

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

In the Matter of the Application of Rate Increase            )  
Request for Liberty Utilities (Missouri Water), LLC        )  
d/b/a Liberty Utilities    )        **File No. WR-2018-0170**

**STAFF’S REPORT ON LOCAL PUBLIC HEARINGS**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and for its *Report on Local Public Hearing* in the above styled matter, hereby states:

1. On July 23, 2018 and July 25, 2018, local public hearings were held in Pineville, Branson, and Pacific, Missouri, wherein question-and-answer and on-the-record portions were conducted for the benefit of customers of Liberty Utilities (Missouri Water), LLC (Liberty).

2. Commission Rule 4 CSR 240-3.050(19) states that if a local public hearing is held, “the staff shall file a pleading no later than five (5) working days after the hearing indicating whether any material information not previously available was provided at the local public hearing and stating whether that information might result in changes to the utility/staff disposition agreement.”

3. Staff participated in the question and answer session conducted between the parties and customers who attended prior to the on-the-record local public hearing, remained for the duration of the on-the-record session, and remained available after the local public hearing for discussion with the customers.

4. Staff states that during the Pineville and Branson local public hearings, during both the question-and-answer and on-the-record portions, customers identified recent temporary service outages and customer communication issues. Based on its

audit and review, Staff was aware of prior service and customer communication issues Staff understood as resolved, (by the Partial Disposition Agreement) and certain action by Liberty to address earlier concerns. Since the local public hearings, Staff has propounded data requests to Liberty, and is following up with the Company to determine if further action is needed.

5. While the information presented at the local public hearing was new to Staff, the information does not change Staff's positions on any pre-filed testimony. But, as a result of the local public hearing, Staff may present testimony regarding the current customer complaints in surrebuttal testimony.

**WHEREFORE**, Staff submits this *Report on Local Public Hearings* for the Commission's information.

Respectfully submitted,

**/s/ Jacob T. Westen**

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### **CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was delivered to the parties and or their counsel of record by U.S. Postal Service postage prepaid, or by hand, or served electronically, on this 30<sup>th</sup> day of July, 2018.

**/s/ Jacob T. Westen**