

BEFORE THE PUBLIC SERVICE COMMISSION  
STATE OF MISSOURI

In the Matter of an Investigation           )  
into the Customer Service and Billing    ) File No. OO-2025-0233  
of Liberty Utilities Including            )  
Electric, Gas, and Water Utilities       )

TOWN HALL  
VOLUME 2  
WEDNESDAY, JUNE 11, 2025

12:00 p.m.

Branson City Hall  
Chambers Council Room  
110 W. Maddux Street  
Branson, MO 65615

Reported By:  
Sarah M. Elvington

1 T R A N S C R I P T I O N

2 JIM BUSCH: Everybody, we're going to get going.  
3 There's a lot of people here. We still have people outside.  
4 So it might be a long afternoon and we've got another one  
5 tonight in Ozark we got to get to.

6 So thank you all for being here today. My name  
7 is Jim Busch. I'm the division director of the Industry And  
8 Analysis Division at the Public Service Commission.

9 We're here today to host a town hall regarding  
10 Liberty Utilities. As you may all know, the Missouri Public  
11 Service Commission has opened an investigatory docket. It's  
12 called Case Number 00-2025-0233.

13 And what that case does and that docket does,  
14 it's directing its staff to investigate the billing  
15 inconsistencies that Liberty consumers have experienced over  
16 the past year or so, which is why we're here today.

17 Joining us today we also have members of the  
18 Office of the Public Counsel. The Office of the Public  
19 Counsel is the state agency that represents the consumers in  
20 all matters before the Public Service Commission. And we  
21 also have representatives from Liberty Utilities as well.

22 Besides those who are here in this room, as you  
23 walked through, you probably seen the customer service  
24 people -- or the billing people from Liberty. So if you have  
25 specific billing issues, they are here with their computers

1 to help with that.

2 We have members of Public Counsel outside who  
3 can help you if you have any specific issues and complaints  
4 you want to talk with, with the Public Counsel.

5 And we have members of the Public Service  
6 Commission staff outside, and also you'll see them walking  
7 around as well. So if you do have a specific issue that you  
8 really want to address with somebody, please reach out to  
9 somebody like that and they can talk to you tonight.

10 If you've previously attended a PSC local public  
11 hearing, this town hall will be a little bit different. We  
12 will not be taking any formal testimony tonight. Today is  
13 about you. It's about your voice, your experiences, and your  
14 concerns. Staff at OPC and Liberty are here to listen.

15 We are aware of many billing problems, but we  
16 also know that we don't know everything. And, in fact, from  
17 what I heard last night, is we heard all new stuff last night  
18 at the one that we had up in Aurora. So we are still  
19 learning stuff, so that's why we're here.

20 We want to make sure as we are doing our  
21 investigation and Public Counsel is doing their  
22 investigation, that we know exactly everything that's going  
23 on so we can make sure that we properly investigate that.

24 So it's essential that we hear directly from  
25 you. Your input will help us ensure that our investigation

1 covers the full scope of all of the issues. As you can see,  
2 there's a huge turnout today and there's still more people  
3 coming in. So to make sure everyone has an opportunity to  
4 speak, we ask that you please keep your remarks brief and  
5 focused.

6 We are recording tonight's event and we are  
7 going to have a transcript of all of the comments. So even  
8 if we can't fiercely scribble down everything you say, we  
9 will be able to go back and we will go back through the  
10 transcript and make sure that we have all of your concerns so  
11 our team can investigate.

12 So also, that means please be respectful of each  
13 other. If people are talking and somebody talks out from the  
14 crowd, it's going to be really hard when we have this  
15 transcribed for the people to make sure that we hear exactly  
16 what's being said. So please try to be respectful.

17 Staff is currently required to file quarterly  
18 updates with the Commission on the progress of our  
19 investigation. We are holding four town hall meetings. We  
20 had one last night in Aurora, we have this one today, we had  
21 one last night in Ozark, and we have one tomorrow night in  
22 Joplin; correct?

23 At this time, there is no set date for the final  
24 report to be filed. However, in addition to this  
25 investigation -- and I think I heard some of y'all talking

1 about this -- Liberty also has a pending electric rate case  
2 before the Commission. And it's possible that some of the  
3 issues raised here tonight could also be addressed in that  
4 proceeding.

5 So depending upon what we uncover, Staff or the  
6 Office of Public Counsel may also choose to file a formal  
7 complaint against Liberty. So we're using this information  
8 to help in our rate case investigation and we're also using  
9 it in the form of investigatory docket in case we need to  
10 file a formal complaint against the company as well.

11 There was a sign-up sheet outside in the hall.  
12 It's still outside. We have it here with all of the names.  
13 We will call your name up and you can give your remarks. If  
14 you did not sign up but decide that you want to speak, just  
15 wait until the very end. We'll ask for speakers at the end.  
16 If you've signed up and you decide that you don't want to  
17 speak, that's perfectly okay. We can just go right past you.

18 So when we call your name, please come to the  
19 podium. And if you do have mobility issues or don't feel  
20 like you can make it down here, I will bring the mic or  
21 somebody from Staff will bring the mic and we'll come to you.

22 If we do run out of time and we -- like I said,  
23 we are going to be limited at some level because we got to  
24 get up to Ozark and our AV guy has to break down and then set  
25 up there in Ozark. There are comment forms so you could fill

1 out those comment forms. There are instructions out there on  
2 how to file comments on the PSC's website. So please make  
3 sure that your comments are filed with us.

4 And before we get started, some brief remarks  
5 from the Office of Public Counsel and from Liberty.

6 GEOFF MARKE: Good afternoon. My name's Geoff Marke.  
7 I'm the chief economist with Missouri Office of Public  
8 Counsel and I want to thank you all for coming here this  
9 afternoon. Quite frankly, this is going to help with our  
10 investigation. And getting word of mouth actually from  
11 customers in this sort of form is about the best thing we can  
12 ask for.

13 A little perspective. Our office represents the  
14 public in any issue effectively in front of the Missouri  
15 Public Service Commission. So if the utility wants to change  
16 their rates, if there are problems, anything around, you  
17 know, recovering their investment, we're an automatic  
18 intervener in the case and we represent you.

19 To put it bluntly, I'm paid to be skeptical, all  
20 right? And that's -- that's what we're doing here. No doubt  
21 there's been a lot of concerns over the billing issues and  
22 other subsequent ancillary problems that may come up, you  
23 know, in the course of this discussion.

24 It's critically important that you speak into  
25 the microphone because we're recording this information. And

1 if we can use it in the future, whether it's the  
2 investigatory docket or in the rate case, we need to be able  
3 to hear you and be able to cite back to it.

4 Now, you may have individual concerns on your  
5 bill that it was miscalculated or misrepresented in some form  
6 or fashion. Outside, Liberty has customer service reps to  
7 help you. But if not, if you do not feel like you are  
8 getting the satisfactory answer from those representatives,  
9 please, there are other avenues for you to redress your  
10 concerns.

11 In short, you can go ahead and move to the table  
12 from the PSC or the Office of Public Counsel. And if that's  
13 the case, it's critically important that we get your name,  
14 your address, and what your problem is so we can focus and  
15 follow up on it.

16 We've heard from a number of different customers  
17 that have specific billing issues, and quite frankly, the  
18 problem that we immediately find is, we're going to need to  
19 look further into it. We're going to need to look into your  
20 past billing. We're going to need to go ahead and compare  
21 and contrast.

22 Again, this is why it's so critically important.  
23 Because, again, last night we had people that spoke very  
24 passionately but then immediately left. Unfortunately, I  
25 might not be able to follow up on those specific customers if

1 I don't have their names or their contact information. So  
2 please utilize the resources outside if you feel like you  
3 need to and speak into the microphone.

4 And thank you, again. I really look forward to  
5 hearing everybody. I'll pass the mic on to the -- to the  
6 company.

7 TIM WILSON: Thanks, Dr. Mark. Thank you to the  
8 staff of the Missouri Public Service Commission and to the  
9 Office of Public Counsel for inviting us to participate today  
10 in this town hall. And thank you to those in the audience  
11 for taking time out of your busy lives to be here. We value  
12 customer feedback. We look forward to listening and learning  
13 and answering questions for our customers.

14 My name is Tim Wilson. I'm the president of  
15 electric for the Central Region, also known as the Empire  
16 District Electric Company doing business as Liberty  
17 Utilities. I've been serving the company for 28 years. I've  
18 heard -- I've held nearly every job. I started as a janitor  
19 to the position I hold now, and I've dedicated my career to  
20 make sure our communities have reliability electricity.

21 I know you expect and depend on our essential  
22 service. I'm also here representing the hundreds of Liberty  
23 team members and employees who live in the communities that  
24 we serve including our line workers, operators, engineers,  
25 customer service reps, and many others who work literally



1 around the clock to keep the lights on in homes, schools,  
2 hospitals, senior centers, and businesses. We're proud to  
3 work for Liberty and we want you to be proud to have Liberty  
4 as your utility service.

5 So how did we get here? As you likely know, we  
6 implemented a new software system which included changes to  
7 our billing systems. This new system was implemented across  
8 our entire company across the United States, not just here  
9 locally. Approximately 10 percent of our customers in  
10 Missouri experienced billing issues following that  
11 implementation.

12 We want to acknowledge that these issues more  
13 heavily impacted communities where we have both electric and  
14 water, which would be communities like Branson, Aurora, and  
15 Bolivar. I want to start by apologizing to those that have  
16 experienced issues. We know it's frustrating and certainly  
17 inconvenient and it's taken us longer than we planned to  
18 complete the transition.

19 We have had and continue to have a team of  
20 people across our company working to resolve issues and to  
21 resolve and improve our billing and customer service  
22 practices. I am pleased to share that we are making steady  
23 progress. In fact, most of our 350,000 customer connections  
24 across six state regions are having a good billing and  
25 customer service experience.

1 But that's not good enough. We want all of our  
2 customers to have good billing and customer service  
3 experiences. This team and I, myself, are fully committed to  
4 continuing to make improvements to serve all of our  
5 customers.

6 With me today I have Ms. Charlotte Emery, our  
7 senior director for regulatory, to help answer any regulatory  
8 or general questions. Diana Carter, our director of legal,  
9 who will set us straight when I am most likely going to be  
10 wrong at some point. We have Candice Kelley, our director of  
11 customer service and billing, and she is here to help answer  
12 billing questions.

13 And we have several other topnotch customer  
14 service members that are here, as previously mentioned, with  
15 their computers. Please take advantage of this opportunity  
16 to work one-on-one with them if you are currently  
17 experiencing billing issues.

18 Last, but not least, we have Eric Larson with  
19 us. He is our senior manager of Capital Administration and  
20 Planning for water utility, and he is here to answer the  
21 water utility questions, as I am representing electric.

22 I do also want to emphasize that customers who  
23 received a delayed bill or didn't receive bills for some time  
24 are given at least twice the length of the delay to pay their  
25 bill in full. So for example, if you didn't get a bill for

1 two months, you have at least four months to pay. We want to  
2 work with our customers to make this right.

3 Thank you again for having us. We're here to  
4 listen, learn, and hopefully help.

5 CURT GATELEY: Before we get started reading names,  
6 Jim had mentioned -- I'm Curt Gateley. I'm with Public  
7 Service Commission.

8 Jim had mentioned that there will be -- that  
9 this is separate from the electric case. There will still be  
10 local public hearings for the electric case. You will be  
11 able to have your voice heard about those rates in particular  
12 separately in July.

13 It was mentioned that this is recorded. If you  
14 are familiar with some of the local public hearings, the  
15 testimony portions are posted on the internet. If you're  
16 concerned about that, this isn't being broadcast on the  
17 internet.

18 Obviously, we're here to listen to you about  
19 your billing issues, but if you have other operational  
20 issues -- last night we heard quite a few different kind of  
21 stories. We want to hear those too. This is the best way we  
22 can gather information directly from you guys so we want to  
23 hear from you.

