

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Liberty Utilities (Missouri Water))
LLC’s Application for a Certificate of Convenience and)
Necessity Authorizing it to Construct, Install, Own,) Case No. SA-2020-0067
Operate, Maintain, Control, and Manage a)
Sewer System in Cape Girardeau County, Missouri)

NOTICE REGARDING COMPLIANCE WITH CONDITIONS

COMES NOW Liberty Utilities (Missouri Water) LLC (“Liberty Utilities”), and for its Notice Regarding Compliance with Conditions, respectfully states as follows to the Missouri Public Service Commission (the “Commission”):

1. On March 18, 2020, the Commission issued its *Order Granting Certificate of Convenience and Necessity*, to be effective April 17, 2020.
2. With its *Order*, the Commission granted a CCN to Liberty Utilities and imposed various conditions. With regard to condition P (“file notice in this case outlining completion of the above recommended training, customer communications, and notifications within ten (10) days after such communications and notifications”), Liberty Utilities states as follows:

- a. Regarding condition C, Liberty Utilities states that the closing of the subject asset transfer took place on April 30, 2020.
- b. In compliance with condition K, training was provided to call center personnel regarding rates and rules applicable to the new Savers Farm customers (see Exhibit A attached).
- c. With regard to conditions M and N, the communications attached as Exhibits B, C, and D were provided to the new Savers Farm customers, and the

communications contained in Exhibits C and D were provided to the Customer Experience Department Staff on May 14, 2020.

3. Additionally, condition O provides that “Liberty Water shall provide to the Customer Experience Department Staff a sample of ten (10) billing statements from the first month’s billing within thirty (30) days after closing on the assets.” The closing took place on April 30, 2020, and the first bills will not be sent to the new Savers Farm customers until June of 2020. As such, Liberty Utilities will be able to provide the required billing samples to the Customer Experience Department Staff in June of 2020 and then will be able to file a notice in this case regarding satisfaction of this remaining condition.

WHEREFORE, Liberty Utilities submits this Notice Regarding Compliance with Conditions and requests such relief as is just and proper under the circumstances.

Respectfully submitted,

/s/ Diana C. Carter

Diana C. Carter MBE #50527

Liberty Utilities (Missouri Water) LLC

428 E. Capitol Ave., Suite 303

Jefferson City, Missouri 65101

Joplin Office Phone: (417) 626-5976

Cell Phone: (573) 289-1961

E-Mail: Diana.Carter@LibertyUtilities.com

CERTIFICATE OF SERVICE

I hereby certify that the above document was filed in EFIS on this 14th day of May, 2020, and sent by electronic transmission to the Staff of the Commission and the Office of the Public Counsel.

/s/ Diana C. Carter

Q&A Savers Farm Jackson, MO WW Acquisition 05.2020

Who is Liberty Utilities?

Liberty Utilities Co. owns and operates regulated water, wastewater, natural gas, and electric transmission and distribution utilities in 13 states and New Brunswick. We deliver responsive and reliable essential services to over 785,000 customers. With a local approach to management, service, and support, we deliver efficient, dependable services to meet the needs of our customers. Liberty Utilities provides a superior customer experience through walk-in customer centers, locally focused conservation and energy efficiency initiatives, and programs for business and residential customers. We measure our performance in terms of service reliability, an enjoyable customer experience, and an unwavering dedication to public and workplace safety. Liberty Utilities currently operates in Arizona, Arkansas, California, Georgia, Illinois, Iowa, Kansas, Massachusetts, Missouri, New Hampshire, New York, Oklahoma, Texas, and New Brunswick, Canada. For more information, please visit www.LibertyUtilities.com.

Am I going to start being charged for wastewater service?

Yes, your first bill from Liberty Utilities will be delivered in June.

What is the rate?

The rate charged is a monthly customer charge:

Single family dwelling - \$46.41/month

Multi-family dwelling - \$36.97/month

Why do I have to start paying for wastewater services?

Although you were never officially paying a wastewater bill, your monthly HOA fee was taking any wastewater costs into consideration. Any expenses were handled directly by Cape Land and Development through HOA fees.

Are my HOA fees going down?

Liberty Utilities does not have information on this. Please contact your HOA directly for further inquiries.

When is this effective?

The acquisition was finalized May 1, 2020.

What if I'm already a Liberty Utilities natural gas customer?

If you are currently a Liberty Utilities customer, your current payment method will be applied to a combined natural gas and wastewater bill. If you are enrolled in automatic payments, the wastewater bill will be automatically deducted along with your natural gas bill.



Q&A Savers Farm Jackson, MO WW Acquisition 05.2020

If you would like to change or manage your billing preferences, please contact our customer care team.

How does this impact my payment options?

For new customers, you will now have access to a number of new billing and payment options, including:

Online, as well as telephone payments using electronic check, ATM Debit card, MasterCard, Discover, or Visa; access to authorized CheckFreePay locations, including Walmart stores across the United States; Paperless billing with the option of choosing automatic payments.

