



The Empire District Electric Company

A Liberty Utilities Company

Case No. ER-2019-0374

OPC Data Request – 2054

Data Request Received: 09/26/19

Request No. 2054

Date of Response: 10/14/19

Respondent: Brent Baker

Submitted by: Geoff Marke

REQUEST:

Regarding the direct testimony of Empire witness Brent Baker, please define Liberty Utilities' values of quality, care and efficiency and how said values translate to measurable performance deliverables for each stated value.

RESPONSE:

Quality – Providing reliable, clean, safe and responsive service to our customers for the commodities we provide. We are committed to creativity, diligence, and urgency in everything we do. Measured by reliability metrics.

Care – Delivering an excellent customer experience to all of our customers and communities. We are committed to the thoughtful consideration of the impact of our decisions and actions on the communities we serve. We show that by operating locally, giving charitably locally, and through economic development. Measured by customer satisfaction metrics, service levels, economic development, and charitable giving.

Efficiency – Performing our work in a way that looks for continuous improvement in all we do with a focus on finding ways to create savings for our customers. We are committed to smarter and faster achievement of optimal results. Measured on a project by project basis by designing projects that reduce cost to serve while increasing service quality.