24 We're going to go through this, you know, as  
25 fast as we reasonably can with folks being able to speak, but

1 we will not plan breaks. If some of us individually have to  
2 get up, do take a break, we'll do that. We're going to keep  
3 going to try to get through as many folks as possible.

4 We have a lot signed up already. It's possible  
5 that we might run out of time and you didn't get to speak if  
6 you weren't signed up. Please take advantage of those other  
7 opportunities to provide us with information or give us your  
8 contact information and we'll reach out back to you.

9 The first person I have on this list is Alex  
10 Williams.

11 ALEX WILLIAMS: Good afternoon, Liberty and members  
12 of the Public Service Commission. My name's Alex Williams.  
13 I own a company here called Getting Floor'd. It's a floor  
14 covering store. We've been a Liberty customer for four  
15 years. Never had a late payment. We've always paid our  
16 bills on time so that we can focus on what we do for a  
17 living.

18 And a summary -- I don't want to take up a bunch  
19 of time -- since the changeover of software, we were  
20 subjected to late penalty -- late penalties added to our  
21 bill. Customer service wasn't able to articulate exactly  
22 why.

23 And just for the recency of my experience, I  
24 visited the Branson office this morning, just to give the  
25 staff as much possible time to know the issue and then

1 articulate it back to me. They haven't been able to do that.

2 Their understanding is that the software is  
3 unable to process preferred payment dates. My company has  
4 had a preferred payment date; it's been exactly the same for  
5 four years. And with that, they just -- they had no known  
6 resolution at this time but they're working on it.

7 And so for us, we're focusing on serving the  
8 community as a floor covering store. And whenever my team  
9 has to stop doing what they're doing to focus on something  
10 that -- if I'm hearing this morning that it's a known issue  
11 for Liberty, that needs to be articulated to everybody in  
12 advance instead of me having to initiate the conversation as  
13 the consumer.

14 Other than that, I will -- that's all I have to  
15 share for now in the interest of everybody else and my  
16 community's time to share their story.

17 CURT GATELEY: Thanks, Mr. Williams.

18 CANDICE KELLEY: Mr. Williams, this is Candice. I  
19 wanted to address the preferred payment, if that's okay. So  
20 with the preferred payment, you're on auto pay where it's  
21 automatically drafted each month?

22 ALEX WILLIAMS: That's correct, ma'am.

23 CANDICE KELLEY: So if the preferred payment date  
24 is too close to the date that your bill is generated, it will  
25 cause an issue, but there should not be any late payments

1 associated with that. So I wanted to make sure that's known.  
2 And I will definitely personally look into that. And I know  
3 you said you went to the Branson office this morning, but I  
4 wanted you to know I'll take care of it as well.

5 ALEX WILLIAMS: I appreciate it. Again, I asked  
6 the question just because for a business, we -- you know,  
7 cash flow, being able to predict when those things are coming  
8 out. They didn't seem to understand -- or understand on  
9 their end that the new software would allow for that to  
10 happen.

11 Because they said that the metering was going to  
12 go one way or the other and the only way to get it is to sign  
13 up, and there's no way of predicting when that's going to  
14 come out.

15 That's just the recent feedback from your team.  
16 I understand there's different levels of understanding on  
17 down the food chain. But I appreciate you doing that.

18 CANDICE KELLEY: And I appreciate you speaking to  
19 that point today. The manager of the Branson office is  
20 actually here in the audience as well. So she's going to  
21 take that back and look into that too. So just --

22 ALEX WILLIAMS: Thank you.

23 CANDICE KELLEY: -- for your knowledge.

24 ALEX WILLIAMS: I appreciate it.

25 CANDICE KELLEY: Thank you so much.

1 CURT GATELEY: The next name is John Pruitt who I  
2 had the opportunity to speak to earlier, and he has an  
3 interesting story.

4 JOHN PRUITT: Good afternoon. I can tell you, it's  
5 a little nerve-racking to be standing here today in this --  
6 all this crowd here of people. I was a businessman myself so  
7 I know what it takes. It's a little scary and I do -- I hate  
8 to have to say what I have to say, but I'm going to say it  
9 because it needs to be said.

10 I have been living in public housing in the  
11 Woodlands in Forsyth for my second year and Liberty has been  
12 my power source. This past year, I started the equal pay to  
13 make it easier for me.

14 But somehow in April of this year, I got a  
15 letter that stated that my account had been canceled, I was  
16 no longer on the list for equal pay, and I did not understand  
17 what was going on. There was very little in the letter other  
18 than I was being closed out.

19 When I called Liberty and talked to the  
20 customer service, the lady who took my call explained to me  
21 that someone else from the public housing had submitted a  
22 legal document requesting that Liberty change my apartment  
23 over to them in their name without contacting me, without  
24 verifying at the office at Woodlands that this was indeed a  
25 real situation.

1                   When I called and talked to that person, I  
2 asked the woman -- I said, "Did you make a phone call to  
3 verify this?" A phone call would have told her. And she  
4 said, "We don't have to." And that's why I'm here. Because  
5 you do have to.

6                   It's part of the verification process. It's  
7 what creates my trust in you that you've got my back like  
8 I've had yours over the years. That's what it's supposed to  
9 be. So now I don't have any faith in your company. I don't  
10 know if I'm going to have my account canceled again.

11                  I told the lady that I'm still at the  
12 apartment and that I had the information she needed to verify  
13 my account. Without my resubmitting a document to re-up my  
14 account, she took the information over the phone and she  
15 changed my account back to my name. And I don't understand  
16 this.

17                  If she didn't have to check to find out if it  
18 was true that this other person had actually submitted a  
19 viable document, then how was she able to put me back as the  
20 owner of that account for that -- for that address?

21                  And it sounds like the a scam to me because I  
22 know that the driver's license bureau requires a bill from  
23 you folks as one of the proofs of residency before you can  
24 get a license. So if you're not checking and if they're not  
25 checking, then there are people coming into this -- this city



1 and into this state and getting driver's licenses under false  
2 pretenses. And you folks are the stopgap, and you're failing  
3 us.

4 CANDICE KELLEY: I do appreciate the comment,  
5 Mr. Pruitt, and for coming in today. Thank you for coming in  
6 and talking to us.

7 It is required for somebody to either come into  
8 an office or call customer service, and they do have to  
9 provide detailed information to get service in their name.  
10 But there is not documentation that they physically have to  
11 provide. We do ask for verifying information. We ask for  
12 the address that the customer is serve -- the customer is  
13 moving into, but we do not require documentation.

14 JOHN PRUITT: Then that needs to change as of  
15 today.

16 CURT GATELEY: I apologize going forward on the  
17 list for names I mispronounce. I have David and Becca  
18 Balaun. Balaun?

19 DAVID BALAUN: Yep, so that's me, David Balaun.  
20 There's a few issues I'd like to talk about. I'm sure you  
21 probably all have some too so I'll try to keep it brief.

22 The first one pertains to the closure of the  
23 Asbury plant, the coal plant there in Joplin or just outside  
24 of Joplin. Some of you may know or be familiar with that  
25 plant. I think in 2015 it was upgraded to make it compliant

1 with environmental standards to the tune of maybe  
2 \$120 million, somewhere around there. And then I think in  
3 2019 they needed another 25 to bring it up to code or  
4 something like that. So the decision was made to close it  
5 based on it being a cost-saving measure.

6 During that time, some of the plant engineers  
7 were adjacent to my social circle and I heard several  
8 disturbing things about the goings on at that plant. One of  
9 them was that they were buying low quality coal that was  
10 contaminated with aluminum and that that was slagging up the  
11 furnaces of the plant which necessitate shut down and costly  
12 cleaning.

13 The implication was made that that was done to  
14 increase operating costs to justify switching to wind power.  
15 So in this case, it appears that Liberty was using  
16 underhanded methods to increase costs and justify a green  
17 energy agenda, which was then passed on to us, the consumer.

18 So that's something that, you know, was  
19 concerning to me at the time. Since this has come up, I  
20 thought it may be a pertinent time to bring it up as it  
21 certainly would affect our billing today. So that's one  
22 issue.

23 The other one is the installation of the smart  
24 meters. That was passed on to us as a cost if we wanted to  
25 keep our traditional meter, I think maybe \$10, \$12 a month,

1 something like that. Since those were installed at my home,  
2 my kilowatt hour usage that's been billed to me has gone  
3 from, you know, maybe 1,800 kilowatt hours to now it's spiked  
4 up, some bills closing in on 7,000 kilowatt hours.

5 So that is unimaginable to me how that occurred.  
6 During that time, I installed a wood stove as well as a Solar  
7 Ray on my roof to help reduce energy costs. So, you know,  
8 there's no justifiable reason I can think of why the meters  
9 were that inaccurate and why my rates have increased that  
10 much.

11 The second thing that I've had is a lot of  
12 inconsistent billing. There's been strange fees that I've  
13 gone in to have removed that have then reappeared on the  
14 account. The bills don't make sense. I'll have one bill  
15 arrive for one amount. Several days later another bill  
16 arrives for another amount.

17 I have a letter here where they said that I owe  
18 them \$1,368. My previous bill was for \$465 and it had been  
19 sent out four times. When I called them to inquire about  
20 this, the person on the phone became confused and couldn't  
21 figure out what was going on with my account and told me  
22 they'd have to call me back.

23 I never received a call back on that, which  
24 illustrates the poor communication I've gotten from Liberty  
25 on those matters. Every time I've approached them this is

1 characteristic of how they've behaved. So I don't know if  
2 this is incompetence or malice, but it's egregious and it  
3 needs to stop. Thank you.

4 TIM WILSON: I can take a stab at addressing Asbury  
5 if you'd like. I've been around long enough to know just  
6 enough about that power plant.

7 DAVID BALAUN: (Inaudible.)

8 TIM WILSON: No, you're fine. You're spot on. It  
9 was in the -- I think 2013 we made the decision to retrofit  
10 it with air quality control systems, baghouse, SCR  
11 power-activated control injection, fly ash removal to meet  
12 the mercury and air toxic standard that had come out.

13 With respect to high amounts of aluminum, I'm  
14 not a chemical engineer, but we certainly have to buy coal to  
15 spec and meet very, very strict environmental rules. So I  
16 cannot be here to debunk that, but I'm just telling you  
17 that's what the case was.

18 In terms of retiring it and going to wind, that  
19 was something that was discussed amongst us, the Office of  
20 Public Counsel and Staff. It ultimately was agreed to move  
21 forward. We did a study and Asbury did have high costs to  
22 operate. It was built in 1970. It was 188 megawatts. So it  
23 was old and it was in the smaller size. Whereas, say, Iatan  
24 2 that we have, 15-megawatt coal plant built in 2010, so it  
25 was a lot more economic.

1                   We did a study over 20 years, and the savings of  
2     retiring it and replacing it, in a vacuum in and of itself,  
3     outside of all other costs going up and doing other things,  
4     showed a savings of -- was that one 93 or was it the  
5     32 million? I've got the numbers here, but I think it was  
6     \$93 million.

7                   DAVID BALAUN: Thank you. I think, to my  
8     recollection, the plant was scheduled to operate to 2033 as  
9     of 2015; is that correct?

10                  TIM WILSON: At that time it was, yes.

11                  DAVID BALAUN: Okay. You reminded me of another  
12     thing. I think that plant had a program to dispose of used  
13     tires where the -- those of you who know much about tires,  
14     they're very toxic and difficult to dispose of. But I guess  
15     one of the safe ways to get rid of them was in the coal  
16     plant.

17                  I think the plant engineer had said that their  
18     plan to get rid of them now was to throw them into the  
19     mineshaft. I was just curious if that went forward or not.

20                  TIM WILSON: Absolutely not.

21                  DAVID BALAUN: Okay, good. I was worried about the  
22     water, you know?

23                  TIM WILSON: I am intrigued with the amount of  
24     information you do have. That's called tire derived fuel.  
25     We burn one percent at certain times of the year of tires,

1 and that actually was approved by, you know, the state  
2 agencies. Missouri Department of Natural Resources.

