

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

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

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File No. OO-2025-0233

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, in response to the Commission’s February 27, 2025, *Order Opening an Investigation*, and for its *Status Report* states as follows:

1. On February 27, 2025, Commission issued its *Order Opening an Investigation* directing Staff to conduct an investigation of all of the Liberty Utility companies operating in the state of Missouri, noting that the Commission has had numerous inquiries, complaints, comments, and testimony about issues with Liberty Utilities’ billing and customer service.¹ The Commission has ordered Staff to file a report of its investigation when it has completed its investigation, and to 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.

2. Staff is currently in the process of gathering information. Since February 27, 2025, Staff has conducted discovery within this investigation docket, issuing 74 Data Requests (“DRs”) as of the date of this filing. The Liberty Utilities have responded to 41 of these DRs; responses to the remainder of Staff’s DRs will come due in the coming weeks. Staff anticipates the need to submit additional DRs as it learns new

¹ The Commission indicated that it has received inquiries 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.

information regarding the issues surrounding the Liberty Utilities' recent issues with customer service and billing.

3. In addition, Staff has met with Liberty Utility personnel multiple times to discuss the utilities' billing issues; most recently on February 25, 2025, and April 10, 2025, and will continue to meet regularly to discuss the status of the utilities' issues, and any steps taken to address them. Staff has also attended two "town hall" meetings set up by other entities; one in Joplin, Missouri, on March 8, 2025, and another in Bolivar, Missouri, on April 3, 2025, and performed on-site visits of the Liberty Utilities' Call Center and Billing Department, on April 23 and 24, 2025.

4. Further, in coordination with the Office of the Public Counsel and the Liberty Utilities, Staff is in the process of setting up its own series of "town hall" meetings to gather further information directly from the public. Tentatively, Staff plans to hold these meetings during the week of June 9 through 13, 2025. Staff will submit a further update once it has finalized the dates, times, and locations for the planned town hall meetings.

5. As ordered in the Commission's February 27, 2025, *Order Opening an Investigation*, Staff will submit file a report of its investigation when it has completed its investigation. While Staff will endeavor to complete its investigation and report as expeditiously as possible, at this time, Staff does not have an estimated date by which it will be able to submit said report. If it has not submitted its investigative report, Staff will submit a further *Status Report* in three months, as ordered by the Commission.

WHEREFORE, Staff respectfully submits this *Status Report* for the Commission's information and consideration.

Respectfully submitted,

/s/ Mark Johnson

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Missouri Public Service Commission

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 30th day of April, 2025.

/s/ Mark Johnson