

Linked Consumer Comments

WR-2024-0104

Consumer Comment No.	Date Filed	Consumer Comments
P202400386	3/22/2024 8:23 AM	I feel that to more than double the water rates, especially for those of us on fixed income, would provide a severe hardship for many customers
P202400388	3/29/2024 10:19 AM	the increase they are requesting is way out of customers on a fixed income budget. it is insane-a water increase of 142.5 % and sewer 11%
P202400392	3/29/2024 11:36 AM	"I am retired on a fixed income and increasing the water rate that much would be a hardship on me. I just hope that they do not raise it that much."
P202400393	3/29/2024 2:02 PM	Liberty SHOULD NOT be able to raise the rates as much as they are asking to do! They want Polk County residents paying the HIGHEST rates for water in the ENTIRE COUNTRY - regardless of the water management company! This is INSANE! While people living the the rural areas of Polk county most likely have wells that supply their water; Those of us that live in town have no other option except to have Liberty for water, sewer, and waste water. They practically have a monopoly in Bolivar as it is. Water is ABSOLUTELY VITAL TO HUMAN LIFE! Giving Liberty the chance to increase the rate 120+% is going to be SEVERLY DETRIMENTAL to this community! DO NOT LET THIS HAPPEN!!!!!!!!!!!!!!
P202400396	3/29/2024 3:10 PM	"People who live on fixed incomes and SSI only will not be able to afford that much of an increase. That much of an increase is ridiculous."
P202400397	3/29/2024 3:49 PM	This rate is insane. It will literally push people out of bolivar. Liberty is already charging an astronomical amount of money for water and wastewater. This increase will make our water payments near the same amount that the people of California pay. The people of Bolivar barely are making ends meet due to the astronomical prices of rent and utilities (by liberty). This will greatly impact many people in town to where they can not afford to pay this or live here.
P202400399	3/29/2024 5:12 PM	The increase proposed is outrageous! 142% is not a modest increase. When we voted to sell the water department to Liberty we were told the biggest increase would be less than 20%. Bolivar cannot sustain this increase. Please reconsider.
P202400400	3/30/2024 1:45 AM	Having lived in many places in the USA Bolivar, MO already has extremely high water prices since the water was sold by the city. A 111% increase is absurd and has no business standing or consumer understanding. It is an agnostic business decision that is for shareholders greed and nothing more. In an economically depressed area of the country to incur cost like this on residents is tantamount to torture. Many will go without water because of the inability to pay for even the waste water fee or minimums. The social helps are already tapped out in the city and would not be able to make up this difference. This is an absurd rate hike that should be stop by any means.
P202400401	3/30/2024 7:26 AM	Liberty Utilities should not be allowed to raise rates of water further. Their takeover of water and sewer services from the City of Bolivar was full of bad decisions and mistakes. I received bills from Liberty after 1 year of water/sewer service with them, showing I had used multiple millions of gallons of water per month. It took over three months to resolve. The excuse I was given was their billing and meters were not compatible and were reading my residence incorrectly. I still have documentation regarding these bills. I have been unable to use their online services to check water/sewer usage or pay my bill since they took over water/sewer services. Meters are rarely read and usage is commonly estimated, resulting in inaccurate billing.
P202400404	3/30/2024 8:11 AM	This is ridiculous, please put a stop to it.
P202400405	3/30/2024 10:54 AM	Almost everyone I've ever heard talk about Liberty Utilities can't afford their current bills. This increase is going to result in a disgusting amount of families losing water service because they can't afford it.

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P202400406	3/30/2024 11:00 AM	When the citizens of Bolivar voted to sell our water and sewer system to Liberty, it was with the understanding that rate increases under their management would be less than what the city projected, should it keep ownership, i.e., under 38% over 18 years. Instead, Liberty now proposes an increase of 142.5%, after only 4 years of management. As far as I can see, this constitutes gross misrepresentation on Liberty's part, and is completely unconscionable. Many residents of Bolivar are on fixed incomes, and absolutely cannot afford this type of drastic rate increase. I ask the commission to reject this request for a rate increase, and any future requests that are outside of the representations made by Liberty to Bolivar residents.
P202400408	3/30/2024 2:49 PM	They are taking advantage of the fact that they are our only option for water services. The increase they are wanting is outrageous.
P202400409	3/30/2024 2:50 PM	This rate increase appears high compared to what was promised when water services were sold to Liberty. It seems this should be addressed. These rate increases seem unaffordable for many. Could these rate changes be reconsidered? Thanks for your time and consideration!
P202400412	3/30/2024 6:41 PM	This increase is far too much and will create an unnecessary burden on every business and individual in Bolivar. An increase in rates is expected but 140 percent is unexpected, unfair and unnecessary. At the time the water and sewer sale the water system was in great shape and required zero improvements. No new improvements or upgrades have been made to the system to date and none are planned that could justify this large of an increase in rates. Using the Bolivar rate payers as cash funnels to improve the systems of other systems across the state is wrong and unfair to its citizens. This large of an increase will discourage economic growth and encourage residents to strongly consider moving to other communities with lower utility costs.
P202400413	3/30/2024 9:01 PM	I'm a Liberty (business) customer and currently work at a poverty alleviation nonprofit that helps many people in Polk County on Liberty Utilities. We often see outrageous utility bills our clients have to pay between Liberty water and Liberty electric. For some residents, about 15-20% of their monthly income some months goes to just utilities without rent. Since experts say paying more than 30% of your income on rent and utilities is "unaffordable," Liberty's rates are causing other problems that nonprofits must deal with. I've lived in other states where there's actually competition in utility markets and the monopolies in Missouri sicken me. It's your job to protect our residents by saying no to this rate hike.
P202400415	3/31/2024 8:30 AM	These rate hikes are a big hardship for my family and neighbors. Last month my total liberty bill was tripled. There are only 2 in-house. \$710.36.
P202400416	3/31/2024 8:44 PM	I am contesting the ridiculous request made by Liberty to increase their water rates by 130.37% This will make the water rates in our County one of the highest (if not the highest) in the nation. The service that we currently receive from Liberty in both Water / Sewer Services does not warrant a rate increase this drastic. Our Water / Sewer Services were sold to Liberty by a vote of the City Citizens appx. 2 years ago. I voted against the acquisition, as I had done research and other areas that had Liberty Services had multiple issues with poor quality service, and rates that were continually raised. Our county has many low income citizens and fixed income citizens for whom this increase will make a significant negative outcome.
P202400418	4/1/2024 5:29 AM	The water rates (and sewage) for the city of Bolivar are already too high! Many low income families can not afford the present rates. 20% of the residents in Bolivar are below the poverty level. Please deny Liberty Utilities thier requested increases.
P202400419	4/1/2024 7:19 AM	Please accept this email as my protest to the proposed rate increase by Liberty Utilities. I believe it to be too drastic of increase for the people of Bolívar. Many are retired on a fixed income, young students on a limited income as well as young families living from check to check. I think more Bolivar public comment is warranted. The information shared on 2020 by Tracy Salgle (former Bolívar City Administrator), now an employee of Liberty Utilities and the current rate increase request is a quite different.
P202400421	4/1/2024 7:36 AM	I am against the water rate increase proposed by Liberty Utilities. We have too much inflation right now, and it's too hard for people to make ends meet as it is. We do not need to raise the rates from Liberty Utilities. They're high enough already.
P202400422	4/1/2024 7:40 AM	The proposed rate increase for water and sewer rate increases seems unreasonable to us. An increase was expected but was more in the less than 38% range over the next 18 years if the city maintained these utilities. The 142.5% increase is unreasonable and not in line with what was stated when the city sold the utilities to Liberty.

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P202400423	4/1/2024 7:45 AM	We learned this week that Liberty Utilities is asking to increase water rates in Bolivar by 142.5%. We feel that this requested increase is excessive and unfair to their consumers in Bolivar. In 2020, when Liberty was in talks with Bolivar officials to purchase their utilities, Mike Beatty of Liberty Utilities assured city officials they knew that costs for improvements to the city's sewer systems were estimated in the range of \$6 million. Tracy Slagle, who was Bolivar's City Administrator in 2020, stated that if the city continued to operate their own utilities, rates would increase by 38% over the next 18 years. (see attached PDF)
P202400424	4/1/2024 7:50 AM	I am emailing in regard to the potential for water/sewer increases. I would like to share my concern as I am a ministry leader with the underhoused and underprivileged within our community, as well as a parent and employer of an entry level workforce. With rent and tax increases it is becoming seemingly hard for individuals to be able to afford to live in our community as it is. With an increase that high, it would be even more hard for the community to be able to work through all the other hardships that are already present. I am asking for the company to choose to not raise the rates to the projected percentage, as this would be harming to the community and the people that work so very hard to make it in their every day lives.
P202400425	4/1/2024 7:54 AM	I am requesting the rate increase Liberty Utilities is proposing be denied. My husband is a disabled veteran and I work at an area hospital. When we bought our house we were on a shared well through a HOA. The owners sold the well and sewer system to the City of Bolivar then soon the city sold it to Liberty Utilities. We live outside the city limits so we don't even have an option to vote on any of the decisions made. If this would have been a factor when we bought the property, we definitely would never have bought it. There is no way we will be able to afford this rate. It's just my husband and me and our water bill is already \$70-\$90 a month which is ridiculous anyway. Please take this into consideration when you decide on the rate case.
P202400426	4/1/2024 8:02 AM	Liberty Utilities is robbing our community and bankrupting our citizens. We have a large percentage of our population in lower income along with many seniors living on fixed incomes. Liberty has made it more expensive to live in Bolivar than the many surrounding communities not on Liberty - it is cheaper to live in larger cities. (See attached PDFs)
P202400427	4/1/2024 8:08 AM	It has been brought to my attention by my local newspaper in Bolivar Missouri that our water/sewer rates are going to be increased substantially. It was to my knowledge that back in March of 2020 when this was approved that such increases were not supposed to be this severe. How can Liberty Utilities do this to the citizens of the city and county that I live in. The individuals that were the board of alderman and council that were in position in Polk County are now employees at Liberty Utilities. How can this happen? Please think this over and think about what your company is doing to the citizens as many people will not be able to afford this type of increase that have families with small children.
P202400428	4/1/2024 8:10 AM	The 130-104% increase is absurd and ridiculous. It is very disingenuous to the residents of Bolivar and across the state. They are using our utility increase for profit. see also complaint # C1202401070
P202400429	4/1/2024 8:12 AM	It has come to my attention that Liberty is seeking multiple increases in their rates. In a time when everyone is already feeling the weight of inflation this seems like a clear time for your organization to staunchly oppose this. (see attached PDF)
P202400430	4/1/2024 8:14 AM	I am literally begging you, please do not let this proposed increase by Liberty Utilities happen.
P202400431	4/1/2024 8:16 AM	140% increase is crazy. If Bolivar had held the right to the utility the rates wouldn't go up this much. This is corporate malfeasance. It is not fair to the community, especially in the times we are in now. Everything is increasing drastically. They are taking advantage of the residents.
P202400432	4/1/2024 8:17 AM	It was brought to my attention today that Liberty has requested a 130% price increase in water rates for the city of Bolivar. I find it suspect that the person that was the city administrator at the time that it was arranged for Liberty to take over the city water services now works for Liberty. It was also stated at that time that going with Liberty for water services would be the way to keep water rates lower and not have an increase. (See attached PDF)

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P202400433	4/1/2024 8:19 AM	Please accept this email as my protest to the proposed rate increase by Liberty Utilities. I believe it to be too drastic of increase for the people of Bolívar. Many are retired on a fixed income, young students on a limited income as well as young families living from check to check. I think more Bolivar public comment is warranted. The information shared on 2020 by Tracy Salgle (former Bolívar City Administrator), now an employee of Liberty Utilities and the current rate increase request is quite different.
P202400434	4/1/2024 8:19 AM	The 140% increase is outlandish, not a just increasement. I encourage the denial of this increase. It will have a negative impact and drastic increase on people's finances.
P202400435	4/1/2024 8:23 AM	I am against the Liberty increase. There is too much inflation already. Senior citizens and others will not be able to make these payments.
P202400437	4/1/2024 8:30 AM	I am shocked by the possibility of a 137% increase in our water bill that Liberty Utilities is requesting. My husband and I happen to live in Karlin Acres, a subdivision located just south of Bolivar, MO. When we purchased our house, the developer had its own water and sewer system, Southtown Utilities. Without any input from the residents of our area, it was sold to Bolivar City Utilities. Then shortly after, Bolivar had voters decide whether to sell the water and sewer system to Liberty Utilities. They were promised lower rate increases. Since we are not residents of Bolivar, we had no say in this matter. Now we are stuck with already high water rates set to double in the next year. See attached for full comments
P202400438	4/1/2024 8:33 AM	I am writing concerning the increase in the water rates for Bolivar. This increase is absolutely wrong. This is nothing right in this at all. It is bad enough for the people struggling to feed their families, but think about the elderly that are on a very limited income. What can be done on this matter? Please feel free to contact me if needed. Thank you for your time. Robin Sawyer
P202400439	4/1/2024 8:35 AM	Please moderate this increase. Fixed income, if this rate increase happens we will be in serious financial trouble. Without this increase our bill was almost \$800 and we supplement heat with a wood stove that we keep going 24/7. This is just not fair.
P202400440	4/1/2024 8:37 AM	Liberty utilities does not need more of our money. They've taken over the entire market, thanks bolivar, and now they're price gouging like their lives depend on it. NOT ONE CITIZEN MAKES ENOUGH MONEY TO LIVE let alone pay more to some rich monopoly company. DO NOT INCREASE OUR RATES WE ARE ALL IMPOVERISHED AND BARELY MAKING IT AS IS.
P202400441	4/1/2024 8:39 AM	I am a senior citizen living in Bolivar MO. I simply cannot afford a142% Liberty increase in water as proposed for Bolivar. It will mean that I will have to do without either medicines or groceries. Please do not approve! Thank you.
P202400442	4/1/2024 8:42 AM	AS A CUSTOMER LIVING IN BOLIVAR, MO. AND WHO IS PROVIDED WATER AND SEWER AND ELECTRICAL SERVICE BY LIBERTY UTILITIES [FORMERLY EMPIRE DISTRICT ELECTRIC OF JOPLIN,MO.] I HAVE SOME RESERVATIONS REGARDING THE SEVERE PROPOSED RATE HIKES. 1. WHY HAVE CUSTOMERS NOT BEEN DIRECTLY CONTACTED ABOUT THESE SEVERE RATE INCREASES? 2. WHY ARE SUCH SEVERE RATE INCREASES NECESSARY? 3. HOW CAN WE MODERATE SUCH INCREASES? 4. WHAT ARE OUR CHOICES FOR OTHER PROVIDERS OF THESE NECESSARY AND LIFE-GIVING SERVICES?
P202400443	4/1/2024 8:44 AM	Liberty Utilities is one of the worst decisions the city of Bolivar has ever made. Their rates for electricity are already ridiculous for low income families and seniors on fixed incomes. Do NOT allow them to increase the water rates for our city to one of the highest in the continental United States. This increase will put a stop to the growth of our city! We cannot afford this increase, and it can be stopped! They have a monopoly on the utilities and their profit gouging must be stopped! I am against this rate increase by Liberty Utilities for my city of Bolivar, MO.
P202400444	4/1/2024 8:48 AM	We learned this week that Liberty Utilities is asking to increase water rates in Bolivar, Missouri by 142.5%. We feel that this requested increase is excessive and unfair to their consumers in Bolivar. Please see attached for full comments.
P202400445	4/1/2024 8:52 AM	To whom this may concern, I am emailing in regard to the potential for water/sewer increases set to increase. I would like to share my concern as I am a ministry leader with the underhoused and underprivileged within our community, as well as a parent and employer of an entry level workforce. Please see attached for full comments.
P202400446	4/1/2024 8:53 AM	Liberty's proposed rate increases are much higher than the state average and would be detrimental to the communities it serves. Their rate increases should be blocked. A 130% increase is ridiculous, especially over a year's time.

