



4. This order is effective when issued.

**BY THE COMMISSION**



*Nancy Dippell*

Nancy Dippell  
Secretary

Kenneth J. Seyer, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 18<sup>th</sup> day of September, 2023.

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

In the matter of the application of )  
Heather L Cline ) Case No. \_\_\_\_\_  
(Name of Applicant) )  
for change of electric supplier. )

APPLICATION FOR CHANGE OF ELECTRIC SERVICE PROVIDER

1. Applicant's address is: 1629 Highway 32 Bolivar, MO. 65613

2. The name of Applicant's current electric service provider is: \_\_\_\_\_

Liberty Utilities

3. Applicant requests the Missouri Public Service Commission to order a change of electric supplier to the address indicated above.

4. Applicant requested the Commission to order a change of electric supplier from Liberty Utilities (Current) to Southwest Electric Co-Op (Requested)

5. Applicant requests the Missouri Public Service Commission to order a change of electric provider for the following reasons.\* Liberty Utilities charges both kilowatt per hour and service fees beyond what is considered reasonable. We currently get charged a customer charge, usage charge (kilowatts used), energy efficiency program cost, energy efficiency invest cost, fuel charge and taxes. When comparing rates with our neighbors Southwest Electric statement at .100/kwh and calculating our rates with Liberty at .154/kwh would have been approximately \$130 less for one month. If Liberty Utilities is allowed to charge and set their own unreasonable pricing structure, customers should have a choice in their service provider. We live outside the city limits of Bolivar with most of our neighbors having Southwest Electric.

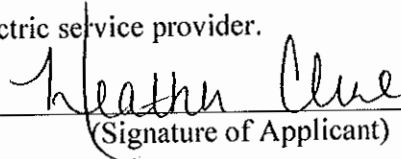
6. Applicant has taken the following steps in an attempt to work out electric service problems with the electric service provider: \_\_\_\_\_

I have spoken to Liberty Utilities customer service on several occasions in regards to my bills and they continually tell me that it is correct. I asked for a review of their meter to ensure it was working properly and they claim its our problem not theirs. They suggested that we turn our thermostat to 78 in the summer and 68 in the winter, which is unacceptable and not a comfortable degree for individuals to live in their home. Also suggested that I limit cooking in the summer to avoid heat in the home. Our house is only 6 years old and has spray foam insulation, high efficiency appliances and we have propane for our back-up heat in the winter, not electric heat strips.

WHEREFORE, Applicant requests the Missouri Public Service Commission to issue an Order which changes the current electric service provider.

09/12/2023

(Date)

  
(Signature of Applicant)

(417)327-5936

(Phone Number)

\*If reason for change is poor service, outages, low voltage, etc., applicant should submit a record of service problems covering at least 90 days, including dates and times of problems to the extent possible. Applicant should also attempt to determine reasons for any service problems. For instance, if electric service was out or you are experiencing blinking lights, you should contact the supplier of electric service to determine the problem, and include this information with the application. (If the reasons from the supplier was a storm, car hitting pole, trees in line, conductor fell down, or whatever the supplier states for the problem, this should be noted.)

STATE OF MISSOURI )  
 )  
COUNTY OF Polk ) ss.

**VERIFICATION**

Heather L. Cline, on oath, states that he/she has read the foregoing application and is familiar with its contents and the matters set forth therein are true to the best of his/her knowledge, information and belief.

*Heather Cline*  
(Signature of Applicant)

SWORN TO BEFORE ME, the undersigned Notary Public on this the 12 day of September ~~10~~ 2023

*Kayla Degraffenreid*  
Notary Public

My Commission Expires: January 31, 2025

KAYLA DEGRAFFENREID  
Notary Public - Notary Seal  
STATE OF MISSOURI  
Polk County  
My Commission Expires Jan. 31, 2025  
Commission #17782593

Clune  
1629 Hwy 32  
Bolivar, MO.  
65613

SPRINGFIELD MO 658

14 SEP 2023 22 2 L



Missouri Public Service Commission  
200 Madison St  
PO Box 360  
Jefferson City, MO

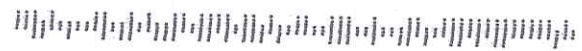
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MO PUBLIC SERVICE COMMISSION  
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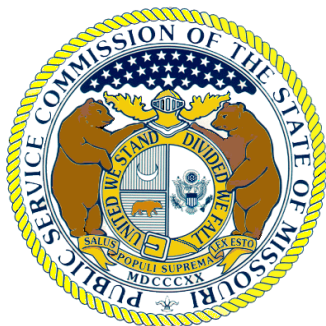


**STATE OF MISSOURI**

**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 18<sup>th</sup> day of September, 2023.**



*Nancy Dippell*  
\_\_\_\_\_  
**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**September 18, 2023**

**File/Case No. EO-2024-0098**

**MO PSC Staff**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel (OPC)**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opc@opc.mo.gov

**Heather L. Cline**

Heather Cline  
1629 Highway 32  
Bolivar, MO 65613

**Liberty Utilities (Central) Co.**

Legal Department  
2751 N. High Street  
Jackson, MO 63755

**Southwest Electric Cooperative**

Legal Department  
1023 S. Springfield  
P.O. Box 150  
Bolivar, MO 65613

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

*Sincerely,*



**Nancy Dippell  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.