3 DAVID BALAUN: It was a great program. I think Bob  
4 Brownlee was responsible for that program, if I recall.

5 TIM WILSON: Mr. Brownlee's a friend of mine.

6 DAVID BALAUN: Thank you.

7 CURT GATELEY: Next I have -- it looks like Frank  
8 Lyon and Wei Liang Fu.

9 FRANK LYON: I really appreciate you guys being  
10 here today. I'm Frank Lyon. Back in 2020, I purchased an RV  
11 park in Sarcoxie. And because my electricity bills ran  
12 around between \$5,000 and \$7,000 a month, I figured it would  
13 be a good idea to put a solar farm in there. I did, I spent  
14 that \$1.2 million on a solar farm.

15 Guess what? My bill went all the way down to  
16 \$4,000, maybe \$3,000 a month, after I spent \$1.2 million in  
17 there. I talked to all of the people who was involved in  
18 this right here from different engineers, different  
19 companies, people who had nothing to do with the installation  
20 right there. And they said, no, we're generating a lot more  
21 electricity now there. There's no reason we should be having  
22 this bill that we're having. Yet we continued having it.

23 I've gone back and forth with, actually,  
24 yourself. We've had correspondence with you.

25 (Inaudible.)

1 FRANK LYON: I believe so. Your name was on the  
2 correspondence. Maybe not that you had wrote it, but it was  
3 on it.

4 CANDICE KELLEY: Candice?

5 FRANK LYON: Yes, ma'am. Anyways, later on, all of  
6 a sudden, the billing was just -- it was just erratic. I  
7 mean, you never know what's going to be billed. Because our  
8 bills are so high, my wife and I wanted to put it on a credit  
9 card. But then you have caps like the credit cards, like,  
10 1,200, something like that, there to do credit cards.  
11 There's a problem with that.

12 I have a business. And when you're charging me  
13 \$3,000 or \$4,000 a month and I try to put it on my credit  
14 card, that's -- you have a permanent problem. For instance,  
15 we ended up having to pay that same bill because you gave it  
16 to us so we had to (inaudible) each day on the credit card.  
17 Well, you took two out of the four, and then you sit there  
18 and charge us with being late on it.

19 It's just stuff like that. It's just so  
20 mind-boggling for a business owner to deal with another  
21 business that is constantly messing things up like that.  
22 Everybody is talking about right now how the billing is so  
23 messed up. It literally drives me up the wall sometimes.

24 My wife tries to take care of it, who's right  
25 here. It stresses her out because we never know what's going

1 to be on the next bill. We never know how your bills are  
2 going to be as you applied.

3 And what's this -- you have this multiplier.  
4 Can you guys explain what that multiplier is? Because we're  
5 generating electricity. And everybody says that we're  
6 generating more electricity than we're actually taking in.  
7 But then you give me a bill that has like an 80 multiplier on  
8 it. What's that about?

9 So you're charging me more for your electricity  
10 than what you're paying me for my electricity is basically  
11 what it boils down to. So my multiplier is 1, coming off of  
12 my -- how much I'm bringing into the grid. Yours is 80  
13 coming to me. That makes a lot of sense to me. It doesn't.

14 I'm sorry, guys. I -- I get very stressed out  
15 about this right here so I'm probably not a good speaker, but  
16 this -- this is a -- I mean, it's -- if it was anybody else,  
17 that business would be closed down, and rightfully so. All  
18 right then.

19 TIM WILSON: Mr. Lyon, is there a way we can get  
20 your address so we can go and double-check that things are --  
21 are correct at your -- at your system and that you're not, in  
22 fact, having problems with the net metering? Because I'm  
23 actually curious as well.

24 FRANK LYON: (Inaudible.)

25 GEOFF MARKE: Could you -- could you please speak



1 into the microphone. We can't hear you.

2 FRANK LYON: That is funny you just mentioned that  
3 because prior to you guys installing the new meters out  
4 there, the old meters were a little more accurate. The new  
5 meters, again, I can go into winter months, which is my  
6 off-peak season, that means I might only have had maybe five  
7 or six RVs out there, and I'm still getting charged basically  
8 what I had when I had 30 RVs out there. That makes a lot of  
9 sense to me. Not. And that's -- that's with your new meters  
10 that you guys got going out there.

11 By the way, it's 2041 Cimarron Road. It's  
12 Sarcoxie, Missouri. It's Beagle Bay RV.

13 TIM WILSON: Thank you.

14 FRANK LYON: Yeah.

15 CURT GATELEY: For anyone who we're asking for  
16 contact information to follow up, if you don't want to just  
17 say it out loud, obviously, you can come up and we can write  
18 it down, that sort of thing. Next person I have is Christina  
19 Van Dyke.

20 JIM BUSCH: And if you're interested, customers, I'm  
21 leaving my business cards up here. If you come up and speak,  
22 please grab one if you need to follow up with our office.

23 CHRISTINA VAN DYKE: Good afternoon everyone.  
24 My -- my gripe was -- sure, you know, I moved here from  
25 Bakersfield, California, in December of '23. I had a --

1 rehabbed a house. It's a great house, insulated well. It  
2 had to have a new air-conditioning unit and everything put  
3 into it. Works fine. I did bring a chocolate business with  
4 me so you have to have like a little less humidity in the  
5 house for that. And I've been checking to make sure it's not  
6 overrunning to compensate, keep it under 50 percent.

7 Okay. Anyway, so my gripe was, last year, my  
8 power bills were really inexpensive even with a very old  
9 40-year-old unit. And this year, now, the rates are more --  
10 like, two months ago, it was \$719. I live in a 1,500 square  
11 foot house with two turtles and a dog, and neither one of  
12 them can get to the power, okay?

13 So this May I had like 906-kilowatt hours. My  
14 bill was \$356. And the month -- the two months -- I think it  
15 was two months -- because another part of it was inconsistent  
16 billing. I mean, I wasn't getting any bills. And my biggest  
17 gripe out of all of this was, when I went to the Liberty  
18 office here on Main Street and said, "What the heck with the  
19 17 -- you know, \$719 bill?"

20 And she basically told me, very short and sweet,  
21 "You can pay the bill or we'll just shut it off." There  
22 wasn't -- there was nothing -- I didn't hear one word, and I  
23 pay my bills every month. I have a high credit ratings. It  
24 doesn't matter right now. But, anyway, I pay everything on  
25 time and whatnot.

1                   But my biggest gripe out of all of this, sure,  
2                   you can -- I hate to say rape people for the charges on that,  
3                   you know, you're charging them extraordinarily high rates for  
4                   this. But when you do that, you're taking food out of the  
5                   mouth of moms and dads and everyone who can't afford these  
6                   kind of rates. That's my biggest gripe.

7                   It's, like, you know, I live alone -- I live  
8                   alone, I can make things just work, and that's fine. But I  
9                   worry about senior neighbors that I have in my area over  
10                  there in Powersite that are on fixed incomes. That can't  
11                  afford this kind of stuff and shouldn't be getting bills like  
12                  this at all. It's not like we're having parties and my  
13                  tortoises aren't doing anything either.

14                 So -- but that's my biggest gripe, was that, you  
15                 know, sure, we have power bills and I'm hoping eventually you  
16                 guys are going to be able to work this out. I'm working with  
17                 a friend of mine at my church who does construction and he's  
18                 said, you know, "This is how you can start testing the system  
19                 loads on your breakers." And as I said, I've been doing that  
20                 and working that out and everything seems to be fine.

21                 So to go from last year, my bill was -- let's  
22                 see here -- last May, July, one more -- last May, I used  
23                 1,054 kilowatt hours and my bill was \$189, okay? This May,  
24                 906 kilowatt hours, which means it went down, and my bill was  
25                 \$356. Something is seriously wrong here.

1                   And it's time that we need to fix this kind of,  
2                   you know, error, whatever's going on in the company. Because  
3                   I can understand. I've heard that Liberty is a  
4                   Canadian-backed company, and that really sparked my interest  
5                   in the midst of President Trump going after tariffs. I'm  
6                   like, "Oh, then that makes sense why our bills will triple  
7                   and go up because they're going to get this tariff money  
8                   somehow."

9                   But my biggest question under that would be:  
10                  Why would we in the United States ever be selling a company  
11                  here to a foreign-based company who's just going to start  
12                  taking our money away? To me, that's the equivalent --

13                 DIANA CARTER: And I'll just address that one  
14                 briefly. Our rates don't change --

15                 CHRISTINA VAN DYKE: That's a big change.

16                 DIANA CARTER: -- unless they're approved by the  
17                 Commission. And I apologize, I know emotions are high and  
18                 people are frustrated. But -- but it -- we do go through a  
19                 very lengthy legal process. And if you're not -- if you're  
20                 not wanting to trust us right now, I understand it. We've  
21                 made that hard on you right now because of the billing  
22                 issues.

23                 But Staff and Dr. Mark with Public Counsel can  
24                 explain the same thing to you, and I'm sure they'd be happy  
25                 to do that right now. Rates don't change from regulated

1 utility use arbitrarily. They have to go through a rate case  
2 process --

3 CURT GATELEY: Let her finish, please.

4 DIANA CARTER: -- to be approved by the Commission.  
5 And so you're hearing mention of Trump tariffs and all those  
6 sorts of things. Whether or not those go through in the  
7 future, that's something different, but they haven't happened  
8 and there's been no impact on your rates from that.

9 CURT GATELEY: From my perspective, working for the  
10 Public Service Commission, number one, the tariffs at the  
11 federal level are not impacting their rates. That doesn't  
12 mean that they're sending out accurate bills. Number two,  
13 I'm really interested in hearing when you were told by that  
14 Liberty employee, "Pay it or we'll shut it off."

15 CANDICE KELLEY: As am I.

16 CURT GATELEY: Because, obviously, their -- they  
17 have down their own internal communications on how difficult  
18 it is right now for them to run their business. But I'm  
19 curious, was this early on, shortly after they did their --  
20 they started their billing crisis with the software problem  
21 or was that more recent?

22 CHRISTINA VAN DYKE: This was very -- this was two  
23 months ago. I went down there -- I didn't get a bill for  
24 March. So I go down there and said, "Okay, where's the  
25 bill?" And that's when she said, "Oh, it's \$719," and she

1 prints it out and I'm, like, having a heart attack on the  
2 counter.

3 There was a gentlemen right next to me who is  
4 talking the same thing. He had a second structure on his  
5 property. He was being billed for that when it was  
6 completely shut off. In fact, it wasn't even his any longer.

7 So -- but my question -- you know, here, like,  
8 you know, I got a letter from Liberty and it said: "Due to  
9 a system error, Liberty sent multiple copies of your most  
10 recent bill between April 1st and April 10th." And it  
11 says -- you know, so I got three bills for March.

12 And then when I went -- and then I went online  
13 and -- you know, and saw that I couldn't use their software  
14 to pay anything more than \$500. So I got out the checkbook,  
15 wrote a check, sent. But what goat my attention down here on  
16 this letter from Liberty, it said -- okay, where is it? --  
17 well, where was it? I'm trying to find it here. Well, where  
18 is it?

19 CURT GATELEY: Well, that's --

20 CHRISTINA VAN DYKE: I'm not finding it now. But,  
21 anyway, they said after paying the \$719 that I still owed 190  
22 more. I'm like, "How? How?" Because then my next bill's  
23 \$356.

24 So I'm really anxious now waiting for my June  
25 bill because now I just turn the system -- now I turn my

1 air-conditioning heating system off during the day. I get up  
2 at, you know, 6:00 in the morning, it's off all day, and I  
3 don't turn it back on until 7:00 now.

4 And that shouldn't be happening. You know, I  
5 have a new TV that doesn't use any power at all. I have a  
6 refrigerator running. That's it. And, like I've said  
7 before, the tortoises aren't involved.

8 So we have to try to figure out what's going on  
9 and, you know, why the bill's double and triple now because,  
10 you know, sure, we can send all of this money to Liberty when  
11 where it really needs to go back in the pocket of consumers  
12 where we can use our money here. Because you're taking it  
13 out of our mouths, literally. Why?

14 CANDICE KELLEY: Ms. Van Dyke, have you had -- have  
15 you talked to somebody out here with customer service to help  
16 you look through those bills?