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P202400447	4/1/2024 8:53 AM	Water is not something we can shop for a different supplier. You can't live without it but at the increased rate I might have to drill a well. The rate is bad enough now for us that are on a fixed income. I didn't think it was a good idea to let them take over from the city and this is exactly why. Don't increase our rates please.
P202400448	4/1/2024 8:56 AM	I would like it know that I would NOT like Liberty Utilities to be allowed to increase their water and sewer rates per: Case Nos. WR-2024-0104 & SR-2024-0105 I feel like Liberty has increased the utility rates considerably in the past few years, water and sewage among them. It gets to a point where the cost of such basic utilities becomes high enough that it is challenging for members of our community to be able to afford these increases.
P202400449	4/1/2024 9:00 AM	It has come to my attention that Liberty is seeking multiple increases in their rates. In a time when everyone is already feeling the weight of inflation this seems like a clear time for your organization to staunchly oppose this. Please see attached for full comments.
P202400450	4/1/2024 9:09 AM	I am literally begging you to please not let this proposed rate increase by Liberty Utilities happen.
P202400451	4/1/2024 9:12 AM	This increase is outrageous! rates are already high enough. This is too much. I am not very happy and I which we had a choice of utility provider. I am a very dissappointed customer.
P202400452	4/1/2024 9:27 AM	I am 86 years old can afford this increase this the expenses I already have.
P202400453	4/1/2024 9:30 AM	What can I do to voice my opposition to this increase? I already can't afford the electric costs, and have a payment plan I can't afford to keep without borrowing money from family members. This seems like it is ridiculously expensive rates for services that aren't anything greater than basic, bare minimum service. I still have to pay for water filters to make the water even drinkable! Don't let me even get started on the added fluoride that is poisonous... Please let me know what my family can do to fight against this atrocity.
P202400454	4/1/2024 9:36 AM	This increase is totally unfair. I am on a fixed income and can't afford this. When Liberty took over they said they weren't going to do this. They were totally misleading.
P202400455	4/1/2024 9:37 AM	This increase is terrible! I don't know how anyone can afford this.
P202400456	4/1/2024 9:40 AM	I am concerned about this increase. I have lived in Bolivar for many years. Everything is going up don't know how a person will afford all this. Why do they need this much of an increase? How do they expect people to pay it? I am worried. I have several friends that don't have the extra funds in they budget to pay an increase this big.
P202400457	4/1/2024 9:43 AM	According to Liberty's fact sheet, the combined water/sewer rate bill increase would be over \$55 per month, making basic services unaffordable for many families in Bolivar. Census.gov lists the poverty rate in Bolivar around 20%, while the state is around 13%. \$55/month may not seem like much to some, but that is the difference between eviction or feeding their children for many families in Bolivar. The requested increase would make basic services that people need to survive (water/sewer) unaffordable. Water access should never be unobtainable for anyone. Please do not allow Liberty to increase rates and put families in debt or on the streets for water access.
P202400458	4/1/2024 9:49 AM	Insane rate hikes planned, this is unacceptable. This is a monopoly as there are no alternative options to their services.
P202400459	4/1/2024 9:51 AM	Insane rate hikes planned, this is unacceptable. This is a monopoly as there are no alternative options to their services.
P202400461	4/1/2024 10:17 AM	It appears that the rate increases are linked to revenue shortfalls within Liberty. Bolivar residents were assured by the then-city admin and now-Liberty employee that Liberty was the best option for our city because of the costs needed to upgrade the system. We now know that to be false, as the proposed rates are higher than the estimates provided from staying with the city. The failure to correctly calculate costs needed to upgrade the system should not have to be assumed by consumers when we rely on professionals whose job it is to determine these costs. Liberty should be required to make changes internally to cut costs, just like other companies in a similar position. Instead, they hired MORE leadership roles for this area.
P202400462	4/1/2024 10:21 AM	I protest Liberty's increase. It will be way over the state and even national average. It will make it hard for people to pay their other bills like their mortgages.

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P202400463	4/1/2024 11:35 AM	I oppose the 131% increase in water rates. In this time of inflation on everyone the increase is ridiculous. I could understand if it went up the same as inflation rate. Too many of us are living on a fixed budget and this will greatly affect us. I also feel we were deceived when this company took over saying the increase would be no more than 19%. If this gets through, we may have to leave the great state of MO.
P202400464	4/1/2024 11:40 AM	"It is outrageous to raise it that much after only owning the company for 2 years. Too many of us are on fixed incomes and cannot afford that much of an increase."
P202400465	4/1/2024 11:44 AM	I would like to protest the outrageous increase that Liberty is requesting. There are a lot of retirees in this community and people on fixed incomes can't afford this increase.
P202400466	4/1/2024 11:46 AM	Liberty utility company is considering raising their rates to an absurd amount. The company already charges a high amount and is commonly discussed upon community forums. Community members have trouble paying their bill as is.. with the poverty rate at 20%, we cannot afford more. Please help stop this!
P202400467	4/1/2024 11:49 AM	I would like to say that while I am not surprised by Liberty's request for more money. An increase of almost 150% is really an insult to everybody's intelligence. Most of us are struggling to meet our bills as it is. I would suggest that if they can't meet their budget this is not the answer. I totally oppose this request and would ask that you please take into consideration that most of us will find this a hardship to pay as we do not receive a 150% increase in our income...Thank you
P202400468	4/1/2024 11:52 AM	Proposed utility rate hikes by Liberty Utilities in Polk County Missouri are insane: Please see attached for comments.
P202400469	4/1/2024 11:55 AM	As a home owner in Bolivar, MO I want to voice my concern about the proposed rate increase for Liberty Utilities. Their electricity is already bad enough. Our previous months Liberty Bill was \$586. We have lived in a home twice the size and it was NEVER that high. My major concern is for those (elderly) who are on fixed incomes. They will have to choose between food (and other necessities) and water along with electricity. That is completely unacceptable. Something must be done.
P202400470	4/1/2024 11:57 AM	Do not do the proposed rate Increase by Liberty Utilities to Bolivar residents. We here in Bolivar are already paying way to much compared to other Missouri locations. I totally 100 percent do not this!!! That much they are proposing is ridiculous and just being greedy. Please deny them their request
P202400471	4/1/2024 12:01 PM	I am concerned about the price increase that Liberty utilities have announced for my water usage and sewer services. 145% increase is outrageous. As you know, most people live pay check to pay check. This increase is way too high. I understand that they need to do work on the facility but they knew this when they purchased it from Bolivar Mo. We was promised no increase when the sell took place from our city leaders. A year later, 145%!!! Liberty is the highest charging company for electric services already. They can figure out how to upgrade their purchase without charging the customers. I say NO WAY to a 145% price increase.
P202400472	4/1/2024 12:06 PM	As owners of HiveMind Beverage LLC in Bolivar, MO, we oppose the astronomical rate hike for water and sewer proposed by Liberty. Please see attached for full comments.
P202400473	4/1/2024 12:07 PM	In 2020 Liberty Vice President of NG and Water Ops told the Bolivar Citizens the rate increase would be "Range of 8.22 to 9.52 per month for the user" Based on these statements the citizens voted to approve the sale. Now Liberty is doing a bate and switch and completely going against their word that was sold. In any other context this is illegal. The water system, when sold by the City of Bolivar was profitable. Now Liberty, without doing any local improvements is asking for this unlawful raise, before they do anything. I would encourage the commission to look at actual costs for this increase. Let liberty recoup costs AFTER upgrades are completed, not before. Don't make Bolivar water the highest in the state. This is truly hurting everyone
P202400474	4/1/2024 12:08 PM	I am a resident of Bolivar, MO and am extremely concerned about the new proposed utility rate increase. This is an excessive increase and will cause strain on myself and the citizens of this town. I vehemently oppose this rate increase and would like to know how else I can dispute this.
P202400475	4/1/2024 12:40 PM	Bolivar is at 7% below the poverty rate per the state. The homeless rate is at 100 and projected to be 300-400 by the end of the year. People are barely hanging on and on the verge of homelessness. Bolivar couldn't maintain the water/sewer treatment plant and sold to Liberty. Now its a monopoly. This is a major catastrophe. People having to chose, "do I pay my rent or do I eat?" There are a lot of elderly on fixed incomes too. I think a lot of this is greed. It is outrageous and I hope it does not pass.

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P202400476	4/1/2024 1:24 PM	Sherry is on a fixed income and already struggles with her bills. She strongly opposes any increase Liberty is requesting and cannot afford the amount of increase Liberty is requesting. She would like the PSC to deny the increase.
P202400477	4/1/2024 1:55 PM	Liberty utility company is considering raising their rates to an absurd amount. The company already charges a high amount and is commonly discussed upon community forums. Community members have trouble paying their bill as is.. with the poverty rate at 20%, we cannot afford more. Please help stop this!
P202400478	4/1/2024 1:59 PM	Liberty Utilities is asking to raise the water rates by approx. 142%, which is astronomical and puts our rates nowhere near feasible for many in this area. They already have raised the electric rates and families have to choose between electric and food or medicines. They have a monopoly and know it. If we had competitors in this area, they would have already been out of business. They are just getting ridiculous and greedy. We cannot afford the proposed rate increases in this town. Please consider what this is doing to our town. Many are leaving thanks to the price of utilities, or going without, especially those that are on strict incomes, like our elderly and disabled community.
P202400479	4/1/2024 2:04 PM	As owners of HiveMind Beverage LLC in Bolivar, MO, we oppose the astronomical rate hike for water and sewer proposed by Liberty. HiveMind Beverage LLC is a beverage co-packing company that cans our own private branded beverages, but also co-packs beverages for other companies throughout the US. Our current co-packing customers come from more than a dozen states. Our only hope is for the OPC and PSC to stand up for the citizens and business of Bolivar and not grant such egregious rate height requests. (see attached PDF)
P202400481	4/1/2024 2:41 PM	I absolutely oppose any sort of rate increase from Liberty Utilities! We are already paying much more than was promised when "the big switch," was forced through. My wife and I are both retired, and such an increase would be catastrophic.
P202400482	4/1/2024 2:45 PM	I don't believe that raising common need water resources is a good idea at all, because studies and common sense show its a necessity, and shows a negative side to our resource providers! Bolivar has the highest poverty rate in the country, and raising that price along with every other resource is only useful when your trying to shrink a town. Raising this price will cause more hardship, and is not helpful, we need local resource providers obviously, Liberty Utilities is out of touch with ethical reality! This is something Canada does to its people not Missouri! PLEASE DON'T APPROVE THIS INCREASE!
P202400483	4/1/2024 2:49 PM	I run a local Facebook group for Bolivar, mo with almost 10,000 members and Liberty Utilites has become a regular topic among the citizens of Bolivar. Please see attached for full comments.
P202400484	4/1/2024 2:52 PM	As a new resident of Bolivar with Liberty Utilities, my family and I are outraged at the cost of utilities here. We are extremely OPPOSED to the proposal of the increase to water/sewer standing currently. This is a very hard time on families with the current state of our economy and this will only hurt Liberty families even more. Nobody will be able to afford the increase with already county high utility bills. This is outrageous and needs DROPPED! For Bolivars slogan to say "Where Liberty flows" it sure is flowing and with all the residents downhill to drown with it.
P202400485	4/1/2024 2:54 PM	I oppose to the water increase by Liberty Utilities. It is unfair to us here in Bolivar, Mo. we are not a huge, big city. We are a little town with people who work for their money and we should NOT have to pay electric and water bills that are over half of our mortgage payment.
P202400486	4/1/2024 2:56 PM	I am emailing in regards to liberty posed 142% increase . This is outrageous and the bolivar community can withstand that type of increase . I was on the city board of alderman when we discussed and voted to sell and place on the ballot in which it was approved. In our discussion never mentioned was an increase to this point the one they kept saying was 6% per year and to recover cost it wouldn't be more than 18% I believe this is more than 18% . I encouraged you to deny this increase and what was to good to be true . I be happy for future conversations.
P202400487	4/1/2024 3:02 PM	I am 76years old and live by myself in a small 2 bedroom home that I rent. My utilities have been 480 -500 a month and being on a fixed income is hard to manage. We conserve and do our best to manage the bills, but they are too high. Everyone in Bolivar expresses the same sentiment. We can't afford the bills as they are. We express this to Liberty and the employees don't care or can't explain. Sometimes it's even hard to get through to a person. The automated system also doesn't recognize the number pushed in but you can see on your phone that it was pressed correctly. We feel that we don't have anyway to express changes.

