



Consumer Report To The FTC

FTC Report Number

The FTC cannot resolve individual complaints, but we can provide information about next steps to take. We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

About you

Name: Jonathan Miller

Address: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Country: USA

What happened

Systemic Privacy Breach by a Public Utility This matter involves a pro se complainant, Jonathan Miller, in an active case against the public utility Spire (Case No. GC-2026-0007) with the Missouri Public Service Commission (PSC). The core issue is a serious and systemic breach of confidentiality and consumer privacy by Spire's legal team. In a recent discovery exchange, Spire's attorney, [REDACTED], accidentally transmitted a confidential file to Miller. This file, intended for a separate PSC investigation, contained 83 minutes of another customer's recorded phone calls (Case No. GC-2026-0021), including sensitive personal details and account access information. The breach was a profound invasion of the other customer's privacy and demonstrated a systemic failure in Spire's discovery and information management processes. This incident directly contradicts the Office of the Public Counsel's (OPC) earlier finding that Miller's case was an "isolated incident." Miller has since documented

the event in a supplemental filing to the PSC, outlining a "trifecta" of legal, ethical, and regulatory violations. The "Trifecta" of Violations: Ethical: The attorney's failure to protect confidential client information breaches the Missouri Rules of Professional Conduct, potentially leading to disciplinary action from the Missouri Bar. This also exposes their client, Spire, to significant legal and reputational damage. Legal: The disclosure of the other customer's private phone calls violates their privacy rights and could lead to civil damages and lawsuits against Spire. Regulatory: The use of an unsecure, private platform for discovery compromised the integrity of the PSC's regulatory process. Miller's filing demands that the PSC hold Spire accountable, cease using the private discovery platform, and formally notify the other customer of the breach. Miller has filed a formal letter with the Missouri Attorney General's office and is in the process of contacting the Federal Trade Commission (FTC) and the media to bring public attention to Spire's systemic failure. This entire sequence of events highlights a critical breakdown of the social contract between a regulated utility, its customers, and the agencies tasked with oversight.

How it started

Date fraud began:	Amount I was asked for:	Amount I Paid:
08/11/2025		
Payment Used:		How I was contacted:
		Email

Details about the company, business, or individual

Company/Person	
Name: Spire	
Address Line 1: Address Line 2: City:	
State: Zip Code: Country:	

USA
Email Address: [REDACTED]
Phone:
Website:
Name of Person You Dealt With: [REDACTED]

Your Next Steps



If you think you clicked on a link or opened an attachment that downloaded harmful software:

- Update your computer's security software.
- Then run a scan and delete anything it identifies as a problem.
- Learn more about how to get fewer spam emails [here](#).

General Advice:

- You can find advice and learn more about bad business practices and scams at consumer.ftc.gov.
- If you're concerned that someone might misuse your information, like your Social Security, credit card, or bank account number, go to IdentityTheft.gov for specific steps you can take.
- Learn more about impersonation scams at ftc.gov/impersonators. If someone says they are with the FTC, know that the FTC will never demand money, make threats, tell you to transfer money, or promise you a prize.

What Happens Next



- Your report will help us in our efforts to protect all consumers. Thank You!

- We can't resolve your individual report, but we use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We share your report with our law enforcement partners who also use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We use reports to spot trends, educate the public, and provide data about what is happening in your community. You can check out what is going on in your state and metro area by visiting ftc.gov/exploredata.
- Investigations and cases do take time, but when we bring cases, we try to get money back for people. Check out ftc.gov/refunds to see recent FTC cases that resulted in refunds.