17 CHRISTINA VAN DYKE: A gentleman came in -- where  
18 is he at? -- and sat down with me. There he is. We sat down  
19 and talked before the meeting.

20 CANDICE KELLEY: But -- he is with Commission  
21 staff?

22 CHRISTINA VAN DYKE: Yeah, yeah.

23 CANDICE KELLEY: Have you talked to the Liberty  
24 customer service reps out there?

25 CHRISTINA VAN DYKE: Not yet. I'm just getting

1 started with this.

2 CANDICE KELLEY: Okay. I would like for you to do  
3 so, if you don't mind, to help you go through those bills.  
4 And that way I can get that information as well.

5 CHRISTINA VAN DYKE: Okay, thank you.

6 CANDICE KELLEY: And I am so sorry for the trouble  
7 that you've had.

8 CHRISTINA VAN DYKE: Well, like I said before, it's  
9 not just about me, but I think about everyone else that's  
10 getting hit hard by this.

11 CANDICE KELLEY: Okay.

12 CHRISTINA VAN DYKE: Thank you very much.

13 GEOFF MARKE: I just want to level set real quick,  
14 and the company correct me if I'm wrong, but right now, the  
15 company is not disconnecting anybody and -- until further  
16 notice, effectively.

17 Additionally, as far as reporting anything to,  
18 you know, credit rating agencies or anything like that,  
19 that's off the table as well, so -- just to try to put you at  
20 ease a little bit.

21 CANDICE KELLEY: Yes. Thank you, Dr. Mark, that is  
22 correct. We are not disconnecting. You will, if the account  
23 is past due, receive a shut-off notice. That is so -- we  
24 continue to send those so customers can receive assistance  
25 because without a notice, assistance agencies will not



1 provide assistance. So we have sent those out in order for  
2 our customers to be able to -- excuse me -- to get the help  
3 that they need from the assistance agencies as well.

4 TIM WILSON: I keep trying to move along so we can  
5 hear from everybody. Linda Rawls?

6 LINDA RAWLS: Thank you for letting us be able to  
7 voice our problems we are having. I personally am going to  
8 talk about my account first and then my friend here.

9 I spent 30 minutes yesterday trying to  
10 straighten hers out, and she has spent hours and hours. She  
11 also went to the office here and asked to speak to a  
12 supervisor, and they told her there was no supervisor. They  
13 were handling it as a supervisor.

14 (Inaudible.)

15 LINDA RAWLS: Yeah, no bosses. They had no bosses.

16 CANDICE KELLEY: They do have a boss.

17 LINDA RAWLS: I know. Well, I know your business.  
18 I know that.

19 CANDICE KELLEY: So I do apologize that you were  
20 told that there is not a supervisor in that office, but they  
21 do have direct contact to a supervisor and their manager.

22 LINDA RAWLS: Also, yesterday, when I'm trying to  
23 help her, for months she has shown a credit balance. Then  
24 all of a sudden, she is contacted that she owes 900 and some  
25 dollars. I've gone through her bills and I'm a businesswoman

1 and I cannot figure it out.

2 I called yesterday --

3 (Inaudible.)

4 LINDA RAWLS: Huh?

5 (Inaudible.)

6 LINDA RAWLS: Yeah, first they told her 2,000 then  
7 they changed it to 900. This is your customer service. Same  
8 experience I had.

9 CANDICE KELLEY: And what is her name?

10 LINDA RAWLS: They're not rude. They're as nice as  
11 they can be, but they don't understand what's going on with  
12 all of this. They don't. I called yesterday -- they told  
13 me -- I said, "I need past bills to show why you came up with  
14 a credit balance and why now she owes all this money."

15 They got it to 900. And you're right, they're  
16 not -- they -- where she can pay in 18 months. She went to  
17 OACAC. She is low income, lives in low-income housing. She  
18 went to OACAC. They sent a payment, it's on this month's  
19 statement, of \$318.

20 So she has a credit balance again. They  
21 couldn't take it off of that previous balance. They said  
22 your system wouldn't allow it. So she could get just what  
23 shows what she owes each month so --

24 CANDICE KELLEY: And what is your name?

25 LINDA RAWLS: Barb Toten.

1 CANDICE KELLEY: I'm sorry?

2 LINDA RAWLS: Barb -- Barbara Toten, T-O-T-E-N.

3 CANDICE KELLEY: Thank you.

4 LINDA RAWLS: And she lives in The Greens over  
5 here. So I wasn't able to help her.

6 TIM WILSON: Just to be clear, that is her name,  
7 and your name is Ms. Linda Rawls?

8 LINDA RAWLS: Yeah, that's me.

9 TIM WILSON: Okay.

10 LINDA RAWLS: Yeah, her name. Yeah, I'm talking  
11 about her.

12 TIM WILSON: Yeah, thank you.

13 LINDA RAWLS: Mine's --

14 (Inaudible.)

15 LINDA RAWLS: Yeah, that's what I said. You  
16 understood that, that they worked --

17 CANDICE KELLEY: Yes, that they made the payment  
18 agreement with her, yes.

19 LINDA RAWLS: That's coming now as \$44.44 for 18  
20 months.

21 CANDICE KELLEY: And that balance that OACAC pays  
22 towards the account, once it is applied to the account, it  
23 will come off of the total. And when the new invoice comes  
24 out, you will see that credit balance that was applied.

25 LINDA RAWLS: I saw it, yeah, but it's still

1 showing that she's got a credit balance. And I want -- I  
2 called to say, "Well, can't you bill her monthly for what she  
3 owes so she doesn't get all confused about it?" So -- and  
4 they said they can't.

5 CANDICE KELLEY: And did --

6 LINDA RAWLS: So I'm going to get her bill each  
7 month and we're going to go through it.

8 CANDICE KELLEY: Were you able to talk to one of  
9 the ladies or gentlemen out front?

10 LINDA RAWLS: I beg your pardon?

11 CANDICE KELLEY: Were you able to talk with one of  
12 the ladies or gentlemen out front?

13 LINDA RAWLS: No. No, this was yesterday on the  
14 phone.

15 CANDICE KELLEY: Okay. Do you mind doing that  
16 today, going and talking with them?

17 LINDA RAWLS: No.

18 CANDICE KELLEY: Okay.

19 LINDA RAWLS: I don't mind.

20 CANDICE KELLEY: Thank you.

21 TIM WILSON: That would be great. That's why we --

22 CANDICE KELLEY: Yes.

23 TIM WILSON: -- brought them here, to help people.  
24 The important thing to me is hearing what folks are going  
25 through. And then most importantly is to get you help if

1 you're still having issues. So we'd love to help you today.

2 LINDA RAWLS: I asked if I could get an invoice or  
3 a bill stating when that big credit balance showed up and  
4 why.

5 CANDICE KELLEY: And we will definitely take a look  
6 at that.

7 LINDA RAWLS: And they said they couldn't go back  
8 and do the statements. And what they sent her when she was  
9 asking was on her statement for the -- that month. And then  
10 at the -- at the top it read from way back, like, last June  
11 and last July and last August. So -- and that's why I said I  
12 couldn't figure it out.

13 CANDICE KELLEY: Yeah, I'll take a look at it.

14 GEOFF MARKE: Ms. Rawls, if you could please be sure  
15 to stop by the PSC or the OPC tables as well with this  
16 information, we'd like to go ahead and follow up.

17 LINDA RAWLS: I've got it.

18 GEOFF MARKE: Thank you.

19 LINDA RAWLS: Yeah. Okay. The customer service  
20 charge, are we charged that to be a customer? Can you  
21 explain that?

22 CANDICE KELLEY: Charlotte, you want to take that  
23 one?

24 CHARLOTTE EMERY: Yeah. So the \$13, is that what  
25 you're referring to?

1 LINDA RAWLS: Yeah, but it's not the same for  
2 everybody.

3 CHARLOTTE EMERY: Yep, correct. For the  
4 residential customer --

5 LINDA RAWLS: Because I have two accounts myself.

6 CHARLOTTE EMERY: For the -- for the residential  
7 customer on the electric side it's \$13. And so essentially,  
8 that is the fixed fee that we do charge every residential  
9 customer in the state of Missouri. And then the other  
10 portion on the bill, you'll see some volume metric. And so  
11 what that means is, for every kilowatt hour there is a charge  
12 associated with the usage itself.

13 LINDA RAWLS: So it is for being a customer then?  
14 (Inaudible.)

15 GEOFF MARKE: Well, it's more than just for being a  
16 customer. So for being a customer you have a meter in your  
17 house, you have a service drop that goes to your house that  
18 are specific to you as a customer. So there's specific costs  
19 and there's also some customer service charges that are in  
20 there.

21 So when we develop rates, a rate is developed in  
22 two sections. You have a customer charge and you have a  
23 usage charge. And that customer charge, that fixed monthly  
24 charge, is that charge for the meter cost, the service cost,  
25 you know, we calculate that cost and that is what is on the

1 bill monthly.

2 So it's -- yeah, it is for the being a customer,  
3 but it's for specific fixed costs that are generally specific  
4 to your home or business or whatever it is.

5 LINDA RAWLS: Now, I'm asking about a cost because  
6 when I called, they didn't seem to be able to explain it to  
7 me. I know this is minor. He mentioned that Asbury and then  
8 the storm from 2021.

9 Why does that change every month? It can go up  
10 or it can come down. And I have my bills here to show. This  
11 month it was \$207. Last month it was \$8 and something. So  
12 why does all of that fluctuate?

13 CHARLOTTE EMERY: Yep.

14 LINDA RAWLS: And I've gone back for a year and it  
15 just --

16 CHARLOTTE EMERY: Yep, so the Storm Uri and  
17 Asbury -- let me make sure I get close enough. Can you hear  
18 me?

19 LINDA RAWLS: Uh-huh.

20 CHARLOTTE EMERY: Okay. So the Storm Uri and the  
21 Asbury charge is based on a volumetric. The rate itself  
22 is -- stays consistent until we go in and have to change that  
23 rate. We have changed that rate. It changed on December 1st  
24 of 2024 and then we changed it again on April 1st of 2025.

25 And -- but the reason it's changing or the

1 amount is because it's linked to the volume of usage that  
2 occurred during that billing period. But outside of that,  
3 the rate should stay the same outside of those two periods  
4 that you -- that I mentioned that it changed, on December 1st  
5 and then again on April 1st.

6 A So this will always be a charge even though the  
7 storm was in 2021?

8 CHARLOTTE EMERY: It will be a charge for about 15  
9 years.

10 (Inaudible.)

11 GEOFF MARKE: All right. I'm going to -- I'm going  
12 to throw in here. Just a little context, the Storm Uri and  
13 the Asbury charge on your bill are both products of  
14 securitization.

15 So this was a -- it was created out of the  
16 general assembly a few years ago. They passed a bill to  
17 effectively create a credit card to help pay down fuel-rated  
18 costs and stranded asset related costs associated with the  
19 Asbury plant.

20 The Storm Uri, if you might have remembered this  
21 back in 2021, was a large storm that hit a good chunk of the  
22 Midwest and into Texas as well. Fuel prices just went  
23 through the roof. We had many municipal utilities across  
24 Missouri that effectively, within two days, their natural gas  
25 bills exceeded what their total revenue is from tax -- from



1 their customers for a given year.

2 So for just two days of prices, those municipal  
3 utilities, that's it. Their coffers are empty just to pay  
4 down those costs. That means no costs for cops, no cost for  
5 potholes, or anything like that.

6 So the general assembly acted to go ahead and  
7 create effectively a credit card that you're going to be  
8 paying off over -- over a long enough period. It impacted  
9 Liberty. And no doubt, like, Liberty deserves a lot of  
10 consternation and pushback today from the customers over the  
11 billing practices.

12 But I will point out that this is the one  
13 utility that did go to bat for its customers in front of FERC  
14 in Washington, D.C. to try to go ahead and collect costs from  
15 other -- from other market actors that behaved unreasonably  
16 during that time. So they deserve credit for that.

