

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 27th day of February, 2025.

In the Matter of an Investigation into)
the Customer Service and Billing of)
Liberty Utilities Including Electric,)
Gas, and Water Utilities)

File No. OO-2025-0233

ORDER OPENING AN INVESTIGATION

Issued: February 27, 2025

Effective February 27, 2025

Recently, the Commission has had numerous inquiries, complaints, comments, and testimony about issues with Liberty Utilities' billing and customer service. These inquiries have come through the Commission's customer service hotline, comments and testimony submitted at local public hearings for Liberty Utilities rate cases, and constituent inquiries received by Missouri's legislators. Because of these persistent concerns, the Commission will direct its Staff to conduct an investigation of all of the Liberty Utility companies operating in the state of Missouri and file a report with any recommended actions to be taken by the Commission.

THE COMMISSION ORDERS THAT:

1. Staff shall conduct an investigation of Liberty Utilities' electric, gas, and water customer service and billing practices and file a report of its investigation when it has completed the investigation.

2. Staff shall file status reports every three months beginning on April 30, 2025, informing the Commission of the status of its investigation and stating when it expects to file its final investigation report.

3. This order is effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell
Secretary

Hahn, Ch., Coleman, Holsman
Kolkmeier, and Mitchell CC., concur.

Dippell, Chief Regulatory Law Judge

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 27th day of February 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

February 27, 2025

File/Case No. OO-2025-0233

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.