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P202400488	4/1/2024 3:05 PM	I live in bolivar and oppose the water increase that liberty is wanting to do
P202400489	4/1/2024 3:07 PM	If this rate skyrockets it's going to kill us. As a family of 5 we can't afford this rate increase.
P202400490	4/1/2024 3:09 PM	we have strong opposition to the proposed rate hike Proposed by liberty utilities for Bolivar Missouri. Personally we are retired couple and like many of our fellow Bolivarians living on Social Security Furthermore we have many young couples with families and with the rate of inflation and rising grocery prices gas it's already hitting us. Any rate increase will be a hardship however 176% rate increase is ridiculous and so we totally oppose this / any rate increase!!!
P202400491	4/1/2024 3:17 PM	I am definitely opposed to the proposed increase for the Bolivar area. As a land owner/landlord it is hard enough on my tenants to afford as it is. THE BUY OUT WAS INTENDED TO HELP NOT HENDER
P202400492	4/1/2024 3:20 PM	Over the last 3 years of being with Liberty, our bills went from \$120 a month to \$400 a month and that's with a propane tank to help with heat during the winter months, and keeping the windows open as much as possible yo help during warmer months. I can't imagine what our bill will be when we move to a home that doesn't have propane to help. We are a family of 4, with a 2 year old and 8 month old, times are hard enough without Liberty Utilities costing so much per month. We have no option in our location to switch to a different company.
P202400493	4/1/2024 3:20 PM	Please consider this my opposition to this ridiculous increase in our water and sewer fees. Liberty has done nothing but overcharge us the last several years since they took over. When they replaced all our meters for electric our utility bill went up over \$600 in ONE month, and they said it was definitely not to compensate for the new meters. Ever since those meters have been in place we have never had the bills we previously had and have paid ridiculous fees for electricity since. They have done nothing but overcharge us for electricity these last several years and by doing this ridiculous increase with the water and sewer they will just continue to overcharge us and will end up hurting this town, especially people on fixed incomes.
P202400494	4/1/2024 3:22 PM	I oppose any increase in water costs. We are barely able to pay their excessive electric and they are our only option. This is not good for everyone on a fixed income. Inflation is killing us and barely surviving with food, gas, insurance and other stuff overly inflated. Please do not increase prices in an already inflated world.
P202400495	4/1/2024 3:22 PM	I am writing about the proposed water rate increase going up over 140%. This is not an acceptable number. I understand things have gone up but to go up this much will cause people to not be able to afford basic utilities such as water and sewer. This will also hurt home values due to people not wanting to live in Bolivar. If you would, please do not approve this rate hike. It is not reasonable.
P202400496	4/1/2024 3:25 PM	Please consider this my opposition to this ridiculous increase in our water and sewer fees. Please see attached for full comments.
P202400497	4/1/2024 3:27 PM	I live in Bolivar Mo.for decades..I cannot afford the increase they proposed.the elderly cannot afford these rates..This is a small town.Seniors can't get by,disabled can't get,blue collar workers scraping by. Liberty shouldn't hurt people like this. We need HELP to stop this increase.Dont make us suffer
P202400498	4/1/2024 3:29 PM	The proposed increase from Liberty Utilities to water service in Bolivar is outlandish and will have negative consequences on the entire community. Individual households, especially those on fixed incomes, will not be able to sustain this increase. For our family, it will mean less income to support the local economy. Please see attached for full comments.
P202400499	4/1/2024 3:36 PM	Recently an article was posted about Liberty submitting an increase to the Mo Public Service Commission in our local newspaper. If approved it would be an increase of 130.37% That would double what I already pay. We can not afford this and most of the people in my town can not. I don't even have the words to express what to do. Second job here I come , less time at home less water used right lol
P202400500	4/1/2024 3:41 PM	I am writing to issue my objection and complaint to the proposed Liberty utility proposed increase relating to the Bolivar Missouri area. I think the proposed change far outpaces any adjustments for inflation. The current economic conditions do not justify further lining a private entities pockets on the backs of hardworking Missourians. Please reject the proposed change.
P202400501	4/1/2024 3:43 PM	I am very upset about this decision by Liberty utilities to raise the water rates in Bolivar. Please see attached for full comments

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P202400502	4/1/2024 3:44 PM	I have lived in Bolivar MO 62 years. I feel this large of a rate hike is unjust. I do understand if some increase is needed. We live in a house that was built 16 years ago. All of the infrastructure in our area is new. I paid for it when we purchased the house. We also paid for a new water meter at our previous house. I also think our city administration should be investigated since they should have done a better job of due diligence in regards to this matter
P202400503	4/1/2024 3:46 PM	It was recently brought to the public's attention that Liberty has requested a 142% water rate increase. As a citizen of Bolivar I am completely shocked and appalled by this. Liberty is already a monopoly in this area, controlling our electric, water, and sewer with no other alternatives for citizens to turn to. Where does this stop I ask you? We are at your mercy to help us fight them from being able to make such a large increase to our water rates. Most people in town are elderly or low income and simply cannot afford this kind of drastic rate increase for a basic life need. This is not a luxury item like internet or cable tv. Water is essential. Please stand by the citizens of Bolivar and help us fight corporate greed.
P202400504	4/1/2024 4:33 PM	Bolivar is a small town that will suffer from the proposed increase to water costs. Liberty should not raise the rates. Many residents already struggle to pay their bills and an increase would be crippling.
P202400505	4/1/2024 8:27 PM	Please do NOT let them raise rates at this ridiculously high level!!! Most people are struggling just to put food on the table and this is most definitely going to cause more harm and leave many residents without water! I plead with you to deny them this thievery!! Liberty Utilities already charge way more than what is reasonable. This action is beyond reasonable and during a time that people struggle to provide basic necessities.
P202400507	4/1/2024 8:29 PM	This comment is for both Liberty Utilities and Liberty Utilities LLC. Please do NOT let them raise rates at this ridiculously high level!!! Most people are struggling just to put food on the table and this is most definitely going to cause more harm and leave many residents without water! I plead with you to deny them this thievery!! Liberty Utilities already charge way more than what is reasonable. This action is beyond reasonable and during a time that people struggle to provide basic necessities.
P202400508	4/2/2024 7:16 AM	I have recently heard a disturbing rumor that utility rates will be increasing. I know this is only a rumor, because it is so absurd it cannot possibly be true. I'm sure what you meant was a two-point-five percent increase, not the ONE-HUNDRED-FORTY-two-point-five percent increase reported. Please tell me this was indeed a typo, and not intentional extortion.
P202400509	4/2/2024 7:22 AM	I reside in Bolivar. I am a senior citizen living on a very tiny social security check per month. What I am not is a millionaire as it appears Liberty Utilities thinks the whole town is, along with me. This outrageous, ridiculous rate increase is simply criminal and must be stopped. Otherwise, this town is going to become a ghost town as none of us will be able to afford to stay. Please, please put a stop to this Liberty madness. Thank you.
P202400510	4/2/2024 7:26 AM	I am writing to express my strong opposition to the proposed rate increases by Liberty Utilities in Bolivar. I am deeply concerned about the significant hike in rates from \$36.67 to \$88.94 for water and from \$48.63 to \$54.02 for wastewater. Such exorbitant increases would place an undue financial burden on residents already struggling with the cost of living. It is essential to thoroughly investigate these proposed hikes and assess their potential impact on consumers. (see attached PDF)
P202400511	4/2/2024 7:29 AM	I am writing to express my strong opposition to the proposed rate increases by Liberty Utilities for water and wastewater services. As a resident of Bolivar and a customer of Liberty Utilities, I am deeply concerned about the potential financial burden this increase would impose on my family. The proposed rate hike would significantly impact our monthly expenses, placing strain on our already tight budget. As a hardworking member of this community, I rely on affordable utility rates to support my family's basic needs and maintain a decent standard of living. (See attached)
P202400512	4/2/2024 7:32 AM	The drastic increases proposed for the water services in Bolivar would cause great financial harm to the residents and businesses of this small town. The proposal to increase the base rate for usage by over \$50 per month for water, showing a greater than 140% increase, would have a huge financial impact on many of the citizens. Those living on fixed incomes and young adults are two of the categories that I would think would be hurt the worst, while already struggling with the current inflation. When Liberty took over the services there was a knowledge that there would be a moderate increase in the future to take care of environmental regulations. This is not moderate and would have a huge impact to our town if allowed to go into effect.

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P202400513	4/2/2024 7:32 AM	This price increase is outrageous! It would make our town of 10,000 people have one of the highest water rates in the entire country and would hurt those who are on fixed incomes and low incomes. We have a poverty rate in Bolivar in excess of 20% and as a pastor I get requests for help paying electric and water rates already. This will skyrocket those requests. I am definitely against this increase.
P202400514	4/2/2024 7:36 AM	I am writing to oppose the rate hike that Liberty Utilities has proposed. I can't fathom a hike rate of 142% going from \$38 for basic no usage to \$88 for no usage. This is outrageous for WATER/Sewer Rates. (See attached PDF)
P202400515	4/2/2024 7:40 AM	I am a current resident in Bolivar Missouri and am a customer of Liberty Utilities for electric, water, and waste water. I am reaching out to you to share my apprehension at the proposed rates increase that Liberty has presented. The proposed rate changes, especially for Bolivar, is outrageous! Bolivar's proposed rate is a 142% increase!! When I initially saw those numbers I thought that it had to be a mistake. After confirming those are indeed the proposed rate increases, I was appalled. No logical reason could possibly justify a price increase of more than double the current rate. (see attached)
P202400516	4/2/2024 7:45 AM	While I understand that cost of everything is going up and will even admit that providing services is expensive, I wish to complain about the proposed water/sewer rate increase proposed by Liberty Utilities. Once again it shows what happens when local and state authorities give up their power and influence to outside companies. (see attached PDF)
P202400517	4/2/2024 7:47 AM	I am a resident of Bolivar in Polk County. The current proposal for an increase in the rate for water is 142%. This is extreme and will most likely be detrimental to our community. We don't have any other choice besides Liberty for our water. This means this insanely expensive water rate will be forced onto our people. I trust that you will do what is best for our community.
P202400518	4/2/2024 7:50 AM	It has come to my attention that Liberty Utilities is trying to increase the price of water by 131%. As we face the worst economic downturn since the Great Depression, this cannot pass without catastrophic effects. Bolivar is home to mostly people struggling to get by. They need water. They need to be able to buy groceries. The executives who own the utility company simply do not need another \$8 million in revenue squeezed from the masses. That is \$8 million dollars that the people of Polk County could have spent on local business, saved for college, paid the babysitter, and invested is instead drained by utilities. (see attached PDF)
P202400519	4/2/2024 7:53 AM	I am concerned about the rate increases being proposed by Liberty Utilities for water and wastewater in Polk County. According to the edition of the Bolivar Herald Free Press newspaper, the base usage rate for water for up to 5000 gallons per month is going to increase by around 140%, and wastewater charges will increase by more than 10%. While I understand the need to increase revenue to bring infrastructure into compliance with government standards, this increase appears to move our water rates from being within the ballpark of lower rates in the country to being close to the highest rates in the country. Also, this can be a drastic increase for people who are below the poverty line and also people who are living paycheck to paycheck.
P202400520	4/2/2024 8:51 AM	The rate increase is unjustifiable and criminal to many retirees with a limited set income. I am sure the CEO and upper management are feeling the crunch of the latest affairs of the world (sarcasm). Do they know or even care about the mere commoners beneath them? Absolutely ridiculous rate hike!
P202400521	4/2/2024 8:53 AM	I am opposed to the Liberty utilities proposed rate change as it relates to Bolivar Missouri. I think the proposed change is exceptionally high and clearly greedy at a time when people throughout the country and especially in our area are struggling to make it. I urge this proposed rate change to be rejected.
P202400522	4/2/2024 8:54 AM	I would like to address the case number PR-24-106. I am a retired person and raising my water bill 142.5% is outrageous. I do not make enough to cover that bill. Raising it a bit I can understand but that much is uncalled for.
P202400523	4/2/2024 8:56 AM	I am sending this email to voice our concern about the proposed rate increase in Bolivar's water service through Liberty. This increase will pose a serious hardship on the citizens of Bolivar. We live on a fixed income and a rate increase of \$52.27 per month is ridiculous. My 88 year old mother also has a fixed income and there is no way she can afford this. We were told when the water department was sold to Liberty that there would be no increase in rates. PLEASE do not approve this rate increase, doing so will be a hardship on the people and business of this community. Thank you for your consideration on this matter.