17 It's an unfortunate byproduct. On the west side  
18 of the state in Kansas City, Evergy, that's impacted there.  
19 Throughout Kansas, throughout Oklahoma, throughout Texas, all  
20 of those effective states were hit by Storm Uri and are  
21 paying that off over a long enough period.

22 Moving forward, we've got a Value of Lost Load  
23 study effectively going on across the state that will  
24 hopefully prevent that situation from arising in the future.  
25 And what I mean by that is, if costs go up -- you know, at

1 some point, you've got to say enough is enough. And  
2 that's -- that's effectively what we are working on and  
3 mitigating moving forward.

4 (Inaudible.)

5 GEOFF MARKE: Yes, sir?

6 UNIDENTIFIED MALE: What -- what -- what I want to  
7 know is this. What it sounds like is, during a storm there's  
8 a lot of power that's down. It's not being used even if it's  
9 being generated. The power company is losing money because  
10 nobody can use that power until the facilities are restored.  
11 I worked for the telephone company. I'm aware of what goes  
12 on, okay?

13 So what it sounds like to me is, during the  
14 storm, the rates go up because the company's not making money  
15 off of the power so they're charging more to the customer to  
16 repair the facilities that should have already been in the  
17 coffers. And insurance should be involved somewhere.

18 So why -- why -- why then -- why would the  
19 company be charging the people for something that was an act  
20 of God when other insurance companies will not -- don't pay  
21 it?

22 GEOFF MARKE: Well --

23 UNIDENTIFIED MALE: Why are they having to pay  
24 that?

25 GEOFF MARKE: Excellent questions.

1 UNIDENTIFIED MALE: They're not getting -- they  
2 don't have power, but they're going to pay you for it as  
3 though they did.

4 GEOFF MARKE: Excellent questions. And I'll try to  
5 be quick here. A couple of things to consider here. These  
6 are fuel-related costs. So what I mean by that is, it's a  
7 pass-through. The company is not making any profit off of  
8 fuel-related costs.

9 The company does make a profit off of capital  
10 investment. So if they build a power plant, if they have  
11 meters, if they have transmission lines, basically, they're a  
12 glorified construction company for lack of a better term  
13 here. But they're making earnings off of those fuel-related  
14 costs that are passed through.

15 Now, the problem with that is that fuel costs  
16 can be volatile and they increasingly are becoming more and  
17 more volatile as we move forward. So the company isn't  
18 making it -- effectively, what happened in Uri is that you  
19 had -- imagine a map across multiple different states, and  
20 that's effectively what the wholesale market is.

21 It's Southwest Power Pool and it includes coal  
22 plants, gas plants, wind farms, solar farms, everything.  
23 Everything that's putting power in. They're all selling it  
24 into the market at once.

25 What happened with Uri is, the wind wasn't --

1 the wind farms weren't producing because they were frozen.  
2 The solar farms weren't producing because they were covered  
3 with snow and ice. The gas plants froze up in terms of they  
4 weren't weatherized enough. The coal plants froze.

5 Effectively, you had all of these different  
6 plants that normally would have been bidding -- you know,  
7 powering the market just were not running. So it became a  
8 supply and demand issue. Everybody wanted the power on to  
9 basically stay warm, but because they were so limited in  
10 supply, those actors could charge higher and higher and  
11 higher.

12 Now, the alternative was to just shut your power  
13 off, period. Now, and that raises all sorts of problems,  
14 right? We could have people freezing to death and any number  
15 of things. So moving forward, we are very acutely aware of  
16 this and want to address it.

17 UNIDENTIFIED MALE: It sounds like -- it sounds  
18 like the power company is guaranteed a profit even if it's at  
19 the expense of the homeowners who are not being able to get  
20 to the power.

21 GEOFF MARKE: And ultimately -- again, very good  
22 points. And these are all issues, including the Asbury  
23 issue, all of this stuff is ultimately put in front of the  
24 Missouri Public Service Commission. And at the end of the  
25 day, those commissioners, five commissioners, have seats

1 weigh in on yes, no, or yes with conditions.

2 And that's why it's important, again, why we  
3 hear from the people at large over these concerns so we can  
4 raise those in front of the Commission. So thank you for  
5 your questions. And one more?

6 (Inaudible.)

7 CURT GATELEY: Folks --

8 GEOFF MARKE: So --

9 (Inaudible.)

10 UNIDENTIFIED FEMALE: I have a sewer -- I have a  
11 sewer plant that I run and it's \$1,200. And so I'm paying  
12 extra for that storm cost than the person next to me. Why is  
13 that?

14 GEOFF MARKE: So why is -- and I'm going to walk  
15 back. Why is the storm cost not just a straight up, like, \$5  
16 charge every month? It is an -- it's hundreds of millions of  
17 dollars. And effectively, the way that it has been --

18 (Inaudible.)

19 GEOFF MARKE: There's -- it's an equity issue. So  
20 I've got some customers that use very little power, right, in  
21 an apartment, right? You know, 5,000 square apartment or  
22 something like that. From our vantage point, it's not fair  
23 to charge that customer the same amount of money as somebody  
24 that's using a mansion and using tons of power.

25 So that's why it's based off of a volumetric

charge. It's -- it is in line with effectively how we design rates, which is -- it's cost causation. If you cause the rates, if you're the one increasing that, you should be paying this cost. Now, the end factor is hardly, you know, clear-cut. You know, I'll give you that. But it is something -- that's effectively what we strive to do.

JIM BUSCH: This is all really great stuff and probably should be discussed at the LPH for the electric rate case. But we're here for the billing issues and there are still a lot of people who want to speak who have signed up. And unfortunately, you know, we will be running out of time at some point in time.

So if you have specific issues like that, please ask one of us -- we can go and talk to you a little bit more about that. But let's get back to the list of people so we can get to those questions.

CURT GATELEY: The next person I have on here is -- I'm sorry, Pat Trinker.

(Inaudible.)

CURT GATELEY: Thank you. Joy Tressel?

JOY TRESSEL: (Inaudible.) My name's Joy Tressel. I live at [REDACTED]. I, like the other folks that have been up here, have had problems too. I'm told, "We can do all we can for you here. You need to call this number, 1-800 number." A little happy face on it

1 too. Extension number, happy face, Liberty.

2 I called the number. No answer. I called the  
3 number two or three days in a row. No answer. Okay, they're  
4 busy. Go back up to the -- Branson's office here. Flat out  
5 asked for as many back bills as I've got. They, like the  
6 rest, some no bills, some bills, some -- okay, can pay for.  
7 Some not.

8 I guess my main question right now, since  
9 everyone else pretty much asked the question I had was: Why  
10 in about a year and a half I've had a meter changed three  
11 times, unbeknownst to my knowledge?

12 CANDICE KELLEY: Your electronic meter has been  
13 changed three times?

14 JOY TRESSEL: Yes. In the last year and a half. I  
15 haven't gotten an answer from that one yet.

16 GEOFF MARKE: Ms. Tressel?

17 JOY TRESSEL: And to be honest with you, I probably  
18 never will.

19 GEOFF MARKE: During that time, have you seen any  
20 abnormalities in your billing?

21 JOY TRESSEL: Sir, yes, sir. Three bags full, sir.

22 GEOFF MARKE: There we go. Okay. If you want to  
23 expound on it, this would be a perfect time to do that so we  
24 can get that into the record.

25 JOY TRESSEL: So you want me to go out there and

1 talk to somebody, right?

2 GEOFF MARKE: Well, that would be one thing. But if  
3 you'd like to get it on the record right now, I'd be more  
4 than happy to go ahead and --

5 JOY TRESSEL: I've got many bills here. They've  
6 all been paid. If I got a bill for \$69, I paid the \$69. I  
7 went up there and told them, "Hey, I know \$69 is not the  
8 right bill. Give me the correct bill." No answer.

9 At the end of the year, I guess it's January, I  
10 think, I received seven bills in January. Seven of them.  
11 I've got them right here. There's seven different bills in  
12 January. I live in a two-bedroom trailer house. Come on,  
13 folks.

14 Yes, my husband's on oxygen. Yes, he needs  
15 oxygen 24 hours a day. One way or another I'm going to make  
16 sure he gets oxygen. But after paying those bills, I am  
17 being told I now owe \$390 on top of everything. I don't have  
18 the \$390. I, like a lot of other people, are on Social  
19 Security.

20 I whip out a credit card. So guess what they  
21 got there too? Yeah. Anybody that wants anything from  
22 anybody, it's out there. I'm tired. And I can't do much  
23 more at all. Thank you for allowing me to speak.

24 GEOFF MARKE: Thank you.

25 CURT GATELEY: Mr. Skaggs?



1           TIM WILSON: Ms. Tressel, I would encourage you to  
2 talk to the folks out front and get help with existing  
3 issues. We actually have someone here in charge of our meter  
4 department that I can put you in touch with too to get some  
5 answers on the meter change outs that you've experienced.

6           JOY TRESSEL: Like the lady said here before, the  
7 people here in Branson are very nice. Sweetly nice, almost  
8 too sweetly. Once she realized that she couldn't get through  
9 to me anymore then what she did, she says, "Well, can't you  
10 go to OACAC to get more money?"

11           They just gave her \$318. They used that \$318  
12 for the back bills that I owed that I didn't know I owed.  
13 "Oh, we're going to go ahead and put you on budget plan."  
14 Budget plan, if you add it up -- thank God I don't deal with  
15 numbers but I know people who do -- we end up paying a lot  
16 more for budget billing than we would if we went ahead and  
17 paid our own bills like we're supposed to. Like we've been  
18 doing. I don't know where to go from here.

19           GEOFF MARKE: Ms. Tressel --

20           JOY TRESSEL: Thank you.

21           GEOFF MARKE: -- please -- please be sure to go ahead  
22 and talk to the OPC or the PSC. It can be critically  
23 important that we look at your bill. If you've got a  
24 two-bedroom trailer and you're having that high of an energy  
25 bill, something's up.

1 CURT GATELEY: Next person on the list is Dan  
2 Skaggs.

3 DAN SKAGGS: Thank you. I will not take much time,  
4 as I feel for these people. And I apologize, my problems  
5 are -- I had no idea of all of the problems. So I apologize  
6 to all of you.

7 I have three questions or problems in relating  
8 to the solar panel. So about 16 months ago, I purchased a  
9 house with solar panels on it. And I will tell you that  
10 trying to get information from Liberty about how things work  
11 in conjunction with Liberty has been extremely difficult.

12 I visited the Branson office. Actually, the day  
13 that I closed. It took a while for me to get somebody to  
14 contact me, and the contact was: "Here's an e-mail. Fill  
15 out these papers and sign them."

16 So when I looked at these papers to sign, it  
17 had, let's say, regulatory documents that they referred to.  
18 A lot of different documents they referred to. I did finally  
19 get ahold of someone to talk to and asked for an explanation  
20 of this. Here and now, it's been 16 months and I still  
21 haven't signed those papers and no one's asked me to.

22 And in November, when I finally got some  
23 information from my solar panel company, I replied -- again,  
24 back by e-mail because I could not get anybody to call me --  
25 and I said: "Hey, I'm not signing these until somebody tells

1 me what I'm signing." So right now, that doesn't seem to be  
2 a problem with Liberty that I haven't signed anything after  
3 16 months. I don't understand why.

4 So hot topic number two is, I've heard also  
5 mentioned of the \$13 a month fee. This, I don't understand,  
6 especially when I'm making more electricity than I'm using  
7 and there is no charge. What costs are we covering with the  
8 \$13 a month, right? I would think -- and you don't have to  
9 answer that now.

10 But there's got to be something out there that  
11 is included in the rate. And when I'm hearing all of these  
12 things, then I'm wondering that \$13 -- and you look at all of  
13 these people and everybody's paying \$13, how much is that  
14 going? So that's just a topic.

15 My real concern here is that -- and I know that  
16 this is a state law -- is that by state law, not all of the  
17 power that I'm making in my solar panels has to be repaid to  
18 me. But in general, I'm selling power back to Liberty,  
19 Liberty is paying me 5 cents per kilowatt hour, and then in  
20 turn I get charged 13 cents a kilowatt hour.