Do I need to take any action?

Please ensure you update your online banking information with new payee and account information.

Will this affect my water service?

No, your water service, and provider, will not be affected.



**Liberty
Utilities®**



Savers Farm Subdivision Jackson, Missouri Customer Handbook

Wastewater

Welcome

Thank you for establishing service with us.

Liberty Utilities is dedicated to providing safe and reliable wastewater service throughout our service areas. We care about the quality of the local service we deliver and plan and invest for the long term. We also place a tremendous focus on the safety of our employees and the public.

Welcome to the Liberty family. We are proud to serve you and your family. For more information about Liberty Utilities, visit www.libertyutilities.com.

Copies of price schedules and general rules and regulations are available at www.libertyutilities.com. This booklet is being provided in accordance with state commission rules.

How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 8 a.m. to 6 p.m., Monday through Friday, by calling:

1-855-872-3242

To report a wastewater emergency 24/7:

1-855-644-6134

Accessing Your Account Information Online

You may also access information about your account by visiting our website, www.libertyutilities.com, and signing on to MyAccount. MyAccount offers the easiest way to view your Liberty Utilities account from anywhere. Simply follow the easy tips to register. Instantly you can begin accessing your Liberty Utilities account information.

This feature can be utilized in addition to your current paper billing statement.

Bill Payment Options

Pay By Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7 - 10 business days for delivery and posting.

Autopay

When you choose Autopay through your paperless billing account, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

Paperless Billing

Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email instead of your mailbox. And just like your paper bills, you control your payments – but with a click of a mouse.

Pay By Phone/Pay Online

Phone in your payment by calling 1-855-872-3242 and following the prompts, or you can pay online at www.libertyutilities.com. This feature utilizes an independent service which allows you to pay using a credit or debit card or electronic check. No additional fees are assessed for this service.

Pay In Person

You may pay in person at any of our local offices without incurring an additional fee. You may also pay at one of our independent authorized payment centers. A fee may be charged by our independent providers.

Starting & Transferring Service

You can start new service or transfer your current service to another location by either calling our Contact Center at 1-855-872-3242 or by completing a request form available on our website, www.libertyutilities.com.

Please contact us at least two business days in advance to schedule the start of your service; this does not include weekends or holidays. Identification may be required.

A deposit may be required for customers who have unsatisfactory or insufficient credit, in cases where tampering or diversion has occurred, and when there is a history of delinquency. Deposits may be billed in installments in some cases. The deposit, plus interest, will be returned when:

- You establish a suitable credit history; or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty Utilities.

Stopping Service

If you need to discontinue your service, please call our Contact Center at 1-855-872-3242 or complete a request form available on our website, www.libertyutilities.com.

Arrangements must be made at least two days in advance, and you must provide an address to receive your final bill.



Special Services

Third Party Notices

The company's program to support the elderly is designed to lift the burden of worry from customers age 60 and older and/or customers with disabilities. For those who qualify, deposits and late penalties may be waived, due dates can be adjusted, and third-party notification is available when accounts become delinquent.

Community Energy Assistance Program (CEAP)

CEAP is an assistance program created to meet emergency energy-related expenses of elderly, customers with disabilities, and low-income customers. CEAP is funded through voluntary donations and matched by the company. To donate, simply make a selection on the back of your payment coupon to add any amount to your monthly payment or visit our website for more information. All donations are tax deductible. CEAP is administered by third party community action agencies.

Understanding Your Billing Charges

Delivery/Facility/Customer Charge

A fixed monthly charge covers costs to meter and bill your account and provide customer service.



Meter Reading

For customers who use wastewater services only and no water services, Liberty Utilities charges a flat consumption rate. This is reflected on your bill as a customer charge line item.

Since there is no actual meter to read, you will not see service technicians physically reading a meter each month.

Disconnection/Reconnection of Service

Your Liberty Utilities bill is due upon receipt and a delinquent date appears on your monthly statement.

To avoid service interruption, call immediately if you cannot pay your bill on time, if you receive a disconnection notice, or if there is any problem with your bill. With wastewater services, please note that any disconnection will result in a disconnection of your water service as well.

If you find you cannot pay your entire bill, please contact us for a mutually agreeable installment plan.

Although we do not routinely disconnect service without advance notice, there are times when we must for health, safety, emergency, or maintenance reasons, or when someone has tampered with our equipment.

We will turn your service back on after the cause for the disconnection has been corrected. Service will be restored the same day, if possible, but no later than the next working day.