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P202400524	4/2/2024 8:58 AM	Undue increase in water and sewer rates. It is my understanding Liberty requested a rate increase above what was noted in the sale of our local utilities to them. I understand the rates increase was coming 3-4%, and if inflation was to be included, possibly 4-5%. But an increase of this amount would stop any growth in Bolivar and the surrounding area. New hotels, businesses and expansions have happened, and I'm sure these places looked at the utility prices, and they would have seen what the possible increase might be and built or expanded with that in mind. This will actually harm the utilities in the long term as companies will move to other places, close or cut hours and services leading to less use of their utilities.
P202400525	4/2/2024 9:10 AM	I am a citizen of Bolivar Missouri and have concerns regarding Libertys proposal to raise their rates. They are asking for an ungodly amount of an increase! They have already screwed so many people in this town nobody wants to use them but we have no other options. An increase that high will put people out of homes. The elderly on fixed income would never be able to afford these prices let alone your average normal person. This is outrageous and would force people out of this town. Please consider mine and the many other concerned citizens when it comes to this issue. If our city officials are intervening you know there is a problem!! Liberty is a corrupt company! Thank you for your time.
P202400526	4/2/2024 9:21 AM	To whom it may concern, My family and I have been residents of Bolivar for nearly a decade. In this time, we have observed a what cannot be deemed anything other than a monopolization of a crucial resource in a small town. Please see attached for Full comments.
P202400527	4/2/2024 9:23 AM	I am not in support of you making missouri water rates the second highest in the U.S. directly under California. Why would you? I will simply not pay my water bill if that's the case and seek my own personal water well. Good day
P202400528	4/2/2024 9:24 AM	I am a Bolivar, MO homeowner and have electric, water and sewer service through Liberty. The rates are incredibly high as it is so I am disputing any additional increases. If they increase the rates I will have to sell my property and leave the area that Liberty provides service to. I am voting against this rate increase and I want my voice heard as a current Liberty customer without retaliation.
P202400529	4/2/2024 9:26 AM	I am writing to express my strong opposition to the proposed rate increases by Liberty Utilities for water and wastewater services. As a resident of Bolivar and a customer of Liberty Utilities, I am deeply concerned about the potential financial burden this increase would impose on my family.
P202400530	4/2/2024 9:29 AM	I am writing to say the drastic increases proposed for the water services in Bolivar MO would cause great financial harm to the residents and businesses of this small town. Please see attached for full comments.
P202400531	4/2/2024 9:38 AM	Please do not raise the water rates for Liberty.
P202400532	4/2/2024 9:39 AM	Hello we are a family of three our Liberty Bill has gone up at least \$230 from what it was last year at this time. My daughter and son in law are raising two babies and Liberty is creating financial hardships for all involved especially the retired and young families. Is there no other way to repair the infrastructure than making the residents pay up front thru our outrageous utility bills? Long term loans may be an option. Please heed all the desperate cries for help, it is time someone help the citizens out of this disastrous situation.
P202400533	4/2/2024 9:41 AM	I'm a current resident of Bolivar and I'm extremely angry that such an increase in our water usage rate would even be considered. Please see attached for full comments.
P202400534	4/2/2024 9:43 AM	Hello. My name is Lacey and I live in Bolivar, MO. I recently heard that there is a potential of a rate increase from around \$30 for the minimum usage to go up to \$80 for the minimum. This is a big rate hike that will put a strain on a lot of people. I know of several that struggle monthly to pay their bills now so this rate increase will be a huge burden. Please do not approve this rate hike. Thank you.
P202400535	4/2/2024 9:45 AM	To whom it may concern, I am a current resident in Bolivar Missouri and am a customer of Liberty Utilities for electric, water, and waste water. I am reaching out to you to share my apprehension at the proposed rates increase that Liberty has presented. The proposed rate changes, especially for Bolivar Missouri is outrageous! Please see attached for full comments.
P202400536	4/2/2024 9:46 AM	I am a resident of Bolivar in Polk County. The current proposal for an increase in the rate for water is 142%. This is extreme and will most likely be detrimental to our community. We don't have any other choice besides Liberty for our water. This means this insanely expensive water rate will be forced onto our people. I trust that you will do what is best for our community. Sincerely, A concerned citizen

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P202400537	4/2/2024 9:49 AM	Hello, It has come to my attention that Liberty Utilities is trying to increase the price of water by 131%. As we face the worst economic downturn since the Great Depression, this cannot pass without catastrophic effects. Bolivar is home to mostly people struggling to get by. They need water. They need to be able to buy groceries. Please see attached for full comments.
P202400538	4/2/2024 9:50 AM	I am completely against the idea of a rate increase of our water and sewer. If the cost of water in Bolivar goes up any more our household will not be able to afford to have water. We have lived in our house on S Lillian since 2012. When we had our water with the city our water and sewer combined was never over \$100 even in the summer when I would fill our swimming pool. Now with Liberty our water alone is never under \$150 They claim that we used 57,534 gallons last month PLEASE don't let them raise our rates!!! Thank you Andrea Campbell
P202400539	4/2/2024 9:53 AM	Our water and electric is already outrageous, we are way higher than southwest utilities on electricity. Liberty campaigned saying they would not raise the water rates and here we are, wanting 142% increase. This is unnecessary and it's a slap in the face to the citizens especially when they built a GIANT building that employees about 5 people. Adam Haslett
P202400540	4/2/2024 9:56 AM	Dear Sirs: I am concerned about the rate increases being proposed by Liberty Utilities for water and wastewater in Polk County, Missouri. Please see attached for full comments.
P202400541	4/2/2024 9:58 AM	To Whom It May Concern, I am a resident of Bolivar MO and am deeply troubled by the proposed rate increase. Our community has been negatively impacted by Liberty Utilities' pricing since they took over our community utilities and this proposition is just further abuse. Please see attached for full comments.
P202400542	4/2/2024 10:01 AM	I am a customer of Liberty for water service in Bolivar MO. I am concerned about the rate increase they are proposing. While I understand the costs of doing business go up and there is a legitimate need to raise water rates, I question the extent to which they propose to raise the rates. Please see attached for full comments.
P202400543	4/2/2024 10:02 AM	My main concern is the single parents that works and the people that works and is just barely making it by each month on a one person salary there is noway the bill jumped from just barely over 200 to 686 in one month for a perso that does not us the heat. There is no way I can afford that bill. I have a child that has seizures and he can't go with out the air when it's hot.
P202400544	4/2/2024 10:05 AM	We are small business owners in Bolivar, Mo. we are a family owned and operated restaurant-Curly Que Barbecue. We've been in business for 5 years. We provide an excellent service to the community, employ local community members, and give back financially to the community and schools. The past 4 years have been very difficult on small business owners. Please see attached for full comments.
P202400545	4/2/2024 10:06 AM	I am a Senior living on a fixed income. We received a 3.5% cost of living allowance. I live in Frisco Senior Village and my rent is \$556 per month and they are raising that \$50. Now Liberty wants to raise the cost of water. My last electric, water, and sewage bill was \$151. Liberty has a strangle hold on the town of Bolivar. It is time the state steps in and stops this monopoly so Seniors can live on their income without asking for help. Sincerely, Sue Rowland
P202400546	4/2/2024 10:08 AM	The proposed rate hike by Liberty Utilities is excessive and would be exceptionally challenging to individuals, organizations and businesses. It would have an adverse affect on small and rural communities, like Bolivar, who already struggle with infrastructure, quality of life, growth, wages and workforce. I encourage the Missouri Public Service Commission to intervene and challenge Liberty Utilities to submit a proposal that is within reason. Thank you! Wren Hall
P202400547	4/2/2024 10:10 AM	To whom it may concern. I am a current resident of Bolivar Missouri and a customer of Liberty Utilities. The proposed rate changes of a 143 percent increase is preposterous. I have dealt with other utility companies and never come across a company with such disregard for its customers. There is no logical reason for increase as there is never a logical reason for the erratic billing issues that occur daily. People leave this town just due to the utility company. Please deny request before this town is dragged further into poverty. Sincerely, Rosanna Underdown
P202400548	4/2/2024 10:16 AM	Dear Office of the Public Counsel, I am writing to express my strong opposition to the proposed rate increases by Liberty Utilities for water and wastewater services. As a resident of Bolivar and a customer of Liberty Utilities, I am deeply concerned about the potential financial burden this increase would impose. Please see attached for full comments.
P202400549	4/2/2024 10:20 AM	I oppose the increase. This is ridiculous. I live alone and use minimal water and the rates are still too much.

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P202400550	4/2/2024 10:27 AM	I use Liberty for electric and water. I am struggling as a senior with bills between \$400 and \$500. I know how to conserve bot water and electric and still have high bills. This puts a bad light on Liberty to increase the rates. People are in shock of the increase and this is not fair.
P202400551	4/2/2024 10:34 AM	I am concerned about this increase. There are only 2 people in the household and this month bill was \$1257.00. This has been an ongoing thing with Liberty. I went in to talk to them and they said they're having issues with the system. Asked if they were sending notices to customers they said no. Asked if I hadn't gone in to dispute would they expect me to pay the high bill, they said yes. It was adjusted down to just \$80. It's outrageous that they are not communicating with the customers about the issues with the system.
P202400552	4/2/2024 10:55 AM	To whom it may concern: The suggested hike in water and sewer rates appears excessively unreasonable. While an increase was anticipated, it was expected to be around 38% over the span of 18 years, as initially outlined by the city. The current proposal of a 142.5% increase is highly unreasonable and contradicts the terms presented during the utilities' sale to Liberty. Concerned Bolivar Citizen
P202400553	4/2/2024 11:28 AM	To whom this may concern, We have a family of 8 living in our house in Bolivar, MO. Our utility bill is already outrageous and we are very conservative. We are very much opposed to the proposed water bill rate increase through Liberty Utilities. This is a drastic rate increase and is not good for the citizens in our city! Thank you for your attention to this matter, Nina Nance
P202400554	4/2/2024 11:30 AM	This proposed rate hike is way too high. It is not in keeping with the income level of the Midwest. It would make our water rates one of the highest in the country, even higher than California. Please stop this from happening. Jackie Worth Bolivar, Missouri
P202400555	4/2/2024 11:32 AM	Hello, I am emailing you to voice my concern about the liberty rake increase. To be very honest I already can't afford the cost of living because of how high Libertys prices have gotten. Please see attached for full comments.
P202400556	4/2/2024 11:47 AM	I am a resident of Bolivar, Mo and am truly alarmed by the sudden increase in or water and sewer rates. When we agreed to sell the existing rates to Liberty , we realized rates would increase incrementally but not to the extent of the current proposal. I am retired on a fixed income and this increase will markedly affect my monthly budget! I feel I am not alone and certainly feel for families with children who will no doubt use more water than the basic 5000 gallons Please reconsider the amount of increase Thank you Janet Wray
P202400557	4/2/2024 12:21 PM	Good Morning: Our company provides services for individuals with developmental disabilities. My job is to pay the bills on their behalf. These individuals are on very fixed incomes. A rate increase such as the one proposed, would greatly impact them. Please consider these individuals when making these decisions. Thank you for your time.
P202400558	4/2/2024 12:23 PM	I am writing today concerning the proposed Liberty Utilities water rate hike. While I understand that sometimes rate increases are needed to cover the inflation and necessary repairs I am very concerned that the current proposal is an increase of 142.5 %. This drastic rate increase is not only outrageous, it should be criminal. At that rate, Bolivar would be one of the highest (if not the highest) rate in the state. This is borderline extortion. I'm speaking for a large number of residents here when I plead with you to stop this insanity.
P202400559	4/2/2024 12:25 PM	I would like to complain Liberty wanting to increase water/sewer rates in Bolivar. When the took over the services from the city they increased our bill quite a bit, now they want to increase them a lot. How will people on fixed income be able to afford their service and still have money to purchase food? I oppose this rate hike.
P202400560	4/2/2024 12:26 PM	BIG FAT NO!!! This was not what Liberty agreed as you probably already know. I don't recall the exact number but is in the 30s and that is certainly not the same as 138% increase. The resulting number is more than double what we are paying now. I am sure the Governor would have something to say about this as well. NO, NO, NO.

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P202400561	4/2/2024 12:29 PM	I've been researching the area to purchase a house. I've looked from Clinton to Branson and decided on Bolivar. The electrical rates of Liberty can be avoided by looking at houses on Southwest. This is what we've done. I'm very disappointed in the process Liberty has taken to raise the water rates to this enormous increase. I only know the reputation of Liberty from the electrical rates and what I've read in the paper concerning their intentions. The manipulative practices they used in the purchase of the water system is too much like we see in other political arenas that become more and more bold with their disregard of what is seen by the public. I hope there is something you can do to keep this crippling rate hike from going into effect.
P202400562	4/2/2024 12:58 PM	I have been a resident of Bolivar, MO for 8 years and find it appalling that a utility company would find a 142% increase appropriate. Please see attached for full comments.
P202400563	4/2/2024 1:00 PM	I am reaching out today to express my sincere concerns regarding Liberty Utilities proposed rate increase. Before Liberty took over, my water/sewer bill was approximately \$35 p/month. I now pay between \$70-80 p/month and individuals in our community are expressing their concerns over \$900-1200 p/month utility bills. The rates are currently crippling folks especially those on fixed incomes that do not have options when it comes to utility providers. PLEASE, please, please – for all of us in Polk County, put an end to the rate hike AND kindly consider investigating current rate practices. It's not okay and our community is suffering!
P202400564	4/2/2024 1:45 PM	I am a current resident of Bolivar Missouri and a customer of Liberty Utilities. The proposed rate changes of a 143 percent increase is preposterous. I have dealt with other utility companies and never come across a company with such disregard for its customers. There is no logical reason for increase as there is never a logical reason for the erratic billing issues that occur daily. People leave this town just due to the utility company. Please deny request before this town is dragged further into poverty
P202400565	4/2/2024 1:56 PM	I am writing to express my strong opposition to the proposed rate increases by Liberty Utilities for water and wastewater services. As a resident of Bolivar and a customer of Liberty Utilities, I am deeply concerned about the potential financial burden this increase would impose. The proposed rate hike would significantly impact monthly expenses, placing strain on an already tight budget. As a hardworking member of this community, I rely on affordable utility rates to support my basic needs and maintain a decent standard of living. Moreover, such an increase would disproportionately affect vulnerable members of our community, including low-income families, seniors, and individuals on fixed incomes. It is unjust to impose addi ..see attached
P202400566	4/2/2024 2:02 PM	See attachment
P202400567	4/2/2024 2:08 PM	Please see attached.
P202400568	4/2/2024 2:13 PM	I have been a resident of Bolivar, MO for 8 years and find it appalling that a utility company would find a 142% increase appropriate. When I lived on the west coast I never paid this much in utilities (Water/Sewer/Electric) as I do here in Bolivar. It is absolutely absurd that Liberty Utilities even remotely finds this appropriate. People have been voicing their concerns over the cost of electricity with Liberty since they took over Empire; so, it cannot be news to them that people would be extremely upset to find out they want to now increase our water/sewer. rates This community is filled with people on a fixed income, students, people living paycheck to paycheck, etc. This will be catastrophic for Bolivar and its resident...see Attached
P202400570	4/2/2024 4:01 PM	As a single income provider I greatly oppose this increase to water/sewer. Not only is in an increase, but a substantial increase that has no validation for it at all. It would cause a great burden on each city that would be effected by this increase. Liberty has consistently taking advantage of their customers for years. Since the take over from Empire. Their electric bills are something that should be looked at as well. When you try to speak with them about why your bill is so high when you are not home you get well that is your bill and now water/sewer as well. NOOOOO! They need to be stopped. Not sure who is running this company and even thinks this is fair to consumers, but they are not doing a good job at all!!

