

Missouri Public Service Commission Complaint Against

Spire^{Inbox}



Arias, Antonio
<Antonio.Arias@spireenergy.com>

 3:27 PM (3 hours ago)

to me 

FOR SETTLEMENT

Mr. Miller,

As discussed, I went back to my team and also further reviewed all of the information. I have attached the call I mentioned on our last phone call. On 1/27/25, your wife had called Spire asking for assistance, in which the customer service representative discussed a possible payment arrangement before connecting her with 211. It was on this date following the phone call that Spire inadvertently started you on the payment arrangement, and it was before the pledge from the church was known or received by Spire. I have attached the phone call and our record of the pledge, which includes both the check cut by the church on 1/27/25 and the day it was entered into our system, 2/19/25. These materials have been provided to Staff of the Commission investigating your complaint. Your inadvertent enrollment in the payment arrangement was not connected to the pledge.

I had our customer service team look at your account history, and there was a credit of approximately \$105, in addition to all late fees. \$105 was deferred as part of the payment arrangement being inadvertently set up and would otherwise have been owed earlier this year. The \$105 became due when your payment arrangement ended but as the payment arrangement should not have been started in the first place, Spire credited this amount.

Spire's offer to resolve the complaint remains to provide you a corrected billing history from January 2025 to present without the payment arrangement, which would also properly reflect the payments you have made, as well as a statement from Spire's customer service leadership that would explain what led to you being inadvertently placed on a payment arrangement, correcting, in writing, what was explained to you about pledges received from third party agencies, like churches, and automatic enrollment in payment arranges, and detailing what Spire has done to ensure that both inadvertent enrollment in payment arrangements and incorrect information around enrollment in payment arrangements is not provided.

Please let me know if this is acceptable to you.

Thank you,

Antonio Arias

J. Antonio Arias

Director, Associate General Counsel - Regulatory

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SpireEnergy.com



2 Attachments • Scanned by Gmail



7:20 PM (6
minutes ago)

Mr. Jon Lee

to Antonio, bcc:

Mandy, bcc:

boldstandardco 

Dear Mr. Arias,

Thank you for your email dated **August 5, 2025**, and for providing the attached call recording and pledge record. I have thoroughly reviewed the information you provided, as well as Spire's formal responses and documentation submitted to the Missouri Public Service Commission (PSC) in Case No. GC-2026-0007.

After careful consideration, I must inform you that Spire's offer to resolve this complaint is unacceptable.

Your email states that the payment arrangement was "inadvertently started... before the pledge from the church was known or received by Spire." While I note the distinction that the pledge was entered into your system on February 19, 2025, the pledge check itself is clearly dated **January 27, 2025**. More critically, the call recording you provided, also from January 27, 2025, **does not confirm any payment arrangement being set up or consented to by my wife, nor was any valid consent obtained from me, the primary account holder, during or after that call**. This fundamental lack of authorization confirms the subsequent enrollment was made without proper consent.

I do, however, acknowledge and thank you for taking some responsibility for where Spire failed in its contractual duties. Spire's formal responses and internal records provided to the PSC in Case No. GC-2026-0007 provide crucial admissions that directly support my complaint:

- Spire formally stated to the PSC (in response to DR 7) that I was **"erroneously enrolled"** on January 27, 2025, following a call from my "self-identified fiancé/wife."
- Internal Spire documentation (customer service notes) also refers to this as a **"manual error"** and an **"unauthorized budget plan enrollment."**
- Spire's own policies, as provided to the PSC (in response to DR 11 and DR 13), confirm that customers are **not required to maintain enrollment** in payment plans as a condition of receiving a pledge and are able to unenroll at any time at their request.

The core issue of my complaint is the **unauthorized change to my account without the consent of the primary account holder**, which is a clear violation of regulatory policy and standard business practice. Your current offer, while acknowledging a credit and offering a corrected billing history, does not adequately address the full scope of the issues, including the significant time, effort, and inconvenience I have expended to rectify Spire's procedural failures and misrepresentations.

Given these facts and Spire's own admissions, I will be proceeding with the formal investigation by the Missouri Public Service Commission to seek a comprehensive resolution to this matter.

Sincerely,

Jonathan Miller

Bold Standard Co