21 And so I paid for the solar panels and Liberty's  
22 making a profit off of my solar panels by the -- that I'm  
23 paying back to them. And I've got a problem with that.

24 I understand it's a state law that there's a 5  
25 cents minimum created by the state, and maybe you can take

1 this back to the state, young man. But how can that be?  
2 Liberty has no charge -- problem charging me 13 cents a  
3 kilowatt hour in the winter.

4 DIANA CARTER: So I have a general suggestion for  
5 you.

6 DAN SKAGGS: Sure.

7 DIANA CARTER: We've heard from quite a few solar  
8 folks last night and we hear from a handful of solar folks  
9 every time where we're before our customers. We've talked  
10 about our rate cases, that's where our rates get set by the  
11 Commission through a rate case process.

12 Dr. Mark mentioned that the Public Counsel is  
13 automatically a party to our rate case. Obviously, the  
14 company is a party. Staff is a party. There are also  
15 interveners such as Renew Missouri. I don't know if you're  
16 familiar with the organization --

17 DAN SKAGGS: I'm not.

18 DIANA CARTER: -- Renew Missouri. It might benefit  
19 you, being a solar producer, a home with solar panels, to  
20 look into who might want to intervene in a rate case. The  
21 rates are designed in a particular way.

22 And, again, I understand the frustration. I'm  
23 not saying this to be dismissive of anyone, certainly not  
24 you, sir. The rates are set. We charge you based on the  
25 Commission tariff.

1 DAN SKAGGS: I understand.

2 DIANA CARTER: We can't charge you differently than  
3 that tariff, and the tariff says what we charge you and what  
4 we pay you. And those are established in that rate case.

5 And if you think it should be something  
6 different, and it sounds like to me maybe the people who have  
7 solar panels do think there should be a different design,  
8 there might be an organization would certainly love to hear  
9 from them.

10 Renew Missouri is the one that pops in my head  
11 that might be the one. Because the -- the solar companies  
12 are not, you know, connected with -- with Liberty --

13 DAN SKAGGS: I understand.

14 DIANA CARTER: And I know often people get  
15 different information from the solar companies than --  
16 they're not as familiar with the tariffs.

17 DAN SKAGGS: It's outlined directly on my bill that  
18 I'm paying -- I'm charged 13 cents a kilowatt hour but only  
19 being paid 5 cents a kilowatt hour. And I understand that  
20 that's a state law and every state has it's different --  
21 different kind of thing.

22 And that's why I mention this to the state,  
23 right? It does not make sense for me to put the money into  
24 purchasing solar panels and then Liberty is making money off  
25 of my solar panels.

1 DIANA CARTER: And -- and I would -- as we talked  
2 about, it is how the rates are designed in the case. So I  
3 just want to make sure people aren't confused. Liberty's not  
4 making money off of that. That does go back. It --

5 DAN SKAGGS: No, I disagree.

6 DIANA CARTER: -- it's how the costs are designed  
7 so it's helping offset --

8 DAN SKAGGS: I'm sorry, I disagree with that.  
9 Because if I'm being charged 13 cents a kilowatt hour and  
10 only being paid then, you know, 5 cents, then I'm the one  
11 that's suffering because of that. And I'm the one that's  
12 paying the loan on my solar panels.

13 (Inaudible.)

14 CHARLOTTE EMERY: So I was just -- I was going to  
15 try -- sorry -- to address --

16 DAN SKAGGS: You're fine. Go ahead.

17 CHARLOTTE EMERY: So in a month when you produce  
18 energy, that nets against the energy that you're actually  
19 using coming in, okay? That nets 13 cents to 13 cents, okay?  
20 That's netting there. So those months that you are producing  
21 and it nets, you are getting that 13 cents for your energy.

22 DAN SKAGGS: I understand. I am.

23 CHARLOTTE EMERY: Okay. So then anytime you have  
24 an overproduction month, so let's say you produced 120 but  
25 you only used 100, okay? That 20 extra gets -- that's where

1 that -- the charge, the rate that you're saying is the  
2 lower --

3 DAN SKAGGS: By law, Liberty is required to  
4 purchase that from me.

5 CHARLOTTE EMERY: Yes.

6 DAN SKAGGS: I understand that.

7 CHARLOTTE EMERY: Yeah. So then that goes in, we  
8 bank that for 12 -- 12 months, up to 12 months, and then -- I  
9 agree at the end of that if you do -- if you have not used  
10 it, that does fall off. So I'm just confirming to you that  
11 that is how our tariff is set up.

12 And to Diana's point, while you may not  
13 necessarily have agreed with it, there are opportunities to  
14 get in there to change that for folks -- and we have parties  
15 here listening that are also interveners in the case.

16 DAN SKAGGS: That's why I'm here, is because I knew  
17 there's state representatives.

18 CHARLOTTE EMERY: Yeah, yeah. So thank you.  
19 They're hearing you. We're hearing you. And we're in a rate  
20 case now so we'll see -- see if that gets any traction.

21 DAN SKAGGS: But if you want to think about it this  
22 way, is that the state minimum is 5 cents per kilowatt hour.  
23 To do the right thing, Liberty could pay 13 cents so it's  
24 even. Just a thought for you.

25 GEOFF MARKE: Thank you, Mr. Skaggs.

1 DAN SKAGGS: Okay, all right.

2 GEOFF MARKE: Mr. Skaggs, real quick, I just want to  
3 let you know --

4 DAN SKAGGS: Sure.

5 GEOFF MARKE: -- your issue's been e-mailed to the --  
6 the nonprofit Renew Missouri --

7 DAN SKAGGS: Okay.

8 GEOFF MARKE: -- so we are in touch with them and we  
9 should be following up, okay?

10 DAN SKAGGS: Okay, great. I appreciate that.

11 GEOFF MARKE: You're welcome.

12 DAN SKAGGS: Thank you very much.

13 CANDICE KELLEY: And Mr. Skaggs?

14 DAN SKAGGS: Yes.

15 CANDICE KELLEY: Would you mind coming up and  
16 giving me the information of who you spoke with?

17 DAN SKAGGS: Say it again, please.

18 CANDICE KELLEY: Would you mind coming up to give  
19 me the information of who you spoke with and who sent you  
20 those e-mails, please?

21 DAN SKAGGS: I could. How about if I give you my  
22 business card and then we have a contact?

23 CANDICE KELLEY: That would be great.

24 DAN SKAGGS: Okay.

25 CURT GATELEY: The next person I have signed up



1 is -- it looks like Cathy Outhouse. Outhouse?

2 CATHY OUTHOUSE: People don't like to say it the  
3 right way, but that's okay. I've lived with it for 27 years.  
4 My husband's lived with it longer so -- and through military  
5 service, I might add, so there's a -- most everything I have  
6 come -- has been addressed by most of the people in this  
7 room.

8 The one thing that does disserve me now when I  
9 thought I was getting on foot with Liberty and regaining what  
10 trust I could with them, dissolved today. And that was  
11 because for the past three months -- March, April, and May --  
12 I got bills and bills were paid.

13 When I went and talked to the young lady out  
14 front beforehand, my concern was, "Why can't I have a set  
15 date?" I had a set date before this software program. Now I  
16 don't. They say, "We can't do that." I say, "Wait a minute.  
17 Credit card companies can. Why can't you?"

18 "Well, we just can't do it." Okay. Be that as  
19 it may, that was the question I put to her. She went and  
20 looked in my account, and my meter was supposed to have a  
21 reading on May 23rd. It is now June 11th and there is no  
22 reading for my account.

23 So when am I going to get a bill now? Are we  
24 going to skip another month and get a double bill? I don't  
25 know and she couldn't answer my question.

1                   So my question is: When is this all going to  
2 get straightened out and has that software company been  
3 fired? Have they gotten rid of that software, gone to  
4 something that is going to help us all?

5                   I can pay my bills, that's not an issue.  
6 Hearing all of these people here, I am just in awe. Because  
7 why should they have to go and get assistance and now be put  
8 on a payment program when they could pay their bills  
9 beforehand? But now they can't. You know, why should they  
10 have to worry whether or not they're -- you know, their  
11 husband has oxygen or not?

12                  I have a sister who's in Florida on oxygen and,  
13 you know, I'd hate to think if something happened to her like  
14 that. You know, so my concern is, I want a set date because  
15 I'm on auto pay. I'm one of 10 percent that this billing  
16 thing affected.

17                  They said -- when I first called them and  
18 realized there was an issue, "Oh, we got a new software  
19 program and a percentage of auto pay people were affected by  
20 this." So, okay. Then it went again and happened again.

21                  And I must say, Candice, to your customer  
22 service people that I talked to -- because I never went  
23 anywhere. I live in Galena, okay? I'm not part of Aurora.  
24 I'm not part of Branson. I'm not part of Bolivar. I'm out  
25 in the middle of nowhere.

1                   As a matter of fact, when I moved into that  
2 house, we were told we were the end of the line, okay? It  
3 was Empire and we were at the end of the line. And the big  
4 thing back then was, if our power went out, we said, "Oh,  
5 somebody in Marionville must have sneezed." That's how often  
6 it went out, okay? It's not like that anymore. It's better,  
7 much better.

8                   And -- but that being said, you know, why can't  
9 I get a set date and am I going to get a bill this month?

10                  CANDICE KELLEY: I'll have to look at the account  
11 to answer if you're going to get a bill. There are multiple  
12 reasons in this new system. There are a lot of threshold  
13 setup. I know this is a lot of technical stuff, so I  
14 apologize, but in the new system it does look at a lot more  
15 things.

16                  So something as simple as you used a little more  
17 electricity this month could have kicked it out and said, "I  
18 can't send this bill until somebody looks at it." So that  
19 could be one of the things that has happened. But, again,  
20 I'd have to look at the account specifically to know for  
21 sure.

22                  To address the auto pay, if you were on a  
23 preferred due date in the legacy system, the preferred due  
24 date carried over with you to the new system. So if  
25 something has happened with that, I'll take a look at it and

1 we'll see about getting you back on that, if that's what you  
2 would like, absolutely.

3 CATHY OUTHOUSE: Right. Because it was the 10th  
4 every month. The past time it was the 20th. And when I  
5 called and said, you know, "What's the date?" They said, "We  
6 can't give you one. It depends on when the meter's read.  
7 You have to have so many days between reading and this and  
8 that." And I'm like, "Okay, like, whatever."

9 CANDICE KELLEY: And you said you did speak to  
10 somebody out here? That's when you were -- okay.

11 CATHY OUTHOUSE: And that's when I found out I  
12 haven't had a meter reading. That was supposed --

13 CANDICE KELLEY: Okay.

14 CATHY OUTHOUSE: -- to happen on the 23rd.

15 CANDICE KELLEY: And I will get that information  
16 and take a look at it with them, okay?

17 CATHY OUTHOUSE: And I'm a -- just to let you know,  
18 I'm a light Nazi. My husband leaves a light on in a room and  
19 I'm like, "Are you done back there? You need to turn the  
20 light off." Okay. So, you know, I'm not playing with  
21 electricity. I want my bill to be as low as possible.  
22 Because those big months in the wintertime, I know it's going  
23 to be higher because I don't like being cold. I don't mind  
24 being hot but I don't like being cold.

25 GEOFF MARKE: Everybody, just -- this is for

1 everybody. We haven't made it through the first 15 and we've  
2 got about 50 on the list. We're over an hour into it and  
3 we've got a -- probably a hard stop at about 3:30.

4 So if you have specific questions with a -- you  
5 know, if you can get to somebody else so we can get through  
6 this quicker. Because we're never going to get everybody's  
7 voice heard if we spend all of the time with just an  
8 individual customer so -- thank you.

9 CURT GATELEY: Troy Wilder?

10 TROY WILDER: The lady at the front desk kind of  
11 answered my questions and promised to fix it by next month.  
12 I should be getting a credit. But the problem is, the people  
13 here should have did the same thing that this lady did.  
14 There shouldn't have been no problem at all.

