

Transcript of Video: "Spire's 'Automatic' Budget Billing Lie: MCVAA Reveals Who's Really Affected"

Case Number: GC-2026-0007 **Filed By:** Jonathan Miller **Filing Date:** August 5, 2025 **Video URL:** <https://youtu.be/xc8BP7EbUvA>

TRANSCRIPT

Speaker 1 (Narrator/Complainant): That's an automatic thing you're saying?

Speaker 2 (MCVAA Representative): Yes, they do. They do it to everyone if you get assistance. Yep. So.

Speaker 1: But they're not allowed to do that.

Speaker 2: Why?

Speaker 1: I don't know. I always thought that, too. I thought, really? I mean, you can just do that, but So, so it's Missouri Gas Energy that's doing it or Spire that's doing it? It's not the organization itself. It's the...

Speaker 2: Spire just...

Speaker 1: We don't. We don't do that. No, they can't do that. So, the organization doesn't, but the actual gas company then automatically puts you on a budget bill.

Speaker 2: Yes, they do.

Speaker 1: That's ridiculous.

Speaker 2: Yeah.

Speaker 1: How do you know that?

Speaker 2: Because we've had other people call and talk about that. Okay.

Speaker 1: Okay. And what happened with them? What happened with their situation? Thank you.

Speaker 2: Do they end up just having to pay the whole like 'cause what happened to us is we had a past due and the church paid it and then we got put on budget billing and we didn't know that we had 20 days or whatever to pay that remainder and then...

Speaker 1: I didn't know that part of it either.

Speaker 2: And so then, and then when that 20 days was up, they just kicked us off budget billing and put us back to normal and we had this hundred and something dollar, you know, bill

or whatever that they just tacked back on there. And so now I'm not sure what the past due is, but I know for sure I think it's like 156 or something like that. So...

Speaker 1: I know and confirm it with them. Is this going to keep them on or not? So, that's how I do it. If you want to send that over... and they never say anything to you guys that are pledging about whether or not they're changing their plans, the budget or billing or any of that.

Speaker 2: No, we just make the pledges. What they, you know, how they run it. You know, it's kind of their business, I guess, because right, not... Yeah. We just make the pledges and make sure it's going to keep somebody on. It's all we do.

Speaker 1: Can you tell me that again? So, you're telling me that no matter what they... that's an automatic thing you're saying?

Speaker 2: Yes, they do it. easier to everyone if you get assistance.