

Exhibit: Summaries of Spire Calls with Video Links (June 30, 2025)

MO PSC Case No.: GC-2026-0007 **Filed On Behalf of:** Jonathan Miller (Complainant) **Date of Filing:** July 15, 2025

Introduction:

This document provides detailed summaries of three key phone calls between Complainant Jonathan Miller and Spire Inc. representatives, all occurring on June 30, 2025, and captured in the linked YouTube videos. These calls are relevant to the ongoing investigation into Spire's practices of unauthorized automatic enrollment in billing programs and their systematic refusal to provide comprehensive written documentation of account changes and agreements.

Please note: The following summaries highlight critical aspects of the calls. The full video recordings are publicly available via the provided YouTube links for complete verification. YouTube's auto-generated closed captioning (CC) feature is available on playback for reference, though minor inaccuracies may exist in the CC.

Call Summary 1 (Earlier Call - June 30, 2025)

- **Date of Call:** June 30, 2025
- **Time of Call (approximate):** Around 9:30 AM
- **Participants:** Jonathan Miller (Complainant) and Spire Representative(s)
- **Key Topic(s):** Initial confrontation about unauthorized budget billing, seeking answers about enrollment without consent, and **request for written summary of the call.**
- **Public YouTube Link:** https://youtu.be/vy_PL8uLXnc?si=kUQ9_siJI82tKSmn

Detailed Summary / Key Excerpts:

This call documents the initial confrontation with Spire regarding unauthorized budget billing. The Complainant encountered resistance while seeking clarity on enrollment without explicit consent. During this interaction, the Complainant **requested a detailed written summary of the conversation, which was not provided by Spire.** This call highlights the initial lack of transparency and the difficulty encountered when questioning an unexplained enrollment and seeking documentation.

Call Summary 2 (First Afternoon Call - June 30, 2025)

- **Date of Call:** June 30, 2025

- **Time of Call (approximate):** Around 1:30 PM
- **Participants:** Jonathan Miller (Complainant) and Spire Supervisor
- **Key Topic(s):** Supervisor apology for automatic enrollment, admission of policy violation, promise of account adjustment/credit, promise of staff retraining, and **refusal to provide written summary.**
- **Public YouTube Link:** <https://youtu.be/ZhMQMpKQEK0?si=Ac3ziIYI-FhBQ9S7>

Detailed Summary / Key Excerpts:

This interaction involved a callback from a Spire supervisor. The supervisor **apologized for the automatic enrollment into budget billing** and stated that her bosses confirmed Spire **should not be automatically enrolling anyone into budget billing without consent.** The supervisor **promised to adjust and credit the Complainant's account** and also **promised retraining for staff** regarding this policy. However, despite these admissions and promises, the supervisor **refused to submit a detailed written summary of all call details in writing.** This call contains significant admissions from Spire regarding unauthorized enrollment and a clear refusal to provide documentation of even agreed-upon resolutions and policy acknowledgments.

Call Summary 3 (Second Afternoon Call - June 30, 2025)

- **Date of Call:** June 30, 2025
- **Time of Call (approximate):** Around 3:00 PM - 5:00 PM
- **Participants:** Jonathan Miller (Complainant) and Spire Representative(s) (likely a different rep)
- **Key Topic(s):** Discussion of "automatic" enrollment due to third-party assistance, live credit adjustments shown, confirmation of notes, and **final request for email summary denied, with received email lacking detailed information.**
- **Public YouTube Link:** <https://youtu.be/ukSyBdQpUXU?si=5qyJprpL26Zu99qr>

Detailed Summary / Key Excerpts:

This call, likely a subsequent interaction, further highlights critical information. The Spire representative claims that third-party assistance automatically enrolls customers in budget billing, crucially, **without documented consent.** During this call, the representative also showed **live credit adjustments** being applied to the account. The Complainant specifically requested a detailed written summary of the conversation, including confirmation of notes and account details, to be sent to their email. This request was **explicitly denied by the representative. Furthermore, the subsequent email received by the Complainant (filed as Exhibit #6) did not provide the requested detailed summary of the call or specific account changes, reinforcing Spire's refusal to provide comprehensive written documentation.** This interaction powerfully demonstrates both the "automatic" enrollment issue and Spire's systematic refusal to provide comprehensive written documentation of agreements and resolutions, despite direct requests.

Conclusion:

These three call summaries and their accompanying public video recordings from June 30, 2025, demonstrate a clear and consistent pattern in Spire Inc.'s practices: the implementation of "automatic" enrollment into billing programs without explicit, documented customer consent, and a systematic refusal to provide comprehensive written documentation of account changes, agreements, and resolutions despite repeated direct requests from the Complainant. This pattern of behavior is central to the Complainant's formal complaint and warrants thorough investigation by the Missouri Public Service Commission to ensure fair treatment and consumer rights are upheld.