

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

Lonnie Freeman  
(Your name here)

Complainant,

v.

Liberty Electric

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted address]

(Address of complainant)

[Redacted city, state, and zip code]

(City)

(State)

(Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

Public

3. Respondent's address is:

P.O. Box 127  
(Address of complainant)

Joplin Mo 64802  
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ [REDACTED]  
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

See attached sheet

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

See attached sheet


8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

Called multiple times to the Joplin office. Tried to discuss solutions.


10-26-2023  
Date

Lonnie Freeman  
Signature of Complainant

[Redacted]  
Complainant's Phone Number

Lonnie Freeman  
Complainant's Printed Full Name

[Redacted]  
Alternate Contact Number

[Redacted]  
Complainant's E-mail Address

*Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.*

Oct. 25, 2023

Ok, I am not good at composition but I will try this. I live in [REDACTED] Zip [REDACTED]. I am a Liberty Electric customer, and have been since they took over from Empire (which was a good company). Liberty, not so much so, at least not responsive, although reliability has been pretty good.

I have 2 complaints with this company. The first, this year, started with my bill. I am on the even pay plan, the plan is reevaluated in the month of June. Last year my bill was \$[REDACTED] per month. This June it jumped to \$[REDACTED] per month! I live by myself, my house is smaller than the next door neighbors, and his runs a little over \$[REDACTED] per month. I tried to get on line to find out how much electricity was actually being used, on Liberty's web site it was the next thing to impossible. They weren't even reliable about sending me a paper bill! About the only thing I could do on their web site was pay the bill! I finally gave up and called to try to get it straightened out. Using the number they had supplied, I called and got the Gas Company. They couldn't do anything but could transfer me to the right number (the representative said). I the transfer went unanswered for an hour so I hung up! I did some research and found a number for the Joplin office. I called them to see what was going on.

I got hold of a lady that was, initially, nice. She explained that when they recalculated my bill for this year I already owed almost \$[REDACTED] (last years underpayment)! Now, this can't be right. Last May I had a new, medium efficiency heat pump installed! I asked how much my true July usage was (this was early August). It was a couple of dollars over \$[REDACTED]. Mind you, this was July, and July and August are some of the highest bills of the year! And even based on that, the amount they had marked up would be almost 3 times more than if I owed \$[REDACTED] per month more than I was charged per month last year! \$[REDACTED] x 12 months equals \$[REDACTED]. And that don't count the March through June and the September and October months that I don't use much for heating and air conditioning!

So I asked for my meter to be checked to make sure it was accurate. The response: "Sure, no problem!" And arrangements were made for their representative to check my meter on August 14<sup>th</sup> (Monday) afternoon. I didn't see anyone come by, but next week the lady called me and said my meter had been checked and was within 1% of accurate. I shrugged it off as one of those things, then when I got to thinking about it I was home that whole week! I have cameras, and they seem to be pretty accurate. I can always look up an Amazon delivery and tell when the mail person goes by (one of the cameras shows the road, and I am off the beaten path so it lets me know when the mail comes, the neighbor goes to town, etc.) So I checked for the 14<sup>th</sup>. no electrical person. Next day... no electrical person. The rest of the week... Nope, nobody from Liberty electric nor any vehicle I didn't recognize, and nobody belonging to a business showing up at the door. I don't know whose meter was checked (or even if anyone's was) but IT SURE WASN'T MINE! So I called the Liberty lady at Joplin again and contested my meter being checked. She said they would have to charge me for checking the meter! I told her I WOULD NOT pay for them doing what they were supposed to do, and after some argument (she wasn't nearly as nice this time!) she agreed to send the guy out again. Arrangements were made for the following week, I believe it was on Tuesday. (I am getting a little fuzzy on dates here because life went crazy for me). It was around the last week of August or first week of September. Unfortunately, the day before the guy was supposed to show up I had to take a close friend to the ER and she was admitted to the hospital. So that Tuesday I could not be home. But the camera recorded him showing up at around 11:30 am, ringing the doorbell, standing there for 30 seconds or so, then walking back to his truck that he left parked in the street in front of the house and driving off. He showed up again at about 4:45 PM, did the same thing and left. He was clearly visible on the camera from the time he got out of his truck until he got back in, and he never went near the meter. DID I MENTION THAT THE METER IS ON

Public

THE SIDE OF THE HOUSE AND HE COULD HAVE CHECKED IT WITHOUT ME BEING THERE? And I haven't heard a word more, either from him coming back later in the week (he didn't), nor from any Liberty Electric representative!

So now, what do I want? I think my meter should be checked for accuracy BY AN INDEPENDENT TECHNICIAN, one not paid by Liberty Electric, and give me a certified result! And Liberty should be required to pay for it since they wouldn't do it themselves! Second, my bill should be researched and find out WHY my last years bill was supposedly so high after I had a new heat pump installed and it appeared to be working correctly all summer and winter long! I can understand the bill being higher for 2020 /2021, I think the old furnace in use at that time came over on Noah's ark, and those months were higher (\$■■■■ per month), which is why I got a new heat pump in May 2022.

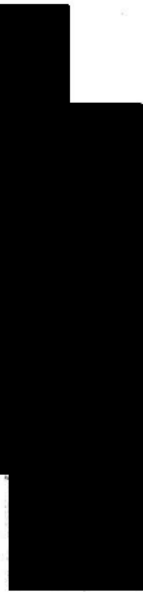
Please help me with this. Liberty Electric is incredibly hard to work with, they are unresponsive, and frustrating!

Thank you,  
Lonnie Freeman

Account #



Lonnie Freeman



RECEIVED

NOV 07 2023

MO PUBLIC SERVICE COMMISSION  
MAIL ROOM

Attn: Nancy Dippell



Missouri Public Service Commission  
Po Box 360  
200 Madison St. Mo 65102-0360  
Jefferson City

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