

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its Office in Jefferson City on the 19<sup>th</sup> day of January, 2023.

In the Matter of an Investigation into the )  
Operation and Condition of Liberty Utilities ) **File No. WO-2022-0253**  
(Missouri Water), LLC d/b/a Liberty Utilities )

**ORDER ACCEPTING STAFF'S REPORT AND DIRECTING RESPONSE**

Issue Date: January 19, 2023

Effective Date: January 19, 2023

On March 30, 2022, at the request of its Staff, the Commission opened this investigation into the operation and condition of Liberty Utilities (Missouri Water) LLC d/b/a Liberty Utilities (Liberty). Staff completed its investigation and filed its report and recommendations on November 23, 2022.

Staff reports that it conducted an in-depth review of Liberty's managerial, financial, and operational capabilities, including an investigation into drinking water and wastewater treatment plant operations, capital investments, customer service, and bookkeeping of Liberty. Staff's investigation revealed several areas of concern and Staff offered 22 specific recommendations for ways in which Liberty might improve its operations and the service it offers to customers.

The Commission ordered Liberty to respond to Staff's report, which it did on December 29, 2022. Liberty accepts Staff's recommendations and indicates its willingness to comply with those recommendations. Staff has not replied to Liberty's response.

Staff's investigation revealed a number of concerning facts about Liberty's operation of the water and sewer systems it owns in this state. To its credit, Liberty has indicated its willingness to adopt and incorporate the recommendations offered by Staff. The Commission opened this file for the purpose of Staff's investigation, and that investigation is now complete. As a result, the Commission will close this file.

Liberty has committed to filing a new general rate case by December 31, 2023. The Commission expects Liberty to address its progress and future plans in implementing Staff's recommendations as part of its direct testimony in that case. Moreover, the Commission expects Staff to continue to monitor Liberty's water and sewer operations and anticipates that Staff will bring any continuing problems to the Commission as part of the general rate case.

If, for any reason, Liberty does not file a new general rate case by December 31, 2023, the Commission will direct it to file an update in this case explaining what it is doing to address the concerns identified in Staff's report.

**THE COMMISSION ORDERS THAT:**

1. The Commission accepts Staff's investigative report.
2. If Liberty files a new general rate case by December 31, 2023, it shall address its progress and future plans to implement Staff's recommendations as part of its direct testimony in that case.
2. If Liberty does not file a new general rate case by December 31, 2023, it shall file an update in this case addressing its progress and future plans to implement Staff's recommendations.

3. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

Morris L. Woodruff  
Secretary

Rupp, Chm., Coleman, Holsman, and  
Kolkmeier CC., concur.

Woodruff, Chief Regulatory Law Judge

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

**WITNESS my hand and seal of the Public Service Commission,  
at Jefferson City, Missouri, this 19<sup>th</sup> day of January, 2023.**



  
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**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**January 19, 2023**

**File/Case No. WO-2022-0253**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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