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P202400571	4/2/2024 4:44 PM	I would like to contest the Proposal made by liberty for rate hikes on and water and sewer! I am a fixed income with Work and this is just a horrendous raise that I cannot afford having to choose between medicine and water. Tell them to read what they wrote in 2020 and prove that they are not liars. They have their big building and all their little electric plugs. Bolivar is not a city of rich people. Please listen to the people. We are already having to choose between food and bills. Liberty has an advice because we can't choose to not have water and sewer. The word is already out that liberty is outrageous on everything I think you're damaging your community because there's people not moving here because of the high price of living!
P202400572	4/2/2024 5:58 PM	The water rate increase for this city is not affordable for many citizens in Bolivar, which may in turn, cause several residents that call Bolivar home, to be forced to leave. Poverty levels will increase significantly. Rates are expensive enough with Liberty. It is highly unfair to the citizens of Bolivar to be required to pay that much for water. Southwest Electric company's rates are much lower (for those that live outside city limits) compared to Liberty and should be well balanced between the two considering those that live in city limits have no other options but Liberty.
P202400573	4/2/2024 6:51 PM	This rate increase is outrageous! When Liberty purchased the utilities dept from the city, we were promised that Liberty would be the best option for our aging sewer plant; we were told that Liberty would be best for navigating EPA rules and Liberty would keep rates lower than if the city continued management. We were told that the sewer plant was in such disrepair that Liberty was the only hope. Now Liberty proposes to raise rates by 142% water and 11% sewer with no justification. If the sewer system was in such disrepair that Liberty needed to swoop in and save us, why hasn't it been replaced and why is the sewer only increasing by 11%? This proposal is obscene and should not be allowed to go forward!
P202400574	4/3/2024 12:28 AM	We were told that there might be an increase in water at some point. I understand inflation happens but an increase of over 100% is crippling to a community.
P202400575	4/3/2024 7:44 AM	My husband (William Boland and myself Sherry Boland) live in the city of Bolivar, Mo. We were JUST informed about this outrageous rate increase that Liberty is trying to force upon us. Understandable we are shocked and can't believe this company could do this unjust hike. We are both Senior Citizens and live on a fixed income. Even our Social Security didn't raise that much and they expect us to pay their outrageous amount! What they are calling for (142.5% and 11%) for water and waste is way way above what is a normal rate increase. We were only notified about this today (4/2/24) by a neighbor and according to what she shared with us we only have until 4/4/24 to contact you about our feelings on this matter. We are outraged!!!!
P202400577	4/3/2024 7:58 AM	Rate increase in Bolivar Missouri We are terribly upset about the Liberty expected increase in water and waste water rate. When we voted for the city to sell to Liberty we were told the increase would not be this drastic. We were also told the waste water plant would be improved and expanded. That has not happen yet. Real-estate inside their territory is getting alot less desirable because of their already high electric rates and now this will only add to that problem. No clear explanation as to why this is happening.
P202400578	4/3/2024 8:23 AM	Please see attached.
P202400579	4/3/2024 9:07 AM	We moved here from a place with around \$20 for water and sewer. We moved to retire here with around \$40 charges. We now pay around \$100 sine Liberty took over and now they want a 143% hike!?! This is outrageous. Elise Tittle
P202400580	4/3/2024 9:57 AM	We have lived at this address over 5 years and with only 2 exceptions, , used under 2000 gals each month. It would be an unfair, unjust and price googing hardship to charge a minimum of 5000 gals, when we don't use it. We are disabled seniors in low income housing and no increase is valid for this company. Liberty is a large Canadian company that has plenty of investment money without my stipend.
P202400582	4/3/2024 11:59 AM	Reading the 2022 annual report (most recent I was able to find) for Liberty's Parent company, they reported over \$800 million in divisional profits for calendar year 2022. With \$2.3+ BILLION in revenue. *PLEASE SEE ATTACHED for full comment
P202400583	4/3/2024 12:22 PM	I am writing in regards to the purposed rate increase for water in Bolivar Missouri. This rate increase would be a hardship on everyone individually and also the businesses in town. We live on a fixed income and this added expense would be hard for us. Polk county has a very high poverty rate already and this will just add to it. Please block this rate increase request.

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P202400584	4/3/2024 1:53 PM	Please see attached.
P202400585	4/3/2024 2:37 PM	To our Public Council overseeing the case numbers referenced above: I would like to take this opportunity to voice my opposition to the proposed increases that Liberty Utilities Companies has proposed, not only for Bolivar, MO, but for the other communities residents & business owners that these rate increases would affect who may not be financially able to afford the increases for their water & sewer every month. Please see attached for full comments.
P202400586	4/3/2024 2:39 PM	To whom it may concern, I am a small business and home owner in Bolivar, MO. I am very concerned about Liberty Utilities' proposed rate increase. I can not speak for the impact on everyone, however, for me this type of billing and increase is only defined as theft! Please see attached for full comments.
P202400587	4/3/2024 2:42 PM	Hello! I am a citizen of bolivar mo. Our water source is through liberty. I'm emailing and asking that you please, please help our community and go against ANY increase liberty is trying to pass. We were lied to by Liberty a few yrs ago before the city of bolivar sold our water to Liberty. We were told our water would be cheaper. Please see attached for full comments
P202400588	4/3/2024 2:43 PM	Hello Dear Representative A rate increase would be devastating to my single mother family of 2. All of the daily taxation we already pay in life are straining me to the max. Not much left to squeeze out, and to be able to live. I have a couple hundred applied to my account because I over pay, I am heat intolerant. And know i will need to stay cool in summer months. In the winter I keep my house around 66° and in the summer between 68° and 72°. Please take us into consideration before you raise our prices. Thank you Paula Wagner
P202400589	4/3/2024 2:45 PM	Good afternoon, My name is Tiffany Rowell and I live in the Bolivar community and have for twenty years. I have two children, a teenage daughter, and a young son, and I work in this community. I am a single mother and have been for my kids' entire lives. I do not receive state assistance, nor child support, and while I make decent money through my employment, I am still trying to raise a family of three on only one income. This has been hard over the years, but something that has been manageable. But with these rate increases, Liberty Utilities is tipping the scale from manageable while difficult to outright impossible. Please see attached for full comments.
P202400590	4/3/2024 2:49 PM	I want to add my concern over the extreme rate hike Liberty is requesting. I live in Bolivar, MO. I did not vote for the sale of our water nor can I afford a rate increase that high. I don't know legalities but I want to support this being looked into.
P202400591	4/3/2024 2:52 PM	I am a single father raising my 2 kids on my own, I have gotten bills from Liberty that almost rival my rent. For them to raise the rates even more will possibly force me to move. It is ridiculous how they can go unchallenged and treat people like they do. I live in Bolivar Mo.
P202400592	4/3/2024 2:54 PM	The rate increase that has been proposed is still a ridiculous amount. We are already having great difficulty paying the amount they are charging.
P202400593	4/3/2024 2:56 PM	Good afternoon, I am a concerned citizens about the water increases. 142.5 percent is unacceptably. I understand prices must increase at times. But this percentage is way out of line. Thank you for listening to my concerns.
P202400594	4/3/2024 2:58 PM	As a small business owner the proposed rate increase is a major problem. Margins are thin as it is already and this would make staying in business even harder. Kim McNeel Designed 4 Healing
P202400595	4/3/2024 2:59 PM	Please please look into this matter. I live in a tiny home and was told my electric was gonna run \$350 a month and \$80-\$100 for water!!!! It's a 12X30 tiny home! These robbers need to be stopped before they run everyone out of bolivar Missouri. Thanks, Ron Dunn Jr.
P202400596	4/3/2024 3:01 PM	> I am a resident of Bolivar, Mo and am truly alarmed by the sudden increase in our water and sewer rates. When we agreed to sell the existing rates to Liberty , we realized rates would increase incrementally, but not to the extent of the current proposal. > While both my husband and I are employed full-time, our income is the same monthly. This increase in rates will markedly affect our monthly budget! We fear that this may result in us having difficulty paying not only our monthly water bill; but also, our other bills. I feel we are not alone and feel for all individuals and families who will be affected by this. Please reconsider the amount of increase.

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P202400597	4/3/2024 3:14 PM	This is unreal that they want this much of an increase. We were fine with the Bolivar water. They are already highway robbing us with the electric and water and now they wanting this massive increase. This is stupid, not fair and wrong. Everyone is upset. They're just lining their pockets. This isn't right! I take care of my disabled granddaughter and am unable to work because of that and this increase will make it hard to pay my bills.
P202400598	4/3/2024 3:18 PM	I am a widow with one income trying to keep my home. This increase is unreal. I understand a little increase but this going to hurt all of us!
P202400599	4/3/2024 3:19 PM	Please see attached.
P202400600	4/3/2024 3:20 PM	Apparently Liberty has decided to adjust their proposed increase down from 142% to about 135%. Still ridiculous and still unaffordable! This Canadian based company needs to get a grip on what rural Missouri senior citizens can afford. They have a monopoly on a product we cannot live without. Please do not approve the minor adjusted down rate!
P202400601	4/3/2024 3:21 PM	"It's wrong what Liberty is trying to do. It is selfish and wrong. I'm on a fixed income and this is devastating to my budget."
P202400602	4/3/2024 3:22 PM	I am writing from Bolivar, MO about the imposed water increase. Many people live on fixed incomes. I for one have not been able to work for the last nine months due to cancer treatments and surgery. That large of an increase is going to cause great difficulty on me paying my bills. I can understand an increase, but increasing it three times the amount it has been seems unjust. PLEASE TAKE THIS INCREASE AMOUNT INTO CONSIDERATION BEFORE APPROVING IT.
P202400603	4/3/2024 3:22 PM	I am apposed to this much of an increase. We wish we could go with another utility company or had a choice
P202400604	4/3/2024 3:24 PM	The key phrase on Liberty's web site is "regulated utility", and this is a perfect example of the need for "regulation". This private company says on their web-site, "Liberty is committed to providing...cost effective...water and waste-water treatment..." to their customers. I cannot reconcile their 142.5 percent proposed increase for water with their assertion that they are concerned with "cost effectiveness". Please see attached for full comments.
P202400605	4/3/2024 3:26 PM	I am opposed to the water rate increase from Liberty. I would like to leave a comment as the electricity cost is too high as well. I live in a small 1 bedroom apartment and the rent is \$150 to \$300 a month. Which is outrageous.
P202400606	4/3/2024 3:28 PM	I am opposed to the water rate increase from Liberty. I would like to leave a comment as the electricity cost is too high as well. I live in a small 1 bedroom apartment and the rent is \$150 to \$300 a month. Which is outrageous.
P202400607	4/3/2024 3:30 PM	To whom it may concern: I am a Bolivar resident and a Liberty customer. As a single mom, a rate hike would severely impede my ability to provide for my children. With inflation and everything else going up in price, it's hard for me to stay afloat. Please do all you can to keep Liberty from hiking their Energy rates. Thank you, Hannah Nunnally, LMT, NKT-1 Licensed Massage Therapist Trained Babywearing Educator
P202400608	4/3/2024 3:32 PM	As a resident of Bolivar, I am concerned about the rate hikes Liberty is forcing the citizens of Bolivar to pay. This increase in cost is not feasible for most citizens in Bolivar, but it is especially hard on those who have a fixed income!
P202400610	4/3/2024 3:49 PM	I am a senior citizen living in Bolivar MO. I live on social security and this new extreme hike in water and sewer will be an EXTREME HARDSHIP on me and all families living on a fixed income. PLEASE help us keep the water bill in the \$30.00 range. Thank ;you for your help!
P202400611	4/3/2024 3:51 PM	We moved here to Bolivar from a place with around \$20 for water and sewer. We moved to here with around \$40 charges. We now pay around \$100 since Liberty took over and now they want a 143% hike!?! The sewer cost is higher which should not be because most of the water we use is going to gardening and our aquarium. This is outrageous that we could be seeing \$300 a month for water and sewer. Add rent, food, insurances, medical bills, electricity, I'm thinking hard about moving if we can sell the house at this time.
P202400612	4/3/2024 3:53 PM	Good morning. I, Larry Froelich, of Bolivar MO would like to put my voice in to oppose the proposed water/sewer price hike by Liberty Utilities. With the recent election here in Polk County that will bring on new hikes in our sales and property taxes, a \$60 rate hike on 2000 gallons of water per month is just unheard of in this small community. Please do not allow this to pass. Thank you.

