

[REDACTED]

## 26. Your Urgent Update to [REDACTED] (OPC) - Spire Settlement Offer

- **From:** Mr. Jon Lee [REDACTED]
- **To:** [REDACTED]
- **Bcc:** Mandy, [REDACTED]
- **Subject:** URGENT: Update on Spire Case No. GC-2026-0007 - Direct Communication from Spire's Counsel - Possible Rule 4-4.2 Violation
- **Date:** Tue, Aug 5, 2025, 11:48 PM

Dear Director [REDACTED], I am writing to provide an urgent update regarding my complaint in Case No. GC-2026-0007, as there has been a significant new development. Earlier today, August 5, 2025, I received a direct email communication from J. Antonio Arias, Director, Associate General Counsel for Spire. In this email, Mr. Arias presented what he termed a "settlement offer." However, this offer, while admitting to an "inadvertent" enrollment and proposing a corrected billing history and a \$[REDACTED] credit, did not include any form of financial compensation for the substantial time, effort, and emotional distress I have incurred due to Spire's actions. I formally responded to Mr. Arias via email on August 5, 2025, rejecting this offer as unacceptable. My rejection reiterated that the offer failed to adequately address the full scope of

the issues, including the significant personal investment I have made to rectify Spire's procedural failures and misrepresentations. For your immediate review, I have compiled both Mr. Arias's offer and my response into a PDF document and have already filed it through the Electronic Filing and Information System (EFIS) for Case No. GC-2026-0007. I want to emphasize that this direct communication from Spire's counsel occurred without the prior knowledge or consent of the Office of Public Counsel (OPC), my legal representative in this matter. As you know, Missouri Supreme Court Rule 4-4.2 generally prohibits a lawyer from communicating about the subject of the representation with a person the lawyer knows to be represented by another lawyer in the matter, unless the lawyer has the consent of the other lawyer or is authorized to do so by law or court order. I believe this is a critical detail for your assessment of Spire's approach to this case and highlights a possible violation of professional conduct. I am available to discuss this matter further at your earliest convenience and appreciate your continued guidance. Sincerely, Jonathan Miller Case No. GC-2026-0007

## 27. [REDACTED] (OPC) Clarification of Representation

- **From:** [REDACTED]
- **To:** me
- **Subject:** RE: URGENT: Update on Spire Case No. GC-2026-0007 - Direct Communication from Spire's Counsel - Possible Rule 4-4.2 Violation
- **Date:** Wed, Aug 6, 2025, 9:44 AM

Mr. Miller,

With regard to your last email, I believe it is necessary to rectify a point of confusion. Neither the Office of the Public Counsel nor I represent you as an individual in your complaint filed before the Public Service Commission. We also do not represent you as an individual in any other manner or matter. Our interpretation of the enabling statute for the Office of the Public Counsel permits that we are allowed to represent the general interests of the public in proceedings before the Public Service Commission, but this does mean that we represent individual members of the public.

When an individual member of the public contacts our office with a complaint regarding their regulated utility service, we will often do what we can to facilitate communication with the offending utility so as to foster resolution. We may also open our own investigation into the utility's practices if we believe that the customer's complaint presents a possible problem that would impact a larger number of the utility's customers and thereby effect the public in general. This is what occurred following our initial conversation via phone. We began reaching out to Spire to determine whether the problem you had been confronted with was occurring on a larger, more systemic basis. We have reached the conclusion that we do not believe this to be the case. We believe that the incident wherein you were auto-enrolled in a budget billing program without your consent was an isolated incident and that Spire is already taking steps to prevent it from occurring again.

Our office will continue to monitor your complaint case in the event new information is brought to light. As I stated initially, however, we are not able to represent you as an individual in this case. This does not preclude you from representing your own interests in the matter, as you so far have done. We wish you the best of luck in resolving your dispute with Spire.

Thanks,

██████████ Senior Counsel, Missouri Office of the Public Counsel P: ██████████ | F: ██████████  
██████████ | E: ██████████