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## Spire Call Transcripts

**Case Number:** GC-2026-0007 **Filed By:** Jonathan Miller **Filing Date:** August 5, 2025

### Transcript 1: Call with Spire Representative [REDACTED]

**YouTube Link:** [REDACTED]

**Jonathan:** Yes, hi. My name's Jonathan, I'm a Spire customer. I was calling to see if I could speak with a supervisor about uh somebody um putting us on a budget billing plan without our consent.

**Spire Rep ([REDACTED]):** The county does show that you received a pledge from an agency. Anytime you receive assistance from an agency, the um agency automatically put you on a budget plan. So that information would have come from your from the agency um before that you were not on a budget so that's not anything that uh they did not Spire, Spire did...

**Jonathan:** Well, actually, we talked to two different agencies. Well, that's why I want to speak with the supervisor because uh the agency they gave us the thing they sent for the pledge and they told us they don't have the authority to do that and that they they don't make those changes to the account and so it would have only happened from Spire. And so I I wanted to let you know that and that so...

**Spire Rep ([REDACTED]):** I understand that. So anytime you receive assistance, your account automatically goes on arrangement because at that point if you're needing assistance they automatically assume that you need help or need a budget going on the account to keep your account manageable.

**Jonathan:** Right, but that's illegal. You have to have consent from the the account holder.

**Spire Rep ([REDACTED]):** No, that goes... No, that goes if anytime you receive assistance. So you should read anything that the agency gives you to what their requirement is for assistance.

**Jonathan:** Yeah, can you we did the requirements through the agency yeah it's a church and they gave us the the paper that they sent to you guys and can you show uh provide for me where I can see that it's an automatic thing on your website or anywhere in your handbook or anything like that?

**Spire Rep ([REDACTED]):** I can get you to I'll see if the supervisor available to explain it in more detail because there's nothing that that shows that they own this customer agreement because I don't know exactly what the arrangement or the agreement is between the agency and Spire because again that's not something that we do.

**Jonathan:** But who actually paid? Well, what I'm asking is who makes the changes to the budget billing? Who makes the changes is who is responsible for making the changes to the account?

**Spire Rep ( [REDACTED] ):**  Once your pledge is approved, the account automatically goes onto a budget. So that's the only thing I can I can that's the only way that I can explain it to you.

**Jonathan:** Well, that's not that's not true, ma'am, the if you just if somebody...

**Spire Rep ( [REDACTED] ):**  Okay, Jonathan, I I understand what your concern is. I don't want to go back and forth.

**Jonathan:** Well, no, no, no. You're not listening. I'm just letting you know.

**Spire Rep ( [REDACTED] ):**  I am listening to you.

**Jonathan:** No, you're not. Understand if somebody pledges a payment and I keep telling you that the budget building comes from getting a pledge, that's the simplest way that I can put it. No, a pledge for a payment, a pledge for a payment is not a is not a change to my budget plan. It's not a change to my account. No. Do you understand? Okay, one moment. She's trying to run the agency, isn't she? And two different agencies told us they don't do that. Not just the church but Missouri Valley Community Action Agency knows. Have you been online? You see why I wanted to record it? Yes or no? You're saying it's an arrangement I had with the agency. No, and she don't know what agreement or arrangement the agency and Spire have, but that's not on them. It's not automatically budget billing and she said that it's put on the budget billing automatically by Spire. And and I and when I asked her, "Do you have to have the customer's consent?" she said, "No because it's automatic." And and instead of hearing me explain to her how a pledge for a payment isn't isn't authorization to change your account, she refused to she refused to to listen she said "Hold on." Yeah.

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## **Transcript 2: Call with Spire Supervisor [REDACTED]**

**YouTube Link:** [REDACTED]

**Jonathan:** We have a disconnect on our gas and we have an issue because um I I'm concerned I'd like to uh contest our disconnect based on the fact that uh changes were made to our account without my consent and so and I have done a lot of research on this and um basically what happened was we had a church help us with paying a gas bill back in January or February and then it and then Spire enrolled us automatically in a budget plan which we didn't consent to and that's it's against the law, it's against consumer protections and so um the the you might do some training with the gal that just transferred me to you because she was insistent that customers don't have to give consent to make changes to their account and...

**Spire Rep (██████):** looking over the account, I know that when you um, and I apologize for that as well uh when the customers are receiving any type of positions or pledges, usually that's something that's discussed between you know the agency and the customer, but if not then it comes over to us. But yes, you you you do have to give consent to do that and I apologize um if that wasn't discussed with you when you went to the agency.

**Jonathan:** Which part wasn't discussed with us when we went to the agency?

**Spire Rep (██████):** if you're stating that they didn't um explain to you that you would be on the budget once you apply for the receive additional assistance, but...

**Jonathan:** No, what I'm what I'm saying is is that Spire doesn't have a legal right to make changes to our account and put us on budget billing just for a pledge to make a payment, they have to get my permission to do that. That's what you just said, there has to be consent.

**Spire Rep (██████):** That will come from the um agency. If there's I don't know if there was any paperwork that was filled out and we could look into this a little further, but when that time frame, the agency would explain that to the customers and then they send that back to us stating that that was something that you were okay with.

