

Request to Review Case No. GC-2026-0007 - Systemic

Failures in MO Regulatory SystemInbox



10:45 PM (16
minutes ago)

Jonathan Miller



to Terry.Thompson,

Dear Representative Thompson,

My name is Jonathan Miller, and as a constituent in your district, I am writing to you today because I have uncovered a systemic "bait and switch" in the state's regulatory system, where the promise of due process and public protection is replaced with an adversarial bureaucracy. This is a documented failure of the system, and I have the public record to prove it.

The issue began with a billing dispute with Spire, but it quickly exposed a deeper problem. The Office of the Public Counsel (OPC) dismissed my case as an "isolated incident," but my formal filings with the Missouri Public Service Commission (PSC) have compelled Spire to admit to a systemic "auto-enrollment" policy that led to an unauthorized action on my account.

This process has also revealed a significant procedural flaw: The PSC required me to submit my evidence via a physical flash drive or written transcripts, explicitly rejecting YouTube links as a valid format. Meanwhile, Spire was given the option to use a secure, digital platform called Kiteworks to share discovery with PSC staff, a method that was never offered to me. This highlights a clear and unequal access to discovery that violates the Missouri Code of State Regulations (20 CSR 4240-2.120). This is just one example of a pattern of deception and procedural misconduct that has emerged throughout my engagement with this case.

I believe this case serves as a powerful example of how the system is designed to disempower ordinary citizens. I have meticulously documented these discrepancies in public filings under **Case No. GC-2026-0007**, which is available for public review on the PSC's website.

I am concerned that the PSC is not adequately upholding the principles of due process and equal protection. As my state representative, I respectfully ask that your office review the public docket and consider what legislative changes might be necessary to ensure that the system is fair and accessible to all Missourians.

Thank you for your time and for your commitment to public service.

Sincerely,

Jonathan Miller

Bold Standard Co.

[REDACTED]

[REDACTED]

Systemic "Bait and Switch" in Missouri's Regulatory

System Inbox



10:29 PM (34
minutes ago)

Jonathan Miller

< [REDACTED] >

to [REDACTED],

Dear [REDACTED],

My name is Jonathan Miller, and I am a resident of [REDACTED]. I am writing to you today because I have uncovered a systemic "bait and switch" in the state's regulatory system, where the promise of due process and public protection is replaced with an adversarial bureaucracy that is hostile to the average citizen. This is not just a personal complaint; it is a documented failure of the system, and I have the public record to prove it.

The issue began with a billing dispute with Spire, but it quickly exposed a deeper problem. The Office of the Public Counsel (OPC) dismissed my case as an "isolated incident," but my formal filings with the Missouri Public Service Commission (PSC) have compelled Spire to admit to a systemic "auto-enrollment" policy that led to an unauthorized action on my account.

This process has also revealed a significant procedural flaw: **The PSC required me to submit my evidence via a physical flash drive or written transcripts, explicitly rejecting YouTube links as a valid format.** Meanwhile, Spire was given the option to use a secure, digital platform called Kiteworks to share discovery with PSC staff, a method that was never offered to me. This highlights a clear and unequal access to discovery that violates the Missouri Code of State Regulations (20 CSR 4240-2.120).

I believe this case serves as a powerful example of how the system is designed to disempower ordinary citizens. I have meticulously documented these discrepancies in public filings under **Case No. GC-2026-0007**, which is available for public review on the PSC's website.

I am requesting your help in two ways:

1. **For Media:** I believe this story is of significant public interest, as it exposes how a state regulatory body and a major utility operate behind a veil of complex procedures that actively work against the public they are meant to serve. I am available for an interview and can provide you with a clear roadmap to the public documents that prove my case.
2. **For Legislators:** I am concerned that the PSC is not adequately upholding the principles of due process and equal protection. I ask that your office review the public docket and consider what legislative changes might be necessary to ensure that the system is fair and accessible to all Missourians.

Thank you for your time and for your commitment to public service.

Sincerely,

Jonathan Miller

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED],

My name is Jonathan Miller, and I am a resident of [REDACTED]. I am writing to you today because I have uncovered a systemic "bait and switch" in the state's regulatory system, where the promise of due process and public protection is replaced with an adversarial bureaucracy that is hostile to the average citizen. This is not just a personal complaint; it is a documented failure of the system, and I have the public record to prove it.

The issue began with a billing dispute with Spire, but it quickly exposed a deeper problem. The Office of the Public Counsel (OPC) dismissed my case as an "isolated incident," but my formal filings with the Missouri Public Service Commission (PSC) have compelled Spire to admit to a systemic "auto-enrollment" policy that led to an unauthorized action on my account.

This process has also revealed a significant procedural flaw: **The PSC required me to submit my evidence via a physical flash drive or written transcripts, explicitly rejecting YouTube links as a valid format.** Meanwhile, Spire was given the option to use a secure, digital platform called Kiteworks to share discovery with PSC staff, a method that was never offered to me. This highlights a clear and unequal access to discovery that violates the Missouri Code of State Regulations (20 CSR 4240-2.120). **This is just one example of a pattern of deception and procedural misconduct that has emerged throughout my engagement with this case.**

I believe this case serves as a powerful example of how the system is designed to disempower ordinary citizens. I have meticulously documented these discrepancies in public filings under **Case No. GC-2026-0007**, which is available for public review on the PSC's website.

I am requesting your help in two ways:

1. **For Media:** I believe this story is of significant public interest, as it exposes how a state regulatory body and a major utility operate behind a veil of complex procedures that actively work against the public they are meant to serve. I am available for an interview and can provide you with a clear roadmap to the public documents that prove my case.
2. **For Legislators:** I am concerned that the PSC is not adequately upholding the principles of due process and equal protection. I ask that your office review the public docket and consider what legislative changes might be necessary to ensure that the system is fair and accessible to all Missourians.

Thank you for your time and for your commitment to public service.

Sincerely,

Jonathan Miller

Bold Standard Co.

[REDACTED]

[REDACTED]

Dear [REDACTED],

My name is Jonathan Miller, and as a constituent in your district, I am writing to you today because I have uncovered a systemic "bait and switch" in a state regulatory system where the promise of due process is replaced with an adversarial bureaucracy. While this issue is at the state level, it highlights a pattern of procedural misconduct that affects all citizens, and I have the public record to prove it.

The issue began with a billing dispute with Spire, but it quickly exposed a deeper problem. The Office of the Public Counsel (OPC) dismissed my case as an "isolated incident," but my formal filings with the Missouri Public Service Commission (PSC) have compelled Spire to admit to a systemic "auto-enrollment" policy that led to an unauthorized action on my account.

This process has also revealed a significant procedural flaw: The PSC required me to submit my evidence via a physical flash drive or written transcripts, explicitly rejecting YouTube links as a valid format. Meanwhile, Spire was given the option to use a secure, digital platform called Kiteworks to share discovery with PSC staff, a method that was never offered to me. This highlights a clear and unequal access to discovery. This is just one example of a pattern of deception and procedural misconduct that has emerged throughout my engagement with this case.

I have meticulously documented these discrepancies in public filings under **Case No. GC-2026-0007**, which is available for public review on the PSC's website. I have also prepared a summary of this casework, which I can provide for your review.

I am concerned that this pattern of behavior may be more widespread and that it disempowers ordinary citizens. As my U.S. Congressman, I respectfully ask that your office be made aware of this issue affecting a constituent and consider how federal oversight or support could help ensure a fair system for all.

Thank you for your time and for your commitment to public service.

Sincerely,

Jonathan Miller

Bold Standard Co.

[REDACTED]

[REDACTED]