



MEDIA RELEASE

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Liberty files to adjust water and wastewater rates for Missouri customers

New rates allow Liberty to recover investments in critical infrastructure for safe, reliable service and to enhance the customer experience

JOPLIN, MISSOURI –On March 13, 2024, Liberty Utilities (Missouri Water) LLC (doing business as Liberty) submitted a request with the Missouri Public Service Commission (MPSC) to adjust water and wastewater rates for its Missouri customers. Liberty operates 25 water systems and nine wastewater systems in Missouri. For most of these systems, it has been six years or longer since rates have been updated. The rate update process can take up to 11 months as the MPSC and other stakeholders carefully review Liberty’s request. If approved, new rates are expected to go into effect in February 2025.

Between 2018 and April of 2024, Liberty has invested or plans to invest approximately \$19.5 million to improve and upgrade the water and wastewater systems serving communities throughout its Missouri service areas. If approved by regulators, the rate adjustment for Liberty’s investments will vary based on the water system. The average cost increase for Liberty residential water customer using 5,000 gallons of water per month would be approximately \$34 per month, with some water systems seeing a larger increase and some seeing a smaller increase. Liberty’s rate update request also includes changes to wastewater rates. These rate updates also vary based on the wastewater system. As part of its request, Liberty is proposing an alternative rate option for its wastewater customers that would help to minimize the bill impact for its smaller wastewater systems. This proposed rate update would increase the average residential wastewater customer’s costs an average of \$27 per month, with some wastewater systems seeing a smaller increase and some seeing a larger increase. However, specific rate impacts for each water and wastewater system can be found at <insert Liberty website landing page URL>.

“Safe and reliable water and wastewater services are essential to our customers,” said Tony Penna, Vice President and General Manager, Liberty Central Region - Water. “Over the last several years we have purchased several distressed water and wastewater systems in need of upgrades and improvements. We’ve made and continue to make the necessary investments to help us deliver these safe and vital resources to the communities we serve. We also continue to strive to improve our customers’ experience and meet customer expectations. Seeking a change to customer rates is not a decision we take lightly. These prudent and necessary investments will help us to better serve our customers now and into the future.”

Key investments to benefit customers included in the rate update request:

- Keeping service reliable and communities safe by replacing aging water mains and distribution pipes and installing hydrants for fire service;

- Improving reliability through the installation of backup generators at well sites and facilities to reduce service disruptions due to power outages;
- Speeding response to potential service disruptions through the installation of well-monitoring equipment for issues such as loss of pressure and chlorine residuals;
- Bolstering customer service through improved communication platforms that allow for email and text notifications and the installation of smart meters that automate meter reading; this means few to no estimated bills for customers;
- Adding capacity to improve reliability with a new well planned in the Taney County service area and by replacing storage tanks, installing high-service pump stations, and upgrading wastewater plants;
- Investments in cybersecurity and safeguarding vital infrastructure to protect service through security upgrades at our facilities.

As part of its request, Liberty seeks to consolidate rates and move from 15 individual water tariff rate areas and five individual wastewater tariff rate areas to two tariff rate areas for each modality (water and wastewater). This consolidation will benefit customers through more consistent rules across water and wastewater service areas, improving customer service and easing potential confusion. Consolidating rates also allows Liberty to spread the costs of critical investments in community water and wastewater systems across a larger base of customers, helping to support affordable access to safe, quality water for all Liberty Missouri water customers.

About Liberty

Part of Algonquin Power & Utilities Corp., Liberty is committed to providing safe and reliable natural gas, water, and electricity distribution and services to over one million customer connections. Liberty's utility operations are primarily located in the United States and Canada, as well as operating in Chile and Bermuda. With a customer-centric approach to management, Liberty seeks to provide a superior customer experience through local management of walk-in centers, conservation and energy efficiency initiatives, and programs for businesses and residential customers. We measure our performance in terms of service reliability, customer satisfaction, and public and workplace safety. Liberty's North American distribution operations include Arizona, Arkansas, California, Georgia, Illinois, Iowa, Kansas, Massachusetts, Missouri, New Hampshire, New York, Oklahoma and Texas in the United States, and New Brunswick in Canada.

For more information, please visit www.libertyenergyandwater.com.

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