



Liberty Utilities (Midstates Natural Gas) Corp. d.b.a. Liberty  
Case No. GR-2024-0106  
Office Public Counsel Data Request - 0010

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Request No. 0010

Witness/Respondent: Hayley Sirmon

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**REQUEST:**

Please provide a comprehensive list of the customer-facing services that Liberty Midstates was able to optimize because of its utilization of the customer first program.

- a. How many customers does Liberty Utilities Company (“LUCo”) and its subsidiaries have?
- b. How many customers of LUCo and its subsidiaries have utilized “My Account” overall?
- c. How many customers of LUCo and its subsidiaries have utilized “My Account” multiple times?
- d. How many customers of LUCo and its subsidiaries still regularly utilize “My Account”?

Please provide answers to OPC DR 10(1) through 10(4) both numerically and utilizing percentile data,

**RESPONSE:**

Liberty consolidated many high-volume customer services interfaces to be shared across all regulated companies through the Customer First project. For example, all of the companies now use a common bill print vendor (Kubra), a common payment processing vendors for both lockbox (FiServ) and online/phone payments (Kubra), and common email alerts and online account access (SEW My Account).

a-c. Please see [DR 0010 Attachment 1.xlsx](#).

d. Liberty does not track the category of “regularly utilize” but included frequent usage information in Attachment 1.

Region	Total Customers	Customers with MyAccount	% of total customers	Customers with Frequent Usage	% of total customers
LUAR	22,974	4,749	20.67%	4,117	17.92%
LUAZ	86,386	18,689	21.63%	15,697	18.17%
LUCA	101,828	27,652	27.16%	23,527	23.10%
LUGA	62,933	26,393	41.94%	23,390	37.17%
LUIA	4,093	847	20.69%	734	17.93%
LUIL	21,203	4,419	20.84%	3,833	18.08%
LUKS	8,471	2,201	25.98%	1,877	22.16%
LUMA	58,144	27,318	46.98%	24,707	42.49%
LUMO	285,664	68,732	24.06%	58,487	20.47%
LUNB	12,377	6,652	53.74%	6,202	50.11%
LUNH	145,417	76,234	52.42%	68,880	47.37%
LUNY	143,526	55,778	38.86%	49,128	34.23%
LUOK	4,047	1,099	27.16%	971	23.99%
LUTX	9,445	1,542	16.33%	1,264	13.38%
Total	966,508	322,305	33.35%	282,814	29.26%

Includes all MO Utilities (Electric, Gas, Water and Wastewater)