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P202400613	4/3/2024 3:55 PM	We moved to Bolivar about 18 months ago and have had Liberty for water, wastewater, and electric. My wife and I are both living on a retirement income, and do everything we know to keep our utility costs down. We downsized when we moved from Illinois, keep almost everything unplugged until we need to use it, only do laundry once a week, and dishes once a day (maybe even every other day). I even turn off the water in the middle of my shower while lathering in order to save money. Please see attached for full comments.
P202400614	4/3/2024 3:57 PM	I reside in Bolivar, MO and am writing to express my extreme disapproval of the proposed rate increase. The citizens of Bolivar were urged to vote to see our water to Liberty because they could ensure a low price for us. Hiking the price up over 140% is quite excessive and will be a hardship on our town.
P202400615	4/3/2024 4:31 PM	Please review my attached concerns to the proposed water and sewer increases for the City of Bolivar, MO. We would appreciate your rejecting this proposed rate increase. *SEE ATTACHED
P202400616	4/3/2024 4:34 PM	I want to voice my strong disagreement to the proposed Liberty water rate increase in Bolivar Missouri. The rate that they are proposing to increase our water is cost prohibitive for me on a fixed income and I imagine for most people I know I am strongly opposed to this increase. Thank you. Jane Murdock
P202400617	4/3/2024 9:05 PM	The proposed rate increase is too large and will be a burden to both residential and commercial water customers. I know that Bolivar's water rates have been too low for too long, but a 132% increase at once? That is ridiculous. The burden is even greater for commercial customers. Our three largest employers in Bolivar - Citizens Memorial Hospital, Southwest Baptist University and the Bolivar School District - are all non-profit entities with already tight budgets. Please consider reducing the amount of the proposed increase and/or spreading out the increase over a period of at least five years. The proposed increase would hurt our local economy and the people who call Bolivar home.
P202400619	4/4/2024 8:06 AM	"The rate increase is going to hurt the seniors living on fixed incomes. The Bolivar area is at least 80% seniors."
P202400620	4/4/2024 8:20 AM	It will be difficult to pay this on a fixed income. We pay big bills as it is. I am protesting Liberty's increase. It is ridiculous. People that are poor are struggling already.
P202400621	4/4/2024 8:21 AM	I am an old lady on a fixed income of \$900 a month and cannot afford this increase!
P202400622	4/4/2024 8:24 AM	I want to complain about Liberty's purposed increase. I cannot afford a rate increase like this on my fixed income. I don't know anyone in my circle of friends who could afford it.
P202400623	4/4/2024 8:26 AM	I am in complete disagreement with this increase. minimum is already way too expensive for senior citizens.
P202400624	4/4/2024 8:28 AM	I am on a fixed income. If these rates keep going up there is no way to budget and it keeps eating into my income.
P202400625	4/4/2024 8:40 AM	150% is crazy! The electric doubled and now the water tripling is asinine! This will affect the whole community!
P202400626	4/4/2024 8:41 AM	I want to voice my strong disagreement to the proposed Liberty water rate increase in Bolivar Missouri. The rate that they are proposing to increase our water is cost prohibitive for me on a fixed income and I imagine for most people I know I am strongly opposed to this increase. Thank you.
P202400627	4/4/2024 8:44 AM	Liberty is continually asking for rate increases. Is there ever an end to it? The Public Service Commission is the consumer's only means of controlling this utility company. The proposed rate for here in Bolivar is an extreme amount for both water and sewer. I recently invested in a solar system to combat Liberty's electric rates. We just can't afford to continue on the same path of rate increases every year. The company is extremely profitable. They should have to put some of those profits back into the expenses they are wanting to do these current proposed rate increases. The selling of our local water/sewer system was due to mismanagement by city officials. It was not the consumer. Thank You
P202400628	4/4/2024 8:51 AM	It's insane how much of an increase they are asking for. Inflation is already bullshit with Biden in office, and they want to more than double the "estimated" water usage minimum and cost associated with it.

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P202400629	4/4/2024 8:57 AM	We want to voice our strong disagreement to the proposed Liberty water rate increase in Bolivar Missouri. The outrageous rate increase that they are proposing for our water is cost prohibitive for us living on a fixed income and we imagine for most people we know. We are strongly opposed to this increase. Thank you.
P202400630	4/4/2024 9:05 AM	We wish to voice our grave concern and objection to the proposed rate increase by Liberty Utilities in Bolivar Missouri. It goes far beyond any fair or acceptable increase and seems to only highlight the companies greed for profit. There is no competition and this no alternative in our town. It is understood that operations costs increase and thus prices do increase however the proposed increase is way beyond acceptable. It will be extremely difficult as a senior citizen couple on a fixed income to manage paying the proposed increase. Thank you for taking our comments onboard and we hope you can address our concerns.
P202400632	4/4/2024 9:11 AM	We are two disabled seniors in Boliver opposed to any rate increase for water/sewer rates. We consistantly use less than 2000 gals each month. What would be more fair and equitable would be as follows: Have a human read each meter; only charge the customer for their usage; we do not agree with a minimum usage.
P202400633	4/4/2024 9:11 AM	I'm writing to request that your office intervene in the rate increase proposed by Liberty Utilities in Bolivar, Missouri. Please see attached for full comments.
P202400634	4/4/2024 9:13 AM	The proposed increase for water & sewer rate increase seem unreasonable to us.An increase was excepted but was more in the less than 38% range over next 18 years if the City maintained the utilities. The 142% increase is unreasonable and not in line with what was stated when the city sold the Liberty utilities.
P202400635	4/4/2024 9:18 AM	This email is in regard to the 142% rate increase on water usage being proposed by Liberty Utilities for Polk County, Missouri. This drastic increase is far more than any individual user will receive in wage increases, perhaps even in a lifetime. For those of us who are now on fixed incomes, the opportunity to earn additional income to offset this huge increase is basically non-existent. I strongly encourage you to vote against this rate increase, since it will impose a significant hardship on the citizens of Polk County. Thank you for your consideration. Holly Stanford, Ph.D.
P202400636	4/4/2024 9:19 AM	There are so many struggling already to pay bills and feed their families. I'm hoping there's some way to figure something out. This is going to put people into poverty. This is a sad thing to happen to our town.
P202400637	4/4/2024 9:20 AM	This email is to protest the water and sewer rate increase by Liberty Utilities.
P202400638	4/4/2024 9:24 AM	Liberty is a Canadian company, and we should not allow Canada to be cashing in on our local citizens.The water rate hike requested by Liberty Electric for Bolivar, MO would make a small town in Missouri as expensive as water in California. Please stop this ridiculous proposal. Average water cost across the country is currently this:Lowest-Vermont \$18,Wisconsin \$18,North Carolina \$20,Louisiana \$21,Mississippi \$23,Nebraska \$23,Maine \$24 Arkansas \$26,Illinois \$26,Nevada \$26. The highest is West Virginia at \$91 and California at \$77. Liberty wants the highest average in the country for Bolivar at \$88.94. Greed. Compare our eclectic bills to that of the rural electric coop. Greed again. Liberty is a Canadian company. *see attached
P202400639	4/4/2024 9:25 AM	As a homeowner in Bolivar and a customer of Liberty Utilities, we are opposing the 130% increase in water rates. We feel the rate increase would be an undue burden on all citizens and especially senior citizens. We would like the answer to this question: Why this big increase all at once? We would like to see the Missouri Public Service Commission refuse Liberty's proposed increase.
P202400640	4/4/2024 9:44 AM	I'm writing to give our testimony of grievances that we are already under with costs and the additional hardship a rate increase would cause our family. Please see attached for full comments.
P202400641	4/4/2024 9:48 AM	Please review my attached concerns to the proposed water and sewer increases for the City of Bolivar, MO. We would appreciate your rejecting this proposed rate increase.
P202400642	4/4/2024 9:50 AM	To whom it may concern, My family and I are residents of Polk County, Missouri. Liberty Utilities has proposed a rate increase. This increase is unreasonable and will add to financial hardship of many residents. This increase is outrageous and unacceptable. It is detrimental to the financial well being of many of the county's residents. Please see attached for full comments

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P202400643	4/4/2024 9:51 AM	To Whom It May Concern: We wish to voice our grave concern and objection to the proposed rate increase by Liberty Utilities in Bolivar Missouri. It goes far beyond any fair or acceptable increase and seems to only highlight the companies greed for profit. There is no competition and this no alternative in our town. It is understood that operations costs increase and thus prices do increase however the proposed increase is way beyond acceptable. It will be extremely difficult as a senior citizen couple on a fixed income to manage paying the proposed increase. Thank you for taking our comments onboard and we hope you can address our concerns.
P202400644	4/4/2024 9:53 AM	This email is in regard to the 142% rate increase on water usage being proposed by Liberty Utilities for Polk County, Missouri. This drastic increase is far more than any individual user will receive in wage increases, perhaps even in a lifetime. For those of us who are now on fixed incomes, the opportunity to earn additional income to offset this huge increase is basically non-existent. Please strongly recommend against this rate increase, since it will impose a significant hardship on the citizens of Polk County. Thank you for your consideration.
P202400645	4/4/2024 9:55 AM	As a homeowner in Bolivar and a customer of Liberty Utilities, we are opposing the 130% increase in water rates. We feel the rate increase would be an undue burden on all citizens and especially senior citizens. We would like the answer to this question: why this big increase all at once? We would like to see the Missouri Public Service Commission refuse Liberty's proposed increase.
P202400646	4/4/2024 10:54 AM	I am a Bolivar, Missouri resident and shocked at what Liberty Utilities company is proposing as rate increases in the future for Bolivar. I have been a widow for 26 and a half years (a widow at 60 years old) and am on a fixed income as many others are in our town. The poor are already knocking at the doors of churches, charities, and various agencies, and if there is a rate hike their number will be likely to increase. Our institutions of learning, such as our public school system and Southwest Baptist University, that are working at turning out future productive citizens for our city, as well as Citizens Community Hospital with all its care facilities that are serving our community, other entities not named, will all have.. See attached
P202400647	4/4/2024 10:56 AM	I am writing as a concerned citizen of Bolivar, MO. in relation to the proposed increase in the cost of water by Liberty Utilities. Even if there were good reason to raise rates (and I do not feel there is) the amount of the increase is preposterous. It will put undue pressure on many people struggling to pay bills as it is. Bolivar has many retired folks on fixed incomes. Bolivar also has a high rate of low income families, check with the school about their free and reduced lunch numbers. This, or anything close to this increase will hurt our community. Please take this into consideration as you consider their request.
P202400648	4/4/2024 10:59 AM	I am writing to express concern about Liberty Utilities extremely high rate proposed water and waste water increases. According to local news media many customers would face an increase of 142.5 percent that would be about \$630 more annually with basic customers who have been paying about \$440 a year to pay about \$1,070 a year instead. This will be a significant financial burden for many of our residents who are already struggling to make ends meet. This is not a wealthy community as more than half of our school district's students are registered for free and reduced lunch and more would qualify, but do not sign up. This kind of proposal shows why your office is needed and I ask that you not approve the increase.
P202400649	4/3/2024	Customer called to say she was against it. She is a senior with a single income. She realizes they want to improve the water system and so on, but 132% is a significant increase.
P202400650	4/4/2024 11:09 AM	Customer called and said she thought it was ludicrous. She has a fixed income, which makes it even more difficult to pay payments.
P202400652	4/4/2024 11:11 AM	Customer contacted to report that the electricity was already bad. She's quite upset. She lives alone and has a limited budget.
P202400653	4/4/2024 11:15 AM	To Whom It May Concern: I am a Bolivar, Missouri resident and shocked at what Liberty Utilities company is proposing as rate increases in the future for Bolivar. Please see attached for full comments.
P202400654	4/4/2024 11:19 AM	"This is asinine. This is a complete slap in the face to the people of Bolivar who are already having trouble paying their water bills. To raise it 142% is not justifiable. I already pay \$48 month for water. I am on a fixed income and do not get pay increases. How would Liberty employees feel if their elderly parents were paying these proposed prices? They need to visit Bolivar and see how people are currently living with prices as they are and now they're going to get charged out of control rates."

Consumer Comment No.	Date Filed	Consumer Comments
P202400655	4/4/2024 11:22 AM	Please see attached.
P202400656	4/4/2024 11:22 AM	Liberty's purposed increase is completely asinine. Our water bills are already higher than other Liberty customers outside Bolivar. I am single and on a fixed income. I don't know how older people will afford this increase. There is no way this should happen. What will this do the university and hospital that us a lot of water? This is going to destroy people. They need to come and spend some time in Bolivar. Rents in Bolivar are outrageous (higher than even Branson!) then add this increase is crazy. My water & sewer bill is already \$60 for just one person \$38 of that is sewer!. People are up in arms. I am speaking up for those that can't for themselves.
P202400658	4/4/2024 11:27 AM	I am writing to voice my concern about the proposed rate hike for the City of Bolivar, MO by Liberty Utilities. The 142% is incredibly high and should NOT be imposed on the citizens of Bolivar. An increase such as this would have an exceptionally negative impact on the city and the population already struggling to pay bills in the current economy. Please take into consideration every email, phone call and visit you have had since the announcement you made.
P202400659	4/4/2024 11:30 AM	We are writing to express our concerns and frustrations with the significant rate hikes that are being proposed by Liberty Utilities for the water and sewer services for those of us living in Bolivar, Missouri. Please see attached for full comments.
P202400660	4/4/2024 11:35 AM	To whom it may concern, I hope this email finds you well. I am writing to urgently bring to your attention a matter of significant concern for the people of Bolivar, Missouri. Liberty Utilities is planning to institute a drastic rate increase for water services at the beginning of 2025. This proposed rate hike would have profoundly adverse effects on our community. Please see attached for full comments.
P202400661	4/4/2024 11:37 AM	Hello, I live in Bolivar MO. The information we have is that Liberty is requesting 130+% rate increase to the water / sewer rates. Residents of the city of Bolivar at the strong encouragement of the City voted to sell them the water system and Liberty took it over in Feb of 2022. At the time of the election rate increases were predicted to be far far lower. Please see attached for full comments.
P202400662	4/4/2024 11:38 AM	Who pays a city \$24,000,000 for the right to provide essential services and then spikes the bills customers have to pay? Who can raise a customer's bill for a necessity without revealing exactly how much the bill will go up and why? Shall we vote for a price increase without knowing exactly what it is or why we need it? This sounds all too familiar with governmental procedure these days. And it stinks. Most of the information I have been able to glean about what is going on has been from sources other than Liberty or the Public Service Commission. Will we fall within a higher category of monthly use and be charged more even though we use less than our allowance of water now? Is this yet another way to provide less service and charge more?
P202400663	4/4/2024 11:40 AM	I am writing to you with a heavy heart regarding a matter of urgent concern for the residents of Bolivar, Missouri. It has recently come to my attention that Liberty Utilities intends to implement a significant rate increase for water services beginning in January 2025. As the pastor of Southern Hills Baptist Church in Bolivar, I am deeply troubled by the potential repercussions this would have on our congregation and the broader community. Please see attached for full comments.
P202400664	4/4/2024 11:42 AM	I don't understand how that Liberty can have a huge increase like is proposed. Luckily my electric is with Southwest Electric or I would have to move due to the rates. This is getting out of hand. I also don't understand why I get 2 separate bills each month totaling over \$200 for just water and sewer. The top of the page as it listed as 2 separate site locations but is at the same address. I have tried to contact them about this but they said one is water and one is sewer. I don't believe that because others that I talk to get it all on the same bill. This is ridiculous and don't see how its legal. Liberty is a scam and something should be done to them.
P202400665	4/4/2024 11:52 AM	I am voicing my concern to the rate increase that Liberty Utilities is asking for. Liberty is asking for around a \$50 rate increase for water. The reasoning as I understand is to update our infrastructures. I understand that these things need to be updated but to have that kind of an increase is not okay. Please see attached for full comments.

