



MEDIA RELEASE

FOR IMMEDIATE RELEASE

LIBERTY FILES TO ADJUST NATURAL GAS RATES TO SUPPORT SAFE, RELIABLE SERVICE AND ENHANCE THE CUSTOMER EXPERIENCE

Joplin, Missouri – August 23, 2021 – On August 23, 2021, The Empire District Gas Company (d/b/a “Liberty”) filed a request with the Missouri Public Service Commission (MPSC) to adjust natural gas base rates. The new rates would take effect in 2022 and reflect Liberty’s efforts to maintain a safe, reliable natural gas system, enhance the customer experience, and expand support for limited income customers. The last rate update for Liberty natural gas customers went into effect more than 11 years ago in April 2010.

“Our customers depend on reliable energy for their daily activities and in times of emergency,” said Mike Beatty, Liberty Central Region Vice President. “They also expect a convenient, effortless service experience. To meet our customers’ needs and to ensure the ongoing delivery of safe, reliable energy, it’s critical that we invest in our natural gas system.”

If approved by regulators, the rate adjustment for Liberty’s investments would cost average residential Liberty natural gas customers approximately \$2.71 per month, or 5.6% of the total bill, based on approximately 54 Ccf of usage per month.

Key initiatives included in the rate request

- Investments in the natural gas distribution system since the last rate update in 2010 to ensure the ongoing delivery of safe, reliable energy
- Enhancements to improve the customer experience:
 - an improved online and mobile platform that enables customers to view and manage their usage, pay their bill, and set up account alerts through text and email
 - a request to stop the direct charge of the convenience fee that is currently applied when customers pay their bill using a debit or credit card online or by phone
 - A request to update energy efficiency programs and expand a program to assist low-income customers with their energy bills
- Protection from high bills following harsh temperatures through a Weather Normalization Adjustment Rider (WNAR) for Missouri gas customers. The purpose of the WNAR is to mitigate fluctuations in customer bills due to abnormal weather conditions. For weather periods that are milder than normal, a WNAR charge will be applied to the bill. For weather periods that are harsher than normal, a credit will be applied to the bill.

The rate request process can take up to 11 months as the MPSC and other stakeholders carefully review Liberty’s request. If approved, new rates would go into effect in 2022.

About Liberty

A subsidiary of Algonquin Power & Utilities Corp., Liberty is committed to providing safe and reliable natural gas, water, and electricity distribution services to over one million customer connections. Liberty’s utility operations are primarily located in the United States and Canada and have expanded to Chile and Bermuda. With a customer-

centric approach to management, Liberty provides a superior customer experience through local management of walk-in centers, conservation and energy efficiency initiatives, and programs for businesses and residential customers. We measure our performance in terms of service reliability, customer satisfaction, and an unwavering dedication to public and workplace safety. Liberty's North American distribution operations include Arizona, Arkansas, California, Georgia, Illinois, Iowa, Kansas, Massachusetts, Missouri, New Hampshire, New York, Oklahoma and Texas in the United States, and New Brunswick, Canada. For more information, please visit www.libertyenergyandwater.com.

Caution Regarding Forward-Looking Information

Certain statements included in this news release may constitute "forward-looking information" or "forward-looking statements" within the meaning of applicable securities laws (collectively, "forward-looking statements"). The words "will", "would", "expects", and similar expressions are often intended to identify forward-looking statements, although not all forward-looking statements contain these identifying words. Specific forward-looking statements in this news release include but are not limited to statements regarding: the expected timing for new rates; the expected impact on customers of the requested rates; and the expected implementation of a Weather Normalization Adjustment Rider (WNAR). These statements are based on factors or assumptions that were applied in drawing a conclusion or making a forecast or projection, including assumptions based on historical trends, current conditions and expected future developments. Since forward-looking statements relate to future events and conditions, by their very nature they require making assumptions and involve inherent risks and uncertainties. Liberty cautions that although it is believed that the assumptions are reasonable in the circumstances, these risks and uncertainties give rise to the possibility that actual results may differ materially from the expectations set out in the forward-looking statements. Given these risks, undue reliance should not be placed on these forward-looking statements, which apply only as of their dates. Other than as specifically required by law, Liberty undertakes no obligation to update any forward-looking statements to reflect new information, subsequent or otherwise.

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