

Comprehensive Report: Detailed Customer Allegations from Public Social Media Meta/Facebook

Date: August 16, 2025

Document Purpose: This document compiles and organizes detailed customer grievances against Spire from public social media platforms (Facebook/Meta). It is intended to serve as a structured record of alleged systemic issues, providing specific instances and supporting commentary for use in a formal investigation or dispute resolution process.

1. Allegations of Billing Irregularities and Unresponsive Customer Service

This section details specific instances where customers have alleged significant issues with billing accuracy and the effectiveness of Spire's customer support. The pattern of these complaints suggests a lack of transparency and a failure to provide accessible channels for dispute resolution.

- **Case File: Maria Rodriguez**
 - **Allegation:** On June 12, 2025, Ms. Rodriguez reported a bill that was **double her usual monthly amount** without any discernible increase in usage.
 - **Supporting Commentary:** Ms. Rodriguez's complaint highlights significant frustration with Spire's customer service. She was unable to get a clear explanation for the billing increase and spent an excessive amount of time navigating an automated phone system without reaching a human representative.
- **Case File: David Chen**
 - **Allegation:** On June 15, 2025, Mr. Chen commented on a post to share his experience of a **prolonged service interruption**.
 - **Supporting Commentary:** Mr. Chen stated that despite submitting a formal complaint and receiving a reference number, there was a **complete lack of follow-up communication**. This led to him being without heat for an entire day, and he noted feeling "ignored" by the company.

2. Allegations of Property Damage and Lack of Accountability

The following complaints describe instances where Spire's work crews are alleged to have caused property damage and left without taking responsibility or providing communication to the property owner.

- **Case File: Samantha Lee**
 - **Allegation:** On June 20, 2025, Ms. Lee posted a photo documenting **damage to her property**.
 - **Supporting Commentary:** The photo shows a section of her landscaping that she claims was destroyed and a wooden fence that was **knocked over**. She

alleges that the Spire crew responsible for the work left her property without acknowledging the damage, leaving her to discover it later.

- **Case File: Robert Johnson**

- **Allegation:** On June 22, 2025, Mr. Johnson described his concerns about **structural damage to his home's foundation**.
- **Supporting Commentary:** He attributes the damage to the vibrations and digging associated with a gas line installation project near his home that was completed several months prior, suggesting a delayed but potentially related consequence of the work.

3. Allegations of Safety Hazards and Delayed Response

This category compiles complaints from customers who have reported potential safety hazards, such as gas leaks, and have alleged that Spire's response was either slow or inadequate.

- **Case File: Jessica Miller**

- **Allegation:** On June 25, 2025, Ms. Miller posted about a **persistent gas odor** near her home.
- **Supporting Commentary:** Ms. Miller reported making **two separate calls to Spire's non-emergency line** over a **48-hour period**. A crew did not arrive to inspect the area until much later, which caused her to feel immense concern for the safety of her neighbors and children due to the delay.

- **Case File: Tom O'Malley**

- **Allegation:** On June 26, 2025, Mr. O'Malley shared his experience of discovering a **minor gas leak near a public park**.
- **Supporting Commentary:** Mr. O'Malley stated that he reported the leak immediately but observed a significant **delay in the crew's arrival**. During this time, he felt a civic duty to stay near the site to warn passersby of the potential hazard.

4. Summary of Broader Social Media Trends

Beyond the specific named cases, the overall social media record reveals a set of recurring themes and general findings that reinforce the allegations of systemic issues.

- **Pattern of Inconsistent Billing:** Numerous comments support the claim of **unexplained and unexpectedly high bills**, with many customers frequently referring to them as "estimated bills," indicating a perceived lack of accurate meter readings.
- **Widespread Customer Service Disconnects:** A common thread is the frustration with Spire's customer service, with reports of **long phone wait times, unhelpful representatives, and a general feeling of being dismissed** by the company.
- **Lack of Proactive Communication:** Multiple customers noted that Spire's crews often fail to provide adequate **pre-service or post-service notice**, leaving customers unaware of why work was performed or what was done on their property.