15 CANDICE KELLEY: I agree.

16 TROY WILDER: But I've been hung up on place when I  
17 call in. And I don't know what their problem is. There's no  
18 reason. I don't get mad at all. I learned that in the Army,  
19 you just don't get mad, you know?

20 CANDICE KELLEY: Well, thank you for your service.

21 TROY WILDER: And I try to be polite to these  
22 people. And it's just -- they just hang up on me. If they  
23 don't have an answer for me, they're done. But you guys done  
24 addressed my problems up here, I think. If not, I just want  
25 to make sure I said something on the record because --

CANDICE KELLEY: Yep.

TROY WILDER: -- that way, if it comes back, I can call them again.

CANDICE KELLEY: And I will personally go look for those phone calls because that is not acceptable.

TROY WILDER: Yeah.

CANDICE KELLEY: Thank you for being here today.

TROY WILDER: All right. Thank you.

CURT GATELEY: I'm sorry about this one. I am -- it looks like Kent.

(Inaudible.)

CURT GATELEY: Yep. Steven Marlan?

STEVEN MARLAN: I live on [REDACTED] in Kissee Mills and you people took over the water from Taney County Water. And in February -- or in April you guys doubled our charge with no warning. Our rate usage went from 5.63 to 10.52 per thousand gallon with no warning. Nothing. Our customer charge went from 12.55 to 23.82.

We had a water problem the other day, Monday. I called your office. They didn't even know that you had a contractor working on a water leak. I went down the street to find out why, and the guy said, "I have a work order." And I said, "Well, nobody in your company knows that you're out here working."

Okay. They put the signs up for the water

1 advisory at the end of the street. There's a lot of the  
2 people on our street that don't leave every day. I mean, an  
3 e-mail can't be sent out that there's a boil advisory?

4 I mean, and you just doubled our rates without  
5 telling us. Most of the people that live on our street are  
6 retired. It's kind of ridiculous. And we weren't even  
7 warned about it. A lot of people are very unhappy about it.

8 ERIC LARSON: Regarding -- regarding the boil  
9 advisory, we -- we are working on putting in place a system  
10 to -- that'll actually either send text messages, e-mails,  
11 phone calls to all affected customers on those.

12 As you might have noticed, we've had a little  
13 difficulty with the new software system so we're not rolling  
14 that out until it's going to work right. That is in the  
15 works.

16 In the meantime, we are kind of stuck with the  
17 boil advisory signs, which the best way to get folks is -- to  
18 catch most folks is to put it at entry points into, you know,  
19 areas. So that is limited for folks who don't go in and out.  
20 Understandable. And I apologize that we are kind of in that  
21 middle right now on the boil advisory signs.

22 Maybe regulatory would like to talk about the  
23 rate change process?

24 CHARLOTTE EMERY: Yep. So we filed our Missouri  
25 water rate change in March of 2024. We should have -- and we

1 can go back and check your particular invoice, but we should  
2 have notified every -- every one of our Missouri water  
3 customers of the local public hearing that was held in the  
4 September time frame.

5 It was actually held right here in this  
6 building. So there was notification there, but we will  
7 certainly go in and make sure that the Kisse Mills customers  
8 had that on their bill.

9 And then we also put a note on customers' bills  
10 starting with that effective date of that new rate change  
11 that occurred on March 1st. We started running a little bit  
12 of a notification there. And we also -- there was press  
13 releases. I believe the Missouri Public Service Commission  
14 issued a press release related to that rate case as well.

15 But certainly, we hear your feedback that, you  
16 know, maybe there's better ways that we could notify  
17 customers of that because I am certain that was quite  
18 frustrating to see a rate increase if you weren't aware of  
19 it.

20 STEVEN MARLAN: We never got -- my wife checks the  
21 internet constantly. We never got anything on any of our  
22 bills, anything about a rate increase.

23 CHARLOTTE EMERY: Okay. I will go back -- we'll go  
24 back and check your bills. We had -- I -- Curt asked  
25 something very similar and I had to send some invoices to



1 show that as well. So we'll be happy to take a look at that.

2 STEVEN MARLAN: Thank you.

3 CURT GATELEY: Tamera Hughes?

4 TAMERA HUGHES: Hi, I'm Tamera Hughes. And I am  
5 the financial officer of The Oaks Retirement Community in  
6 Branson, Missouri.

7 Our bills averaged, before last year, was about  
8 averaging 6,000 a month. Now we're at 8,000 a month. I  
9 don't really get into all of the details because I don't have  
10 all of my bills. So the last time I received a bill from you  
11 all was March 26th of 2024.

12 Either I have to call, I went to Branson once  
13 and I'm never going back there again because they wouldn't  
14 even let me pay my bill because they couldn't find it. And I  
15 find that -- I even gave her a prior bill so you could see  
16 the account number, which she says the new software has  
17 generated a new account number.

18 So I continue and call and call and call.  
19 Sometimes I get through. Sometimes I do not. But it's  
20 amazing to me that there are -- if I don't get a bill, which  
21 sometimes I'll get a \$128 bill which you've -- I will talk to  
22 your customer service and they'll tell me that's all it is.  
23 I'm like, "There's no way it could be \$128, which is just our  
24 light pole."

25 And so I write a check for \$6,000 because I

1 don't want to get, basically, seriously behind. This is a  
2 retirement community. I have elderly residents. I cannot  
3 have you threatening to shoot -- to shut down anything. And  
4 you guys tell me you won't and you don't.

5 And I'm sorry, I'm just really frustrated about  
6 it because you're dealing with the elderly people that I work  
7 for and this is their home and they need to know that this is  
8 being taken care of.

9 My father died on July 8th. I could not get  
10 ahold of anybody for seven days. My mother has Alzheimer's.  
11 I am trying to plan a funeral and I'm trying to do everything  
12 in Kansas City while I'm trying to get ahold of you all to  
13 pay a bill. I have to handwrite it because I can't get ahold  
14 of any of you.

15 I am tired. I have been hit with at least  
16 \$1,700 of late fees. And to this day, I still cannot get a  
17 bill. I have to e-mail somebody or I have to call your  
18 customer service. I have yet to see a bill unless I do your  
19 job and call and ask for it.

20 I find it extremely frustrating that somebody  
21 that pays a bill this much cannot get a bill from somebody,  
22 and get hit with late fees. I just don't understand that.  
23 That's pretty much it in a nutshell.

24 CANDICE KELLEY: Ms. Hughes, would you be okay with  
25 me walking you out to have somebody --

1 TAMERA HUGHES: We can. I've done it a million  
2 times. I have it all here.

3 CANDICE KELLEY: I promise you we'll get it taken  
4 care of.

5 TAMERA HUGHES: Okay, thank you.

6 CURT GATELEY: Conrad Harthoorn? Celeste Huber?

7 CELESTE HUBER: Okay. When I first came to  
8 Branson, I lived in a condo. I purchased a condo. And I  
9 think it was Empire it was under. And then I purchased a  
10 house but I lived in my condo while it was -- I was fixing it  
11 and redoing it. I -- this -- it was four years ago I  
12 purchased the house, and that was in April. I hadn't lived  
13 there. I didn't move in until the fall.

14 I got a bill for that whole summer for my  
15 water -- it's Rockaway Beach -- for \$700. I didn't use the  
16 water, just maybe to wash -- wash up or whatever. So I  
17 called and I said, "It's impossible."

18 And they said -- well, you know, they had  
19 somebody come out and check the meter. He said, "There's no  
20 problem." That -- he didn't see that it had gone up. I  
21 don't know how he checked the meter.

22 Well, they insisted that I pay the bill, and I  
23 said -- I told about how the man came out and they said that  
24 it wasn't -- there was no problem on my part. So they sent  
25 him out again, and they had no record of him coming out or

1 anything of what he told me.

2 So I kept -- I finally called -- I don't know if  
3 it was -- some commission, water -- Missouri Water Commission  
4 and -- to file a complaint. Then I called back and I -- oh,  
5 before I did that, I kept calling and they said, "Well, do  
6 you have a pool?" One lady said -- and I said, "Yeah, but  
7 we've never used it. It's empty. It needs to be fixed."

8 She said, "Well, just say you filled the pool."  
9 I said, "But that's not true." And they gave me these  
10 excuses that I had to pay it. So after I called the Water  
11 Commission, I called Liberty and said, "I've reported this."  
12 I called them and then -- I've always wanted to talk to a  
13 supervisor.

14 Finally, they said -- one time they said, "Well,  
15 maybe" -- oh, no. When they resolved it, they said, "It's  
16 okay. It's resolved. You don't have to pay it." Finally,  
17 "Maybe it was because the person who lived before you, it was  
18 her bill." Well, she hadn't lived there for a year.

19 And so this built mistrust in me that -- and  
20 they told me to -- you know, that they told me to lie. So I  
21 don't know if suddenly I got normal water bills, if they  
22 added on to my water bill, I don't know how they resolve  
23 this.

24 Then my electric, it keeps going off. It's  
25 almost, like, every week in Rockaway Beach there's something

1 going on. And I don't know if this is the reason, but my  
2 control panel went out on my refrigerator. I had to get that  
3 fixed and -- because the power keeps going out, yeah.

4 And on the condo, he's a family member, he was  
5 staying at condo, had the heat down to 58 degrees all winter.  
6 And the bill went up. And I called and I said, "I don't  
7 understand." And I keep -- I don't put my air-conditioning  
8 on because my bill's going up. And I'm on a fixed income.

9 And so I called about that and they said, "Well,  
10 during the winter, you know, even if you don't use it,  
11 because the weather is so strong" -- they had some reason for  
12 that. So I finally tried to find out about this and I wanted  
13 to go to White Water. I wanted to switch companies but I  
14 can't.

15 And I want to know why we have to have -- is it  
16 causing our bills to go up because it's a Canadian company?  
17 Why can't we have an American company? Yeah. Why can't  
18 we -- and so, anyway, these are just some of the things that  
19 I think -- did I address everything? Pretty much, yeah.

20 GEOFF MARKE: Ms. Huber?

21 CELESTE HUBER: Yeah.

22 GEOFF MARKE: Your conversation with the company  
23 where they told you to lie about filling in the water --

24 CELESTE HUBER: Yeah.

25 GEOFF MARKE: -- was that over the phone?

1 CELESTE HUBER: It was over the phone.

2 GEOFF MARKE: Do you remember approximately when that  
3 was?

4 CELESTE HUBER: I think it was four years ago. And  
5 it was in the -- it was maybe in -- I think I got the bill in  
6 September because I hadn't lived there all summer. So I  
7 think it might have been September, October of '21, yeah.

8 GEOFF MARKE: Thank you.

9 TIM WILSON: And just to clarify, did you say it  
10 was Empire at the time?

11 CELESTE HUBER: No, I believe it was Liberty.

12 TIM WILSON: Okay, fair enough.

13 CELESTE HUBER: Empire was when I first got my  
14 condo.

15 TIM WILSON: Yes. And that -- okay. It changed in  
16 2017. I want to be clear that there's no extra charges for  
17 our headquarters being in Canada.

18 CELESTE HUBER: There's no tariff or anything like  
19 that?

20 TIM WILSON: No, there's not.

21 CELESTE HUBER: Okay.

22 TIM WILSON: And, Ms. Outhouse, I -- do you know  
23 where Bagdad Road is? It's southside of Galena, Schermerhorn  
24 Park.

25 (Inaudible.)

1 TIM WILSON: Galena, Missouri?

2 (Inaudible.)

3 TIM WILSON: Okay. I thought you meant Galena,  
4 Kansas. I want to be clear that we're still local. Our  
5 parent company is based out of Canada, but we're -- we're not  
6 even owned by Canadians.

7 I'm a shareholder, which means I'm an owner. I  
8 live in Galena, Kansas. Charlotte lives in Joplin, Missouri.  
9 Candice lives in Quapaw, Oklahoma, or Baxter Springs, Kansas,  
10 area. We're local. We have over 500 employees, lineman  
11 worker --

12 CELESTE HUBER: How is it we are believing that  
13 we're owned by Canada -- a Canadian company?

14 GEOFF MARKE: Our parent company is Algonquin Power  
15 and Utilities and it is headquartered in Oakville, Ontario.  
16 So our parent company is Canadian. We are owned by our  
17 shareholders, which a lot of them are U.S.

