



Missouri Public Service Commission

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JOHN P. MITCHELL
Commissioner

VACANT
Commissioner

August 28, 2025

Via Regular Mail and E-mail to: [REDACTED]

Jonathan Miller
[REDACTED]

Dear Mr. Miller,

This is a follow-up from our telephone conversation on August 26, 2025. During our conversation you asked me to send you the documents that began your formal complaint case. You also told me that you had not intended to open a “formal complaint” at the Commission but rather were only interested in having your complaint investigated by the Commission. As Secretary of the Commission and its custodian of business records, I am attaching the documentation of your contacts with the Commission. I will also give you an account of what led to your formal complaint file, Case No. GC-2026-0007, being opened.

Contact timeline:

- June 27, 2025 at approximately 4:18 pm – The Commission’s Customer Service Department received a call from Mr. Miller. The call was answered by [REDACTED]. After discussing Mr. Miller’s complaint that he was changed to a budget billing plan without his consent and explaining that this was the usual course of business in the complainant’s situation, the phone connection was lost.
- June 27, 2025 – Mr. Miller called the Consumer Service Department back immediately after being disconnected. This second call was answered by [REDACTED]. After similarly discussing the issue, this call also got disconnected.

- June 27, 2025 at approximately 6:33 pm – Mr. Miller submitted a Complaint/Inquiry email using the web form in the Commission’s Electronic Filing and Information System (EFIS).
- June 27, 2025 at approximately 6:58 pm – Mr. Miller emailed the Commission’s Consumer Service Department an email with the subject line “FORMAL COMPLAINT – Unauthorized Spire Account Change & PSC Employee Conduct – Account: [number redacted] – (Full Details Below & Attached)”. The first line stated in part, “I am writing to file a formal complaint regarding an unauthorized change to my natural gas service account with Spire . . . [.]” The letter ended with the statement, “I also expect a formal, written response from the Missouri Public Service Commission regarding the findings of your investigation and the corrective actions taken. Sincerely, Mr. & Mrs. Jonathan & Mandy Miller [phone numbers and email addresses redacted]”. The email had several attachments.
- July 1, 2025 at approximately 3:48 pm – The Customer Service Department sent a reply to Mr. Miller’s email, asking for additional information in order to process his request.
- July 1, 2025 at approximately 5:37 pm – Mr. Miller responded with the additional information.
- July 2, 2025 at approximately 7:58 am – An email response from the Customer Service Department was sent to Mr. Miller stating a Lead Customer Service Representative would be in touch with him.
- July 2, 2025 – Also on July 2, upon reviewing Mr. Miller’s communications the Customer Service Department determined that, because the Customer Service Department did not find any rule, law, or tariff violation, and Mr. Miller’s communications clearly said he wanted to make a “formal complaint,” Mr. Miller’s letter should be filed as a formal complaint for Commission determination as set out in Commission Rule 20 CSR 4240-2.070. The documents were forwarded to the Commission’s Data Center and filed in EFIS as a formal complaint (Case No. GC-2026-0007). Even though there was no handwritten signature on Mr. Miller’s letter, the Commission often accepts typed electronic signatures in place of handwritten signatures for the convenience of filers not represented by an attorney. There is also no requirement that a complaint be filed on the Commission’s form, though it is encouraged.

That completes my review of the events that led to your complaint being made into a “formal complaint” at the Commission. If the Commission’s employees misinterpreted your filings, we can remedy that by dismissing your formal complaint, Case No. GC-2026-0007, without prejudice (meaning that you could refile your complaint in the future). If your formal case were dismissed, the Commission could resume the informal process. However, the result of the informal process may be no different with regard to the actual outcome of your case.

Jonathan Miller
August 28, 2025
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I am attaching those records responsive to your request for the documents that led to the “formal complaint” being filed.

Sincerely,

A handwritten signature in black ink that reads "Nancy Dippell". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Nancy Dippell
Secretary of the Commission
Chief Regulatory Law Judge

Attachments