

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

In the Matter of an Investigation into the)	
Operation and Condition of Liberty)	Case Nos. WO-2022-0253
Utilities (Missouri Water) LLC)	and SO-2022-0254

RESPONSE TO COMMISSION ORDER

COMES NOW Liberty Utilities (Missouri Water) LLC (“Liberty” or the “Company”), and for its response to the *Order Accepting Staff’s Report and Directing Response* issued January 19, 2023, by the Missouri Public Service Commission (the “Commission”), Liberty respectfully states as follows:

1. On March 23, 2022, Staff’s Motion to Open an Investigatory Docket was filed, requesting that the Commission open an investigation into the operation and condition of the Company. On March 30, 2022, the Commission issued its *Order Opening an Investigation* granting Staff’s Motion, ordering a fact-finding investigation, and noting that the Commission would not take any action regarding Liberty within this investigation.

2. Following written discovery, a public meeting, and additional discussions between Staff and Company representatives, the Staff Report was filed herein on November 23, 2022, containing 22 recommended actions to be taken by Liberty. Liberty stated its general support for the recommendations contained in the Staff Report.

3. With its *Order Accepting Staff’s Report and Directing Response*, the Commission directed, in part, as follows:

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.

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.

4. Liberty filed its Notice of Intended Case Filing on September 26, 2023, initiating Commission Case Nos. WR-2024-0104 and SR-2024-0105 and noting its intent to file general rate cases for its Missouri water and wastewater operations in the coming months.

5. Liberty intends to make these rate case filings in the first quarter of 2024. Liberty has made significant progress implementing Staff's recommendations and looks forward to detailing this progress in the direct testimony supporting its upcoming rate case filings. In particular, the direct testimonies of Tony Penna, Vice President and General Manager of Central Region water and wastewater operations, and Hayley Sirmon, Central Region Director of Customer Experience, will address each Staff recommendation and Liberty's compliance therewith. Liberty discussed this rate case timing with the Staff of the Commission.

WHEREFORE, Liberty respectfully submits its Response to Commission Order. No action by the Commission is requested at this time.

Respectfully submitted,

/s/ Diana C. Carter

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CERTIFICATE OF SERVICE

I hereby certify that the above document was filed in EFIS on this 26th day of December, 2023, and sent by electronic transmission to the Staff of the Commission and the Office of the Public Counsel.

/s/ Diana C. Carter