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P202400666	4/4/2024 11:54 AM	This rate hike is horrible, as a retired person and on a fixed income this would be devastating. With everything else going up all around us this doesn't make any sense, and with high enough water and power bills that I'm paying for now this is the worst thing that can happen to a beautiful and wonderful Bolivar Missouri town. And the thought of having to go back to work a few days a week to afford my water and power bill is beyond stupidity. Just a few words from someone who is concerned that if this utility hike is put in place it will cause a domino affect with the CMH hospital, Baptist University and local business. Thank you for listening. J Zitella
P202400667	4/4/2024 12:16 PM	*See attached
P202400668	4/4/2024 12:25 PM	*Please see attached,
P202400669	4/4/2024 12:28 PM	Liberty utilities are wanting to raise the rates on water bills. What they want is too much for some of us to handle.
P202400671	4/4/2024 1:06 PM	I am a senior almost 80 years old on a fixed income and can't afford this increase. Making people have to decide between their medications and paying bills. There are people less fortunate than myself and I don't know how they're going to make it. This is very, very bad for our community.
P202400672	4/4/2024 2:32 PM	The rate increase that Liberty has announced will cause GREAT financial hardship for us. I have heard from so many other Bolivar residents, and they are ALL equally worried about the rate increase Liberty Utilities has announced. *Please see attached.
P202400673	4/4/2024 3:19 PM	The city of Bolivar, MO has been raped of due to Liberty's utility rates ever since they took over their utilities for the city. I was born, raised in the south of town but my parents sold the farm and moved into town in 1969. I inherited their house in Bolivar, but I now live in Anderson, IN. I come to Bolivar two to three times a year for 4-6 weeks at a time to do various improvement tasks on the farm. Bolivar had a vacation plan for several years. Please see attached for full comments.
P202400674	4/4/2024 3:56 PM	As a resident of Bolivar Mo, I voted to sell the water treatment to Liberty Utilities based on the info from Vice President Mike Beatty who told the city we could expect an "approximately 19% increase". Now they are proposing a 142.5% increase for Bolivar. I would never have voted for this sale to them if I had know this is what they really wanted. Liberty Utilities information to us at the time of voting in 2020 was misleading at best, or an outright deception at worst. This is the type of situation that causes the public to lose confidence in our voting system and governing agencies. Please stop this from taking place and affecting out residents, schools, business's, and hospital (CMH). Thank you for reading this!
P202400675	4/4/2024 4:20 PM	We moved to Bolivar, Mo from SC in 2016. At that time we paid approximately \$36/month 432/year minimum for water service. Where we lived in South Carolina we paid less that \$18 monthly \$218/yearly for water service. We thought that was already a very high price. Then in 2021 the city sold to Liberty. I voted no. I didn't want to do this. I wanted the city to maintain the water. I trusted them more. But my fellow citizens outvoted me. The rate went up In 2021 as we knew it would. Water is now over \$55/month or \$660/year. We have invested in our home. We have done improvements. We have also added landscaping and fruit and vegetable gardens to our land. The cost of living is sky rocketing..*SEE ATTCHED
P202400677	4/5/2024 7:40 AM	I am writing as a concerned citizen to oppose the rate increase. Why does Bolivar need to be 12.5% higher than the state's average? This will be a hardship on our elderly fixed income community members and our large volume commercial water users such as the hospital, public schools, and Southwest Baptist University.
P202400678	4/5/2024 7:42 AM	I am writing as a concerned citizen to oppose the rate increase. Why does Bolivar need to be 12.5% higher than the state's average? This will be a hardship on our elderly fixed income community members and our large volume commercial water users such as the hospital, public schools, and Southwest Baptist University.
P202400679	4/5/2024 7:46 AM	Please see attached.
P202400680	4/5/2024 7:46 AM	This is a very real and desperate request for you to address the abuse of rate hikes that Liberty Utilities is attempting to put on the people of Bolivar, Missouri. They get away with this because there is no competition. They hold the monopoly. Please see attached for full comments.

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P202400681	4/5/2024 8:16 AM	The purposed 100%+ increase by Liberty will financially strap most of us in Bolivar. I am hoping our elected officials can put a stop to this.
P202400682	4/5/2024 9:57 AM	"Liberty electric are charging ridiculous prices. Liberty or the PSC needs to do something about this. I am on a fixed income and I am paying \$3528.0 per week for home health care and what Liberty is doing is detrimental to my budget."
P202400683	4/8/2024 7:31 AM	The rate increase for water and sewer for Bolivar Mo. that has been proposed is beyond ridiculous . I am on a fixed income as many here in Bolivar are. This increase for low income and normal working folks is way too much . Please rethink your proposed increase to a much lower amount. Thank you , GP
P202400687	4/11/2024 8:04 AM	I would like to make a request regarding the requested water rate increase for Liberty Utilities rates in Bolivar, MO. We understand that costs are rising in all sectors and a rate increase might be necessary, but the proposed increase of approximately 130% in city water costs is exorbitant. Upon voting on the issue of turning water utilities over to Libery in 2020, the city of Bolivar was informed by Liberty that rate increases would be approximately 19%, with a projected total increase of 38% over the next 18 years. It feels preposterous that now, 4 years later, they are proposing a 130% increase. We would request that this proposed rate only be approved up to 20%, a rate congruous with their public pledge a few years ago.
P202400690	4/11/2024 8:32 AM	I am strongly opposed to the rate increase. I'm on a fixed income and cannot afford another \$60 bill increase. I voted against selling the system to Liberty, and now we find out we were lied to about rate increases. This proposal is not what we were told when we voted. Originally they said rate hikes were not going to be high. The Bolivar Herald Free Press ran an article on April 1 that shows what we were told and how different that is from what they're now asking for. My average bill is \$36/month, and now they're saying the average bill will be \$88.94. I volunteer at the Senior Health Center and this is way too much for Bolivar's senior citizens to handle.
P202400694	4/12/2024 9:14 AM	Liberty Utilities wants to raise rates 132 percent, and the rate already are more than Bolivar Utilities ever were. Inflation has the cost of everything up, and those of us who live on a fixed income just can't afford this kind of a water rate increase. They have been charging us the same amount for several months and have not read our meter because our meter reading does not come close to what they say it is. One of these days we will get a bill out of sight. When you try to contact them, you get a message that says they can't be reached until April 8. They are avoiding complaints.
P202400696	4/12/2024 11:12 AM	My water bill has went out of hand I can't afford it to go higher. I've had nothing but issues with liberty. Constantly being overcharged for electric having audits done being charged 3x the amount I should of been. I haven't been able to afford central heat and air for almost 7 years. Cannot afford an increase. My families basic necessities should not be taken advantage of to make people rich who aren't even a US citizen. Our utilities are owned by a foreign entity. We the people need our utilities back! Allena Davis
P202400699	4/19/2024 9:56 AM	Rick called PSC hotline wanting to file a comment opposing any increase for water & sewer rates.
P202400700	4/19/2024 9:58 AM	Nora opposes any increase for Liberty Water & Sewer. She lives in Bolivar and others have said there should be no increases after Liberty took over from City of Bolivar. Wants no increase as citizens were told there would not be one.
P202400703	4/26/2024 8:43 AM	We're writing in opposition to the rate hike that has been proposed. It's too excessive of an increase and will adversely impact -- will hurt-- the elderly on fixed incomes, the middle class, the poor, and small businesses. With inflation and the costs of everything else, such as food and fuel, rising and continuing to rise, this increase will just be too much. And water is an absolute necessity. Secondly, since Liberty Utility is an investor-owned utility, it seems that its primary objective is making money regardless of the hardship it places on citizens for something that people cannot do without. We trust our message will join with multiple others in opposition to such a rate increase, resulting in no increase at this time
P202400704	4/26/2024 11:01 AM	To whom it may concern: We're writing to express our opposition to the rate hike that has been proposed. See attached for full comments.
P202400705	4/26/2024 11:02 AM	See attached comments.
P202400706	4/26/2024 11:04 AM	See attached comments.

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P202400717	5/6/2024 10:23 AM	Please see attached for comments
P202400740	5/23/2024 2:33 PM	Customer's bills typically receives bills around the 20-21st of the month. He hadn't rcvd his bill by 5.20.24 so he contacted Liberty and was told via e-mail that the bill was sent on May 1st and should be getting it any time. He just rcvd the bill in the mail on 5.22.24 but it was post-marked 5.13.24; not 5.1.24 as he was told with a due date of today, 5.23.24. He has been trying to access online acct but couldn't b/c he didn't have his new acct #. He was able to log online today w/ new acct# and it says the bill isn't due until 6.10.24. He paid the bill but would like to know what his billing cycle to be consistent again & more communication w/ customers."
P202400772	6/18/2024 3:52 PM	Ronald lives in Bolivar & is unhappy that Liberty is asking for such a large rate increase. City did not agree to this after city sold to Liberty. Things agreed to are not being met on Liberty's end. Would like the PSC to deny the rate increase. Liberty also has new billing system that is awful and has so many issues including poor customer service.
P202500001	7/1/2024 7:32 AM	Our service has done nothing but go down hill after Liberty took over . There was already a doubling of our bill a couple years ago . Nothing else has gone up 200%. This is Greg plain and simple. Huge increases in costs with no service improvements to show for it. Please do not approve this increase
P202500003	7/1/2024 11:32 AM	I strongly oppose the rate increase due to extremely poor service we have received from Liberty over the past years. Water outages, boil orders, incorrect billing, poor customer service with no follow-up are just a few of the issues our area has experienced. Please deny their request for an increase in rates! Thank you!
P202500008	7/2/2024 8:45 AM	LIBERTY UTILITIES has recently petitioned MPSC to increase water charges in my community more than 130%. I am extremely opposed to this increase due to their poor service over the years, especially recently. We have frequent outages and boil orders which sometimes last up to a week. I have had several major errors on my billing, which their customer service has never corrected or adjusted for me. The most recent bill from Feb 2024 was more than twice my normal amount, but they never followed up to check my meter or explain why that one month was so high. I made 7 calls to Liberty to try to get this bill explained and/or corrected and each time a different agent told me it would be taken care of.
P202500010	7/2/2024 1:00 PM	See Attached
P202500011	7/2/2024 1:02 PM	See Attached
P202500042	7/19/2024 9:40 AM	"I would like to advocate against the increase. I am on social security as most of my neighbors are so we can barely hang on to our bills as it is so I think they should wait on the increase until the economy is in a better place.
P202500078	7/29/2024	Steven already struggles with current rates & cannot afford another increase. He is on a fixed income. Rates have already doubled in recent cases & would like the PSC to deny the rate increase.
P202500339	8/22/2024 12:32 PM	As per our telephone conversation today, we are writing to ask questions (and complain) about the forthcoming water bill increases to be imposed on us by Liberty Utilities. They are proposing to increase our rates double what they are now. We have a few problems with that which I will try to lay out. We have had problems getting them to understand that we can't possibly be using as much water as they tell us our meter shows to begin with, and now they want an increase. Our household consists of 2 humans, 3 dogs, and 3 cats. No swimming pool, no stock tank, and we wash our cars at the car wash. There are no leaks in the house, under the house, or in the yard, and yes we DID have a plumber come and inspect to make sure...*See Attached
P202500348	8/26/2024 7:33 AM	Million dollar companies need to stop robbing already struggling communities of their hard earned money. Liberty already charges absolutely ridiculous taxes and other unnecessary charges all so the ceos can hoard funds in their savings never to be touched again. Missouri deserves better than some money hungry ass wipes. Let's do better and have some respect for the people residing in the state of Missouri rather than robbing us blind. Sent from my iPhone

