

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

Jonathan Miller,

Complainant,

v.

Case No.: GC-2026-0007

Spire Missouri Inc. d/b/a Spire,

Respondent.

**COMPLAINANT'S ACKNOWLEDGMENT AND RESPONSE
TO AUGUST 28, 2025 LETTER FROM SECRETARY
NANCY DIPPELL**

COMES NOW Complainant, Jonathan Miller, *pro se*, and for his Acknowledgment and Response to the August 28, 2025 letter from Secretary of the Commission Nancy Dippell, states as follows:

1. Complainant acknowledges receipt of Secretary Dippell's letter dated August 28, 2025, which provides a timeline of contacts and an account of how Case No. GC-2026-0007 was opened as a formal complaint. Complainant thanks Secretary Dippell for this detailed clarification.
2. Complainant reiterates that his stated intention during the August 26, 2025 telephone conversation was not to open a "formal complaint" as a specific legal litigation, but rather to have his complaint thoroughly investigated by the Commission after exhausting other avenues.
3. Complainant appreciates the Commission's detailed timeline. It confirms that prior to Complainant's email submission on June 27, 2025:
 - Complainant was disconnected during calls to the Commission's Customer Service Department.
 - A PSC Customer Service Representative (██████) provided misinformation, stating that placing Complainant on a budget billing plan without consent was "the usual course of business" in his situation.

- A PSC representative abruptly disconnected a call while Complainant was seeking clarification on the specific regulation permitting such an unauthorized action.
4. Complainant maintains that his use of the term "formal complaint" in his June 27, 2025 email was an act of last resort, born out of frustration and a perceived lack of resolution and guidance following these specific instances of misinformation and unprofessional conduct from both Spire and PSC staff. It did not constitute an informed consent to the specific legal litigation process now underway, particularly in the absence of a standardized Formal Complaint Form, such as the one on file in Case No. [REDACTED], and the later failure of the Commission's Data Center to transmit the procedural documents explicitly ordered on July 18, 2025.
 5. Complainant acknowledges Secretary Dippell's offer to dismiss the formal complaint (Case No. GC-2026-0007) without prejudice and resume an informal process. Complainant will carefully consider this offer. However, in light of the significant procedural issues that have already arisen within this formal case—including the PSC's failure to provide ordered documents, inconsistent application of rules, and the demonstrated lack of reciprocal accountability for errors by both PSC Staff and Respondent (including Spire's inadvertent disclosure of confidential information from Case No. [REDACTED])—Complainant requires time to fully evaluate the implications of this offer.
 6. Complainant is currently engaged in the formal discovery process, including awaiting Staff's opposition to his Motion to Compel Discovery (due September 8, 2025) and preparing a Reply Brief to that opposition. Complainant requests that any decision regarding the dismissal of the formal complaint be held in abeyance until he has had the opportunity to fully respond to these ongoing procedural matters and assess the comprehensive record.
 7. Complainant continues to assert that the broader issues of systemic complacency, errors, mistakes, and a lack of reciprocal accountability within the Commission's complaint handling process remain critical and require thorough review and corrective action, regardless of the ultimate formal or informal status of this specific complaint.

WHEREFORE, Complainant Jonathan Miller respectfully requests that the Commission take due notice of this Acknowledgment and Response.

Respectfully Submitted,

Dated: August 28, 2025

Jonathan Miller Complainant, *Pro Se*

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was served via electronic mail this 28th day of August, 2025, to all parties of record:

- **Spire Missouri Inc. d/b/a Spire:**
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- **Missouri Public Service Commission Staff:**
 - [REDACTED]
- **Office of Public Counsel:**
 - [REDACTED]

Jonathan Miller Complainant, *Pro Se*