

Liberty Utilities (Midstates Natural Gas) Corp.
d/b/a Liberty Utilities

FOR – All Areas

Name of Issuing Corporation

Community, Town or City

Low-Income Affordability Program

LOW-INCOME AFFORDABILITY PROGRAM

Description: This Low-Income Energy Affordability Program (the “Program”) is provided to eligible customers in the service territories of the Company under terms approved by the Commission in Case No. GR-2018-0013 [and modified in Case No. GR-2024-0106](#).

Agencies: The Program will be jointly administered by The Company and selected Community Action Agencies (“CAA”). Compensation to the CAA for these duties will be negotiated between the Company, Staff, Public Counsel and the CAA, but shall be no greater than 10% of Program Funds.

Eligibility: To be eligible for the Program, customers shall be required to register with a CAA serving the area of their residence, have a household income at or below ~~135% of the federal poverty level (FPL)~~ [the threshold for the Low-Income Home Energy Assistance Program \(LIHEAP\). This threshold is 60 percent of the State Median Income at the time of the filing of Case No. GR-2024-0106](#), apply with the CAA for any energy assistance funds for which they might be eligible, and review and agree to implement cost-free, self-help energy conservation measures identified by the CAA. The CAA may use household registration from other assistance programs to determine eligibility for the Program. The Company will also encourage the CAA to identify eligible participants who, because of their payment history or other factors, have a greater opportunity to succeed in the Program. No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

To remain eligible for the Program, a customer must remain current with all Company bills within two (2) billing cycles. Customers that default on payments to the Company for two (2) consecutive months will be removed from the Program and not be permitted to participate in the Program for twelve (12) months, except that a CAA may request that a defaulted customer experiencing a short-term, unanticipated financial hardship be re-enrolled in the Program on a one-time basis.

Funding: The Program shall be funded at a total annual level not to exceed \$36,300, which shall not be increased or decreased prior to the effective date of rates in the Company’s next general rate case proceeding. Upon termination of the Program, any unspent amounts shall be used to fund low-income weatherization or energy efficiency programs for the Company’s customers.

Provisions: Eligible customers will receive a monthly bill credit equal to the monthly customer charge. In the billing months of November through April, eligible customers ~~with household incomes ranging from 0% to 100% of the FPL~~ will [also](#) receive an additional bill credit of \$30. If a customer’s total bill is less than the credit amount, the credit shall not exceed the total bill amount, and any excess cannot be transferred to either another customer nor a future month.

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ISSUED BY: Charlotte Emery		Sr. Director, Rates and Regulatory Affairs		Joplin, Mo	
name of officer		title		address	
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ISSUED BY: Jill Schwartz		Senior Manager, Rates & Regulatory Affairs		Joplin, MO	
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