


# Formal Complaint and Report of Systemic Privacy Breach by Spire - Case No. GC-2026-0007<sup>Inbox</sup>



**Jonathan Miller**  
[Redacted]

  
5:27 PM (0  
minutes ago)

to consumer.help,

**Dear Missouri Attorney General's Consumer Protection Division,**

This email serves as a formal complaint and report regarding a severe and systemic privacy breach by Spire, a public utility regulated by the Missouri Public Service Commission (PSC).

I am a pro se complainant in an active PSC case, **Case No. GC-2026-0007**. In a recent discovery communication from Spire's legal counsel, my privacy rights were violated, and critically, a massive confidentiality breach occurred involving a separate, unrelated PSC investigation.

As detailed in my supplemental filing to the PSC, Spire's attorney, [Redacted], transmitted confidential discovery materials to me, including **83 minutes of another customer's recorded phone calls** from an active case, **GC-2026-0021**. These recordings contain detailed account access information and sensitive personal details.

This incident is not an isolated error but a symptom of a systemic failure in Spire's processes, as it demonstrates their inability to secure customer data and manage discovery properly. It also represents a violation of the attorney's duty of competence to their own client.

I am requesting that your office initiate an investigation into this matter to protect consumers and hold Spire accountable for their clear violation of privacy rights and their deceptive and misleading business practices.

I have already filed a formal letter with the Missouri Public Service Commission regarding this matter. I am ready to cooperate fully and provide any documentation you require, including the confidential discovery materials and my formal filings with the PSC.

Thank you for your attention to this urgent matter.

Sincerely,

Jonathan Miller Complainant,

Pro Se Case No. GC-2026-0007