

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

In the Matter of the Request of Liberty            )  
Utilities (Midstates Natural Gas) Corp.            )  
d/b/a Liberty to Implement a General Rate        )  
Increase for Natural Gas Service in the            )  
Missouri Service Areas of the Company            )

**File No. GR-2024-0106**

**ORDER SETTING TIME FOR RESPONSES TO LIBERTY’S REQUEST  
FOR AN ADDITIONAL LOCAL PUBLIC HEARING**

Issue Date: September 6, 2024

Effective Date: September 6, 2024

On September 6, 2024, Liberty Utilities (Midstates Natural Gas) d/b/a Liberty filed a request for an additional virtual local public hearing. The request is due to Liberty not providing notice of the previously scheduled local public hearings to all of its customers. Liberty stated that it sent notice to all paper-billed customers (approximately 73% of its customers), but did not send notice to 13,590 paperless billing customers. Liberty has approximately 52,711 customers in total.<sup>1</sup>

Liberty has three service areas, Northeast Missouri (NEMO), Western Missouri (WEMO), and Southeast Missouri (SEMO). The SEMO service area has three upcoming local public hearings scheduled for September 10 and 11, 2024. Liberty stated that on August 30, 2024, it emailed all SEMO service area customers for which it had an email address, which included all of the paperless billing customers in SEMO and thus provided adequate notice for its September 10 and 11 hearings.

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<sup>1</sup> Grafton Direct, Schedule MG-3.

After these corrective measures, Liberty acknowledged that an estimated 6,006 paperless billing customers in the NEMO and WEMO service areas did not receive any notification of Liberty's local public hearings. Therefore, Liberty proposed an additional virtual local public hearing to mitigate the error.

The Commission will set a time for responses to Liberty's request for an additional virtual local public hearing.

**THE COMMISSION ORDERS THAT:**

1. Responses to Liberty's request shall be filed no later than September 12, 2024; however, no party is required to respond.
2. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell  
Secretary

Charles Hatcher, Senior Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
On the 6<sup>th</sup> day of September, 2024

**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 6<sup>th</sup> day of September 2024.**



*Nancy Dippell*  
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**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**September 6, 2024**

**File/Case No. GR-2024-0106**

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**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.