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P202500412	8/27/2024 2:22 PM	I have lived in Bolivar, Mo for years. Since Liberty has purchased the water department in town my bill has gone up from around \$30-\$50.00 a month to now over \$219.00 in a month. Electricity continues to increase month to month. I have spoken with the company at this point, they are telling me there is nothing they can or will do. How can they continue to ask for a rate increase when the utilities in Bolivar are higher than most towns in this area. We are being charged for storm damage in 2021, WHY? We are charged energy efficiency prgm and energy efficiency investment and asbury cost and a fuel adjustment clause. What are all of these charges for? Not one employee at the phone number I call, which is the one one the statement.*See Attach
P202500470	8/28/2024 12:16 PM	My monthly SSI check is \$1813 and I am broke by the time I pay my rent and utility bills. They are wanting to double our water rates and people cannot afford that out here. Liberty is a big company and they can burden the cost. Marionville is a small, old, farming community and we cannot afford this.
P202500485	8/29/2024 9:56 AM	"I am writing to you in regarding the proposed rate increase for water in Aurora Missouri. It's understandable that increases have to happen, but over double at one time is ridiculous! That's nearly an extra \$900 a year. Paying almost \$75 to just have water brought to my house is unfathomable. Please consider the hardship this will create on myself and on many families in my town as well as surrounding communities."
P202500486	8/29/2024 10:07 AM	"This has to stop. I understand a raise but to almost double just to have water is a little ridiculous. Someone has to stand up for us as a town. We all ready have no option on electricity why rob us more... Amanda Jenkins "
P202500488	8/28/2024	Rita is on a fixed income and is a senior citizen. She would like the PSC to deny Liberty's rate increase request. She cannot afford another rate increase & with inflation bills and costs are already high enough.
P202500489	8/29/2024 12:13 PM	"All of the billing issues with Liberty is causing severe anxiety. This has been going on for months. Why didn't Liberty do inside testing to work out the kinks, instead of using the public as guinea pigs? We are having to do the work FOR Liberty, going through months of billing and usage to point out their mistakes to have them fix it. Liberty is a Canadian company, they do not care about Bolivar Missouri and it shows. "
P202500491	8/29/2024 12:42 PM	"I oppose the rate increase. 70% of our town is on SSI; how can we live on a 30% increase? Liberty has no upgraded any of our water lines since they've taken over the water service. They can't increase this to take care of what they've agreed to. Our bills are already too high."
P202500494	8/29/2024 1:45 PM	I can see a little raise but not jumping it double. That is not fair to seniors. All these people already have nothing to eat, have to go to food banks and can't afford their utilities and now Liberty is asking for this much of an increase. I understand they want to upgrade their equipment but this amount is too much to pass of to people who already do not have enough to pay their bills.
P202500498	8/29/2024 2:57 PM	I want to speak out against this rate increase. I don't feel this increase in necessary. It's hard being on a fixed income, our income didn't increase and we can't pay the bills as it is.
P202500554	8/30/2024 7:57 AM	"It has been brought to my attention that Empire/Liberty utilities wants to increase the water rates for Aurora, Marionville, and Verona in Lawrence County by 130.37 percent. That would be absolutely detrimental to those area. These are low income areas that have many seniors that solely rely on social security. On top of that the country is dealing with extreme inflation at the grocery stores. I ask that you please help keep this type of increase from occurring. Thank you for you time."
P202500557	8/29/2024	Customer contacted and asked how they expect individuals to pay double the amount. She's retired and has a fixed income. She is unable to pay that amount. Double is a lot.
P202500560	8/29/2024	The customer called and stated that this had a significant impact on her income. She is on Social Security. She cannot afford such a rise. She understands that folks deserve a raise, but that's a little excessive. It will probably go up by \$100.00 per month. Social security benefits do not typically increase significantly. Not to mention the rising costs of everything else.
P202500577	8/30/2024 1:39 PM	Liberty Water customer opposed to rate doubling. He said it already doubled in 2018. Doesn't think the company needs another increase.
P202500578	8/30/2024 1:46 PM	Customer is opposed to any increase in the water rates. We cannot afford to have our water rates double. Please stop this.
P202500611	9/3/2024 8:06 AM	"Please don't raise these rates as I won't be able to pay it. I've barely used AC this summer because I can't afford it.

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P202500612	9/3/2024 9:04 AM	"I strongly object to the planned water rate hike. A130% increase all at once is outrageous. This will deal a hard blow to our community of retired & low-income residents. Smaller, incremental increases over a time period would soften the blow."
P202500613	9/3/2024 9:08 AM	"I realize that in the state of our economy the increases in everything we do and use is a necessary evil. But a 130% hike in our water usage bill seems completely uncalled for. How at these percentage increases is this not price gouging. How in the world are regular citizens supposed to afford this let alone low income families that live paycheck to pay check. At these rate increases you are asking people to make a choice. Untilities, groceries, gas, childcare. Once again I am not arguing a rate increase but is there not a more reasonable increase than 130% "
P202500615	9/3/2024 10:11 AM	I am writing to express my total disbelief that Liberty Utilities (Empire Electric & Water Aurora, Marionville, Verona, MO) thinks they need to more than double the bills of the households in this area. The current rate for 5,000 gallons of water per month is \$34.43 and they are asking for an increase of \$40.50 to bring the bill to \$74.93 for the first 5,000 gallons. **see attached for full comments**
P202500616	9/3/2024 10:14 AM	I received noticed of an increase of \$40 a month which doubles my bill. Aurora, Missouri from 34.43 to 74.93. We are retired and on Social Security.. this seems extreme!
P202500617	9/3/2024 10:57 AM	"I'm writing to you in regards to the proposal by Liberty. They already inflate customer accounts. I see people complain about it and notify others to check their bills who and up finding the same thing. Inflation is already taking a huge toll on the area. Allowing this would leave so many people, elderly, disabled, and families alike, having to choose between food, medical needs, etc and this bill. They have not once apologized when caught for falsely inflating bills, and I have never heard anyone say anything positive about them. Several customers, ourselves included, keep searching for other companies and any other way together service elsewhere, but they have monopolized the service. They know this and use it as levera.. *See Attached
P202500619	9/3/2024 11:15 AM	"I am writing to express my total disbelief that Liberty Utilities (Empire Electric & Water Aurora, Marionville, Verona, MO) thinks they need to more than double the bills of the households in this area. The current rate for 5,000 gallons of water per month is \$34.43 and they are asking for an increase of \$40.50 to bring the bill to \$74.93 for the first 5,000 gallons. We are two Senior Citizens who don't do an abundance of laundry a week, nor do we even have a dishwasher, but we have not come in under 5,000 gallons in I don't know how long. I pity the families who have 4 or more people showering day, not to mention the laundry. The estimated COLA increase for 2025 is 2.6%. Do you realize that Liberty's increase would eat all.*See Attac
P202500620	9/3/2024 11:22 AM	"> I am a Missouri resident writing to you in regards to the requested rate increase for our water. I have read that what was once a \$30 bill will now be a \$70 bill. Please understand the struggles of Missouri families to put food on the table, they do not needed, none of us do, the add worry of keeping utilities on. > It seems ridiculous that they ask for a 130% increase, and even more crazy that it could happen, so I implore you to reject this request. Thank you for your consideration."
P202500622	9/3/2024 1:21 PM	I request re-consideration be made to the extreme rate changes that have been proposed. It wasn't long ago that we already had our water raised by almost 60%. With the cost of living and wages going up for those that work minimum wage jobs, but staying consistent for those that have worked for a company for 11 years, this economy is causing us to drown. We can't even afford to buy meat from the grocery store and now we are being asked to once again pay a huge price increase. Why we cannot do "gradual" increases rather than price hikes? Please as a corporate nationwide industry, please consider that you are selling water to people, to children, to families, and seniors. Please consider gradual rate increases as an alternative to price hikes.
P202500623	9/3/2024 3:06 PM	I oppose this increase. It will really hurt Missouri citizens financially. The increase is excessive.
P202500624	9/3/2024 3:15 PM	I received noticed of an increase of \$40 a month which doubles my bill. Aurora, Missouri from 34.43 to 74.93. We are retired and on Social Security.. this seems extreme!
P202500629	9/4/2024 7:44 AM	"Doubling our water bill is ridiculous!! I could see a smaller increase over a certain amount of time, but double all at once is crazy!! I disagree with this increase!"

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P202500630	9/4/2024 7:49 AM	"I'm unable to attend the meetings in regards to the local rate increases for Liberty and the Aurora area. I just wanted to make it known that this rate increase is absurd and will really hurt a lot of individuals including and especially our low income individuals. It's not fair or right to charge someone for water and utilities they aren't using. I've had numerous issues with Liberties sketchy billing and no answers to why numbers are hiking just always told it's hot. This is becoming scary for a lot of folks my family included who cannot afford to keep seeing rate increases one after another. First power now water. My power and water alone is already \$400 a month and that's not including the \$70 for trash and sewage and ',*See Attached
P202500631	9/4/2024 9:16 AM	We don't have any other choice for providers. This was not brought up to the public. This effects the more rule parts, but the notices for the hearing were not published in any local news in my area. I live in Marionville and the closest hearing is over an hour away in Branson. We didn't get any notice of this in our local news source, just in the Monet times. No notice was received in my billing or received by mail. I am 81 years old and can't get to the hearing that far away. I don't have the capability to attend the online hearing. Liberty has gotten out of hand. Their billing, their customer service, and their rates are all horrible, now they want this outrageous rate increase. This is too much for anyone to afford.
P202500633	9/4/2024 9:28 AM	"I lived on a fixed income and \$40.00/month is almost 120% increase which is ridiculous. I cannot afford this."
P202500634	8/30/2024	The customer called, claiming that he is quite upset. This is a foreign company that has taken over our water. It has been excellent all these years. He is on a fixed income. It's difficult to swallow.
P202500638	9/4/2024 2:12 PM	"As a lifelong resident of the Aurora, MO area, I am contacting this link to strongly protest the pending/upcoming increase in water rates through LIBERTY!! DOUBLING the water billing of our area residents would be a great financial hindrance/burden to every Liberty customer in our area; furthermore, it would likely be a CATASTROPHIC BURDEN to many customers of Liberty. Residents of the impacted communities are continually being placed under more & more financial attacks & burdens while board members & executives of Big Business/Corporations reap greater benefits!! How much are "normal," hard-working, responsible citizens expected to put-up with??? I beseech your group/commission to block this upcoming, crippling increase!"
P202500640	9/4/2024 4:36 PM	Customer called and stated that she is a widow on a fixed income. \$40 extra per month is quite a lot.
P202500641	9/4/2024 4:42 PM	I oppose this increase . Liberty services has been severely lacking since the new billing system was put in place. Not happy with the service paid for now, do not want to pay more for poor service.
P202500649	9/6/2024 3:20 PM	"The purpose of this correspondence is to request the Missouri Public Service Commission (PSC) to deny the request of Liberty Utilities to increase its Missouri annual water revenue by 130.37 percent. Liberty Utilities is the sole source water provider for the residents in the Eagles Landing Subdivision, Nixa, Missouri. Thus, the we have no choice about who provides water service to the subdivision and we have to rely on the PSC to insure we receive a fair price for the provided service. This denial request is based on three facts: (1) The water service provided y Liberty is no better than the service provided by the previous provider. (2) Several years ago we were told additional water tanks would be installed to ..*See Attached
P202500652	9/9/2024 7:54 AM	"Please do not approve the rate hikes requested by Liberty Utilities. I am on Social Security and do not feel that a rate hike of 131% is justified and would create a hardship on many who live in this district. (See Lakeland Heights) Screenshot of proposed rate hike for our (Lakeland Heights) water bill (per 5,000 gallons):
P202500656	9/5/2024	Customer contacted to say he doesn't think it's fair. 130% is quite high.
P202500657	9/5/2024	Customer contacted and expressed worry for people on social security. It makes it difficult for people to pay. She tries to be really careful with her bill.
P202500661	9/10/2024 8:27 AM	"I am on a fixed income and the proposed increase for Liberty water is excessive. The areas that the increase would affect are financially depressed with most people living on fixed incomes as well. I oppose the increase.
P202500662	9/10/2024 10:13 AM	"I strongly oppose this increase. I worked for the water company for several years and I implore the PSC to do their due diligence and see that Liberty is not doing their job of fixing and maintaining things. Please deny this rate increase. I respect the PSC and worked within their rules and regulations when I worked for the water company so I do know you are trying to keep things fair for the people as well as the company. This increase would not be fair to the people."

Consumer Comment No.	Date Filed	Consumer Comments
P202500664	9/11/2024 10:48 AM	I am against the rate increase for Liberty with being on retirement, I am unable to afford the rates as they are now. This would make things so much worse for those of us on retirement.
P202500666	9/11/2024 5:07 PM	"I am writing this email to protest the proposed rate increase in the water and wastewater rates for Liberty Utilities. My wife and I own a condominium in the Ozark Mountain Condominium Association in Kimberling City Missouri. Since Liberty Utilities last rate increase in 2018 we have one of the highest if not the highest water rates in the state of Missouri. I have attached four bills to give the board an idea of what we pay for water. You will notice that our May 2024 bill is for zero gallons of water usage and yet we had to pay \$80.73. That was for zero gallons! Yet in June 2024 after using 315 gallons of water we paid \$74.83. I'm not sure why we paid less in June after using 315 gallons and more in May after using..*See Attached
P202500667	9/12/2024 8:09 AM	I am writing this email to protest the proposed rate increase in the water and wastewater rates for Liberty Utilities. see attached for full comments.
P202500746	9/17/2024 11:02 AM	To whom it may concern: I am writing on behalf of water customers in the Franklin County - Lake St. Clair water district currently served by Liberty. We were recently made aware of a proposed rate increase for our water. Per the provided information, the proposed rate increase for our water would be approximately 300% or four times the current cost. See attached for full comment.
P202500751	9/17/2024 2:15 PM	"Please do not allow this increase. Our Liberty bills are already way too high."
P202500753	9/17/2024 3:42 PM	"I am a current user of Liberty Utilities water system. As we are unable to choose who provides our water, we rely on the PSC to assure we are receiving a fair price. Liberty Utilities is currently asking for a 135% rate increase in our base rate for water. " Please see attachment for full comment
P202500764	9/19/2024 4:08 PM	"My comment/question is this: If it's decided not to do a phased, incremental approach, it would be reasonable for Liberty to provide customers with the length of time this 100% increase will be. In other words, will they have recouped their costs at this rate within 3 years, 5 years? What's the expectation? Liberty should provide customers with this forecast. " see attachment for full email
P202500765	9/19/2024 4:13 PM	I am a concerned citizen in Cape Girardeau County. Specifically, I live in the town of Jackson, Missouri. I received a notice that Liberty Utilities Midstates is proposing a 28% increase in rates to \$15.87. I feel this is an excessive leap in utility rate for electricity to be made all at once, especially given the increase of all other living costs at this particular time. Individuals are struggling to make ends meet and although I understands rates must go up, a leap of nearly 30% in our area is too much. Please consider limiting this increase to something more like 10% increase at this time, even if there is a proposed plan to increase again in 5 years or such... see attachment for full comment"
P202500779	9/23/2024 10:00 AM	See Attached
P202500781	9/23/2024 4:27 PM	I was shocked to see that Liberty wanted an increase of 32.57%. I only wish that our retirements or social security would be increased to that level. Please put a stop to such huge increases!!!! Someone has got to take a stand.
P202500787	9/24/2024 10:44 AM	See Attached
P202500790	9/24/2024 4:42 PM	"Senior citizens are on fixed incomes and cannot afford this rate increase. This will double the bill, this is ridiculous."
P202500793	9/26/2024 9:47 AM	See Attached
P202500796	9/26/2024 9:57 AM	See Attached
P202500799	9/26/2024 12:14 PM	**see attached