

**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

NOTICE OF TOWN HALL MEETINGS

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"),
by and through counsel, and for its *Notice of Town Hall Meetings* states as follows:

1. On April 30, 2025, Staff submitted its *Status Report* indicating that it was
in the process of scheduling its own series of town hall meetings to gather further
information directly from the public.

2. Since that filing, Staff, in coordination with the Office of the
Public Counsel and Liberty Utilities,¹ has finalized dates, times, and locations for the
following meetings:

Date	Location	Start Time
June 10, 2025	Aurora, Missouri Recreation Center 126 W. Hadley St. Aurora, MO. 65605 https://www.aurora-cityhall.org/1306/Recreation-Center	6:00 PM
June 11, 2025	Branson, Missouri Chambers Council Room, City Hall 110 W. Maddux St. Branson, MO. 65616 https://www.bransonmo.gov	12:00 PM
June 11, 2025	Ozark, Missouri Ozark Community Center 1530 W Jackson St. Ozark, MO. 65721 http://ozarkmissouri.com/97/The-Ozark-Community-Center	6:00 PM

¹ The Empire District Electric Company, The Empire District Gas Company, Liberty Utilities (Midstates Natural Gas) Corp., and Liberty Utilities (Missouri Water) LLC (collectively, "Liberty Utilities").

June 12, 2025	Joplin, Missouri Missouri Southern State University Criminal Justice Auditorium 3950 E. Newman Rd., Joplin, MO. 65801 https://www.mssu.edu/pdf/student-affairs/campus-map.pdf (auditorium is #61 on this map)	6:00 PM
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3. In an effort to reach as many customers as possible, Liberty Utilities has agreed to mail notice, attached hereto as **Attachment A**, on behalf of Staff to all of its Missouri electric, water, and wastewater customers.

4. The purpose of these meetings is to hear directly from customers about their experiences with the various Liberty Utilities. Collecting information directly from customers will assist Staff in its investigation and provide a forum for customers to interact with the Liberty Utilities, the Office of the Public Counsel, and Staff.

WHEREFORE, Staff respectfully submits this *Notice of Town Hall Meetings* for the Commission's information and consideration.

Respectfully submitted,

/s/ Mark Johnson

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Attorney for the Staff of the
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 20th day of May, 2025.

/s/ Mark Johnson



Missouri Public Service Commission

Greetings,

On February 27, 2025, the Missouri Public Service Commission (Commission) ordered its Staff to investigate the customer service and billing practices of The Empire District Electric Company, The Empire District Gas Company, Liberty Utilities (Midstates Natural Gas) Corp., and Liberty Utilities (Missouri Water) LLC (collectively, "Liberty Utilities"). Staff is currently in the process of gathering information and will file a report of its investigation when completed. In an effort to reach as many customers as possible, Liberty Utilities has agreed to mail this notice on behalf of the Staff of the Commission.

As part of its investigation, the Staff of the Commission, in coordination with the Office of the Public Counsel (OPC) and Liberty Utilities, is holding a series of Town Hall meetings. The purpose of these meetings is to hear directly from you, the customer, about your experiences with Liberty Utilities. We want to hear from you. Collecting information directly from customers will assist Staff in its investigation and provide a forum for customers to interact with Liberty, OPC and Staff. These Town Hall meetings are separate and apart from the Local Public Hearings the Commission will be holding in Liberty's currently pending electric rate case during the week of July 21 - 25, 2025. If you would like to make a comment regarding Liberty's customer service or billing issues in particular, please plan to either attend a Town Hall meeting or submit your comment using one of the methods described below.

Town Hall meetings will be held according to the following schedule:

Date	Location	Start Time
June 10, 2025	Aurora, Missouri Recreation Center 126 W. Hadley St. Aurora, MO. 65605 https://www.aurora-cityhall.org/1306/Recreation-Center	6:00 PM
June 11, 2025	Branson, Missouri Chambers Council Room, City Hall 110 W. Maddux St. Branson, MO. 65616 https://www.bransonmo.gov	12:00 PM

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Any individuals needing special accommodations to participate in the meetings should contact the Commission at least three days prior to the meeting at one of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829- 7541.

If you are unable to attend a Town Hall meeting, or if you would like to make written comments regarding Liberty Utilities or receive additional information, you may contact the Commission directly at:

Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102
Telephone: (800) 392-4211
Email: pscinfo@psc.mo.gov

In addition, you may also provide comments to or request additional information from the OPC, a state agency tasked with representing the interests of the public in proceedings before the PSC, by contacting the OPC directly at:

Office of the Public Counsel
P.O. Box 2230
Jefferson City, Missouri 65102
Telephone: (866) 922-2959 (toll free) or (573) 751-4857
Email: opcservice@opc.mo.gov

Comments may also be submitted electronically using the PSC’s Electronic Filing Information System (“EFIS”). For more information on how to do so, please visit https://psc.mo.gov/General/Submit_Comments. From this webpage, click on “(e-Filing Instructions)” after the Submit Comments in Writing paragraph. This will display instructions

about how to submit comments electronically. When submitting comments through EFIS please reference File No. OO-2025-0233.

All documents filed as part of the investigation can also be found on the PSC's EFIS at <https://psc.mo.gov/general/efis>. From this webpage, click on "Existing Case e-Filing & Search" under the heading "EFIS Shortcuts" and enter Case No. OO-2025-0233.