

Complaint
CI202600007

Status
Open

Submission Subtype
Complaint

Date Filed
7/2/2025 7:31 AM

Days Elapsed
0

Company
Spire (Gas) (Investor)

Service Type
Residential

Received From
Consumer

Issue
Billing

Sub Issue
Budget Plan

Priority
Response within 14 calendar days

Mode of Receipt
Email

Complaint Detail
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. I request a thorough investigation into: 1.Spire's policy and practice of implementing unauthorized billing changes based on third-party pledges, especially with such deceptive 20-day terms.2.The PSC's stated position *See attached

Follow-up Date
7/16/2025

Preferred Follow-up Time

Contact Person List
Item with asterisk(*) is preferred contact method.

Account Type	Person	Account Number
Account	Miller, Jonathan	