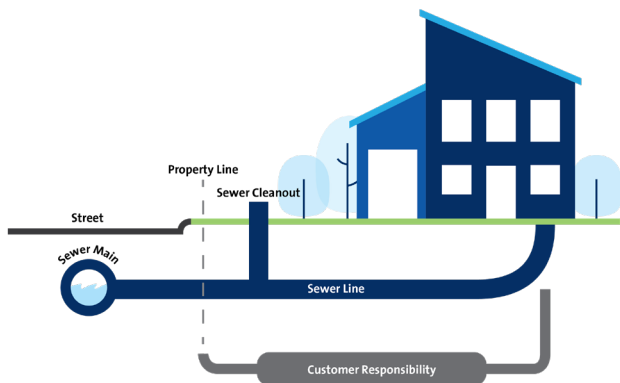
Call Before You Dig

Before you plant a tree or build a fence, make sure you know where your underground utilities are located. We encourage customers to dial 811, the nationwide one call system, or Missouri One Call at 1-800-DIG-RITE (1-800-344-7483).

This is a free service provided by Liberty Utilities and other local utilities. This single call allows customers to avoid the possibility of a serious injury or expense of repair costs for damaged utilities.

Customer Responsibility

Property owners are responsible for maintaining the sewer line running between the home or building exterior and the property line. In most cases, the sewer line was put in place at the time the home or building was originally built. Depending on the age of your home, your sewer line may have gone through years, or even decades, of seasonal changes, root invasions or cumulative blockages. Any of these may cause problems with your sewer service, and usually occur with little to no advance notice.



Customer Inquiries

If you have any questions or concerns about your bill, please call 1-855-872-3242. We will work to find a solution to your concerns. If you are not satisfied with the resolution we offer, you may contact:

Missouri Public Service Commission
PO Box 360 • Jefferson City, MO 65102
1-800-392-4211

Office of Public Counsel
PO Box 7800 • Jefferson City, MO 65102
1-573-751-4857 • 1-866-922-2959



Liberty Utilities[®]

Telephone

1-855-872-3242

Emergency Telephone

1-855-644-6134

LibertyUtilities.com

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CAPE LAND & DEVELOPMENT, LLC
2985 Boutin Drive
Cape Girardeau, MO 63701

April 22, 2020

Dear Savers Farm Resident,

Effective May 1, 2020, Liberty Utilities will be taking over the operations and maintenance of the sewer system and treatment plant for Savers Farm. Previously, any maintenance and regular updates had been handled locally by Cape Land and Development. Some of you are already familiar with Liberty Utilities as the natural gas service provider in our area. In addition to natural gas, they are also an experienced service provider of electric, water, and wastewater services across the U.S.

Liberty Utilities Contact Information

Emergencies: 1-855-644-8134

Customer Care: 1-855-872-3242

Beginning May 1, 2020, the new phone number to dial for a wastewater emergency is 1-855-644-8134. The new phone number to dial for customer care is 1-855-872-3242.

Your current utility services will not experience any disruption from this transaction. Also, your water service provider will not be affected, or change, with the addition of Liberty Utilities wastewater service.

Over the next few weeks, you will receive communication from Liberty Utilities regarding information related to customer service and billing and payment options.

We are keeping the HOA fees the same this year (\$350.00) and will be using the money to install cluster mail boxes by the county road. Next year (2021) the HOA fee will be reduced to \$120.00 annually.

Enclosed is your invoice for the HOA dues for the year. Checks will need to be made out to Savers Farm HOA.

Sincerely,

Cape Land and Development



Dear Savers Farm Resident,

Our team of dedicated professionals at Liberty Utilities is excited to announce that, effective May 1, 2020, we are the wastewater service provider for you in the Savers Farm Subdivision location in Jackson, Missouri. Please continue reading for important information regarding this transition.

Welcome Packet Coming

In May, we will mail you additional information regarding Liberty Utilities which includes a Wastewater Customer Handbook. For those who are not current Liberty Utilities natural gas customers, information on a variety of new payment options that you may use once this transition period is complete will also be included. Please watch your mail for these materials.

Liberty Utilities Contact Information

Emergencies: 1-855-644-8134

Customer Care: 1-855-872-3242

Beginning May 1, 2020, the new phone number to dial for a wastewater emergency is 1-855-644-8134. The new phone number to dial for customer care is 1-855-872-3242. Once you receive your Liberty Utilities Welcome Packet, you will be able to contact Liberty Utilities using the same phone number for customer service and account-related questions.

COVID-19 Response: Walk-In Centers Closed

For the health and safety of our communities, our walk-in customer service centers are closed to the public until further notice. Customers can continue to access our office payment drop box. Our teams are also available to take your calls. We recognize that many of our customers are experiencing financial uncertainty. If you are facing a potential hardship, we urge you to call us to discuss payment options and available assistance. We are here to help.

We know our customers and communities depend on us now more than ever. Rest assured, we take this responsibility to heart. We remain focused on providing safe and reliable energy during this very difficult situation.

We will share more information about our company in the Welcome Packet. You can also learn more about us by visiting www.libertyutilities.com.

On behalf of the Liberty Utilities team, welcome to the family. If you have questions regarding your wastewater service or this transition, please call us at 1-855-872-3242.

Sincerely,

Patsy Mulvaney, Liberty Utilities Director of Customer Experience