

From: [EFIS](#)
To: [Consumer Services](#)
Subject: Complaint/Inquiry Email Form Notification
Date: Friday, June 27, 2025 6:33:46 PM

Missouri Public Service Commission

Complaint/Inquiry Email Form

The following information was submitted using the Complaint/Inquiry form in EFIS.

Date Received 6/27/2025 6:33 PM

First Name Jonathan

Last Name Miller

Business Name PSC & Spire

Address [REDACTED]
[REDACTED]
[REDACTED]

Daytime Phone Cell: [REDACTED]

Email Address [REDACTED]

The name of the utility company involved with your complaint Spire

Account Number 0278428778

Description of Complaint My Spire account ([REDACTED]) was changed to a budget plan without my consent due to a 3rd-party pledge. Spire imposed hidden 20-day terms. My bill/online history show NO budget plan. PSC reps stated this was "automatic" for CWR pledges; one hung up on me (06/27/25, 4:28 PM CDT). A FULL, DETAILED FORMAL COMPLAINT, INCLUDING EVIDENCE, HAS BEEN ATTACHED AS A PDF AND SENT VIA DIRECT EMAIL. I demand immediate account correction and investigation into Spire's practices and PSC employee conduct. Mr. & Mrs. Jonathan & Mandy Miller Phone: [REDACTED] Email: [REDACTED]

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Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360