**Jonathan:** Oh, yeah, no. They uh we got the paperwork from the church and it and they and we spoke to two separate agencies that have helped us and said that they don't have the authority to make changes on their account and they would have never told you guys that and so we have a copy of what they sent you uh to make the pledge.

**Spire Rep (██████):** I'll definitely make sure that someone returns your call. Can you tell me where I would find the policy on it being automatic or are you aware of it being automatic or is that not a policy that...

**Jonathan:** Is something to my knowledge?

**Spire Rep (██████):** I as I was stating, I can get this confirmed for you. I don't want to say yes or no like that because I'm not for sure. I don't have an answer for you. I'm just being transparent.

**Jonathan:** You've just acknowledged that you don't have anything in your system that shows that I gave consent to make those changes, so what is that saying about, you know, you guys offering me a service and me being a paying customer?

**Spire Rep (██████):** I definitely understand everything that you're stating, but I can if you have a callback number I can refer this over since there is a PS... Okay. I I have a couple more questions um I think what uh we're being told by your representatives are that it's automatically anytime there's a pledge that they assume that you need to be put on a a budget billing plan and that's coming from your representatives. Okay. Well, what do you have to say about that?

**Spire Rep ( [REDACTED] ):** I'll definitely make sure that someone returns your call. Can you tell me where I would find the policy on it being automatic or are you aware of it being automatic or is that not a policy that...

**Jonathan:** Is something to my knowledge?

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### **Transcript 3: Follow-up Call with Spire Supervisor [REDACTED]**

**YouTube Link:** [REDACTED]

**Spire Rep (Arlene):** Hi Mr. Miller, I Is this Do you have a moment to speak with me? I just wanted to give you the information what we received. Oh, yeah, I spoke with you a little bit ago. Yeah, How How are you? Yep, Yep, I'm well. So I did first want to start off that we did cancel the um interruption of service on the account. But I did speak with the manager that's over our Community Service Department who handles the pledges and she did verify that um when customers receive any type of payment plan excuse me any type of pledges from any agencies that you are not auto-enrolled in any payment plans or budget or any type of the payment plans. She went back and she did review the account and and she stated that the budget was placed on the account in **error manually** when um we were discussing the amount of the pledges that were being placed on the account. So it should not have been placed on and we apologize. And for that we can actually offer a credit of 10409 on the account removed from the balance.

**Jonathan:** That would be fantastic.

**Spire Rep ( [REDACTED] ):** And I'm sorry it took me a moment to get that, but I just I just wanted to make sure I have the clear information for you. And also we will provide any type of the training that when a representative was explaining that to you. I don't we can provide that as well. And I I apologize for that.

**Jonathan:** Yeah, if you guys could just give me some like send me an email or something with a summary of our conversation that would be great. Yep.

**Spire Rep ( [REDACTED] ):** So, and again, that so that will be that credit of the 10409 and then we can remove some of the late Can you you have a quick second if I can try and remove get the late fees dollar amount?

**Jonathan:** Yeah, sure.

**Spire Rep ( [REDACTED] ):** One second, I'm sorry about that.

**Jonathan:** I really appreciate it because it just seemed like it something wasn't right about it and maybe it, you know, if it was happening, you know, with these type of things, if it happens to one person it could be happening all the way across the board, you know. Yep.

**Spire Rep ( [REDACTED] ):** And I just want to say because I didn't want to give an answer because I just like to make sure that I have the correct information before I tell the customers anything because I wouldn't want anyone giving me any incorrect information as well.

**Jonathan:** No, I thought what you uh No, I thought your your answers were absolutely perfect. I appreciate you being professional and actually what I would say giving a good customer experience which is not blowing smoke and actually, you know, getting at least looking into it, rolling it up and if you know it is whatever it is but then following following through and that's how I deal I try to deal with customers you know it's just just seems like it's a better experience for everybody so absolutely absolutely.

**Spire Rep ( [REDACTED] ):** So we'll credit back um along with the credit of the 10409, we'll credit back an additional \$9.30 of late fee that will be removed from the balance as well.

**Jonathan:** I appreciate it cuz we're obviously we was worried about it getting disconnected and all that. So we we tried but then you Yeah, you're going to have another bill that will go out on July the 3rd. I can't see what that dollar amount is. I did want to let you know that that will go out on the 3rd of July. Oh, okay. Okay. And then you guys have my email, don't you? Uh, let me see what we have on file here. [REDACTED]. Yeah, Okay. Yes sir. And then just if you could send me something with our conversation that would be great. And that way I can just have something. So if someone comes to shut me off or something I have something showing that they don't be doing that this week or today or whatever. Nope, you're fine. And I'll make sure that I notate everything to the account as well. Can will you send me an email with something? Yes sir. Oh, okay. Thank you. All right. Well, it will come from a general like the customer uh email. Oh yeah, For the credits or whatever. Okay. The credit so the credits will automatically be deducted from your actual balance. So it's not coming out in the form of a check or anything. It'll just apply to your actual balance you require. Well, I I Well, I'm glad because I thought we were getting disconnected, but I didn't think we were supposed to be. So uh hopefully that was just an error. Yep. You're all fine. And thank you so much for taking my call. All right. Thanks. Hey, you have a great day. Have a good day. God bless you. You too. Byebye.

**Jonathan:** Well, I'll be.