18 UNIDENTIFIED MALE: I just want to make a quick  
19 comment. The -- I think the main issue that she was trying  
20 to bring up is the -- it's hard to trust a company that  
21 you're trying to deal with, you're getting fluctuating costs  
22 and such, and then they're telling you to lie about something  
23 like that --

24 CELESTE HUBER: They didn't say lie, but they said  
25 just --

1 UNIDENTIFIED MALE: No, they didn't say that.  
2 "Just say this" -- but that's a lie. You're encouraged to  
3 tell a lie to -- for whatever benefit they might have  
4 received from that. It's kind of strange and --

5 TIM WILSON: I would wholeheartedly concur with  
6 that. And we're going to get some information and try to  
7 find that call. It was four years ago if -- if -- that would  
8 be unacceptable if that was the case. So -- and I don't  
9 blame you for losing trust. Part of the reason we're here in  
10 confidence is to gain your trust and confidence back.

11 CELESTE HUBER: Yeah.

12 CURT GATELEY: Some water companies will provide an  
13 adjustment to a bill to folks who had a leak and fixed it,  
14 you know, had some incident or when they filled a pool.

15 It is possible an employee of a company might  
16 have thought they were doing something good to help a  
17 customer if they thought they could get them that bill  
18 adjustment. It's not the proper way to go about it. It  
19 shouldn't have happened. I appreciate you sharing that with  
20 us.

21 As far as the Canadian ownership -- and I say  
22 this with full objectivity. I am not biased against Liberty  
23 or any of the other companies. But it's been my experience  
24 that it doesn't matter where they're owned from. They all  
25 want money.



1                   It's -- them being owned by a Canadian holding  
2 company doesn't influence the Missouri company that our  
3 agency regulates. They're all out there trying to maximize  
4 profits for their shareholders, no matter what.

5                   CELESTE HUBER: Okay.

6                   (Inaudible.)

7                   TIM WILSON: I don't know. You'd probably have to  
8 Google that. It's public.

9                   (Inaudible.)

10                  UNIDENTIFIED MALE: (Inaudible) your research and  
11 this is what the problem is (inaudible) what's going on here.  
12 (Inaudible) before you make a decision. You need to know who  
13 all of the players are, who they're connected to, and what  
14 policies they're doing.

15                  I wouldn't do business with any company,  
16 stockholding or not, in Canada right now because it's a  
17 Marxist country if you do any reading at all. And we're not  
18 currently (inaudible) --

19                  CURT GATELEY: We are not going to engage in a  
20 political debate right now. We are here to hear from you  
21 about their problems. The next person on the list is  
22 Douglas --

23                  CELESTE HUBER: Can I just ask one --

24                  (Inaudible.)

25                  CURT GATELEY: Sir, we will have you removed.

1 Please.

2 CELESTE HUBER: Can I just ask, too, what --  
3 because I get water and electricity from Liberty, why do we  
4 often have a boil thing on our water and why is electric  
5 going out so much?

6 ERIC LARSON: Regarding water, this -- we serve the  
7 water in Rockaway Beach area there. And recently, we've  
8 had -- one of the big issues we've had with that system when  
9 we purchased it is it has a single well that serves the  
10 customers.

11 And when we have a problem with that well,  
12 either the power goes out or -- well, we have on-site  
13 generation now. So if the power goes out, we can still  
14 perform.

15 But we had a lot of -- the customers down there  
16 that have, you know, not very good plumbing. And when the --  
17 when we get freezing temperatures and leaks and when they  
18 thaw out, it'll actually drain our tank.

19 So we are -- we've actually drilled a new well  
20 in that area. This summer we're outfitting that with the  
21 pumps and all of the plumbing to tie it in to where we will  
22 have much more capacity, and we expect to not have these  
23 issues going forward.

24 That is in the works. We've -- we're investing  
25 a lot of money in that area to improve the system. So we

1 apologize for those -- those events. We're working very hard  
2 to get that remedied.

3 CURT GATELEY: The -- for the water system, that  
4 system, the distribution system itself was very poorly  
5 installed. It keeps breaking. Them having to punch another  
6 well and add capacity, I mean, that helps. They have got to  
7 fix that distribution system.

8 Now, from my perspective, I wish they were  
9 moving faster. But they have agreed to a schedule to get it  
10 substantially replaced. I just -- I want to see you guys  
11 move a little faster on that. But they didn't build it.  
12 They bought it. They're trying to fix it. You are going to  
13 experience more boil advisories out there as they do the  
14 fixing.

15 From my -- I would really like to see it only be  
16 because they're doing construction work, but quite frankly,  
17 it's going to keep popping. Lines are going to keep  
18 breaking. You drain the tank. You're out of water again.  
19 This has been from my group a significant problem with  
20 customers.

21 And initially, Liberty's response maybe wasn't  
22 the best it could have been. Nowadays, it's my understanding  
23 they're handing out bottled water. They're trying to  
24 communicate with folks better. But we want to hear from you  
25 every time you have -- every time you have a problem. We

1 would appreciate a report.

2 CELESTE HUBER: (Inaudible.)

3 TIM WILSON: So you did say you're in Rockaway  
4 Beach; correct? I've already sent a text to one of our -- to  
5 Eric Babbitt in charge of our operations, just to ask him if  
6 he knows anything about that. I was literally just texting  
7 him. And I rarely give out the answers to the test, but our  
8 largest shareholder is -- is Starboard Value LP based in New  
9 York City, New York, and they own 8.65 percent of us.

10 CURT GATELEY: The next name I have on here is  
11 Douglas Clark.

12 DOUGLAS CLARK: Well I have to -- to pat you on the  
13 back first because anytime I've had any communication with  
14 the customer service here, the only time I've had it is in  
15 the transition period with your changeover to your new  
16 system.

17 And my question is -- and I've -- I deal -- when  
18 you call cable, you call Verizon, you call any of these  
19 companies, they don't test what they're going to change  
20 before they do it and it causes complete chaos for the  
21 general public that you see here that are trying to make an  
22 existence and maintain their standard of living. That's what  
23 the bad part of this is.

24 And we are being played by the international  
25 community by the United Nations and all of these climate

1 control things that they have put on us to force you people  
2 to go into the solar panels and the wind things that don't  
3 generate enough electricity to offset what we were using that  
4 worked before. It's the cheapest way to generate  
5 electricity.

6 And I don't care what the environmentalists are  
7 telling you, if you have any basic knowledge of math and you  
8 can figure this out without going through the malarkey of all  
9 of the corporate B.S. that they put out to get you to do this  
10 stuff.

11 And I studied this stuff from the minute this  
12 stuff happened. When I saw that we were going to smart  
13 meters down here and we started having sustainability  
14 meetings here, that they were introducing this nonsense to  
15 the general public to try to get them on board with this and  
16 get everybody warm and fuzzy, that you're going to have a  
17 better electric system if we get away from carbon fuels.

18 Okay. It is a complete lie that fossil fuels  
19 and anything carbon based is causing our pollution in this  
20 country. And all it is, is a control factor to drive down  
21 our economy because there's only three things that make  
22 wealth: mining, manufacturing, and farming.

23 And if you make electricity so expensive that  
24 nobody can afford to live or manufacturers can't come into  
25 this country and make things in a cheap manner and make

1 enough of them to make it affordable for everybody here.  
2 It's simplicity at its best.

3 And guess who thought of it? Our Founding  
4 Fathers wrote about this stuff and every one of them that  
5 fought to get where we're at from blood and guts all the way  
6 through the revolution, they wrote this stuff down and nobody  
7 knows it.

8 They don't teach it in our schools. So we've  
9 converted our schools to this propaganda outlet that's  
10 convincing everybody to fight with each other over this  
11 malarkey. The question is --

12 (Inaudible.)

13 DOUGLAS CLARK: I'm telling them what the problem  
14 is here. Nobody reads -- nobody studies it from the end that  
15 forces the policy on you that makes you do what you do.

16 TIM WILSON: A couple of things. First off,  
17 actually, one of my degrees is in mathematics so I appreciate  
18 you bringing up math. I would encourage you to read our most  
19 recently published integrated resource plan. And, in fact,  
20 we do have fossil fuels in our future as soon as 2029 to  
21 generate energy.

22 DOUGLAS CLARK: I'm telling you that when I started  
23 going in and getting the malarkey of this stuff from the  
24 federal government and the energy department, I've got a big  
25 box of stuff that was trying to convince everybody to do all

1 of this stuff with the smart meters.

2 You know, the first thing in the first page, it  
3 said -- it was a disclaimer. They couldn't verify that this  
4 stuff was going to work the way they said it was, okay? And  
5 I've got it all. I've got a garage full of malarkey that  
6 nobody takes the time to read to figure out what's happening  
7 to us here.

8 JIM BUSCH: Sir, while we appreciate your  
9 comments --

10 DOUGLAS CLARK: We're not treating -- we're not  
11 treating our senior citizens right. And if you regress and  
12 if you make things unaffordable for people, the whole system  
13 goes down in a collapse.

14 JIM BUSCH: Sure. But what we're here about is  
15 Liberty's issues and Liberty's billing issues.

16 DOUGLAS CLARK: Okay.

17 JIM BUSCH: And we have people here who really have  
18 to get their point across with that so --

19 DOUGLAS CLARK: If somebody comes into your  
20 community or into your corporation and tells you that this is  
21 going to be a good deal, don't believe a word they're saying.  
22 You better investigate everybody associated with it in the  
23 corporate structure on down because they are all the same  
24 type of people.

25 JIM BUSCH: Okay.

1 DOUGLAS CLARK: They are not on our side. The  
2 gentleman over here is the only one nodding like he  
3 understands this. You don't understand it.

4 JIM BUSCH: All right.

5 DOUGLAS CLARK: So I don't like the fact that I --  
6 my choices on everything that I do, I've got a certain amount  
7 of money to work with. I don't have the ability to offset  
8 the kind of percentages of increase in electric, cable, and  
9 everything.

10 And it's because of deregulation or carbon or  
11 whatever nonsense these people are putting out to us. And  
12 it's all international law. This is where you're missing  
13 this.

14 JIM BUSCH: All right. Sir, like I said, we need to  
15 get going on with the Liberty issues and what's going on with  
16 Liberty so if --

17 DOUGLAS CLARK: I would say start with the --

18 JIM BUSCH: Why don't you come talk to me?

19 DOUGLAS CLARK: -- United Nations Copenhagen laws  
20 on how they're going to tax us.

21 (Inaudible.)

22 JIM BUSCH: Come on. That's --

23 UNIDENTIFIED MALE: You're rambling. Nobody cares  
24 about --

25 JIM BUSCH: Gentlemen --



1 (Inaudible.)

2 GEOFF MARKE: If -- if I may just real quick, they're  
3 just for your own edification, there's a number of questions  
4 about the -- the EMI meters, the smart meters themselves.

5 So the general assembly just passed a law. It  
6 was (inaudible) bill that included a number of different  
7 provisions. One of those provisions is the ability to opt  
8 out of a smart meter, all right? But that doesn't go into  
9 effect until August. And quite frankly, internally, on the  
10 regulatory side, we need to have that actually -- how that's  
11 actually going to be performed moving forward.

12 CURT GATELEY: The next name I have on here is  
13 James and Veronica Dillard. And this is not unusual because  
14 these go on for so long.

15 (Inaudible.)

16 CURT GATELEY: That statute goes into effect on  
17 August 28th.

18 JIM BUSCH: Well -- well, wait. The statute goes  
19 into effect August 28th. But the companies have until  
20 July 1st of 2026 because there has to be tariff changes which  
21 have to go into effect. That will take some time.

22 So even though the law goes into effect, it's  
23 not until the following July, 2026, of when we expect our  
24 utility companies -- and that is something that we will  
25 all -- with our other utilities we'll be working with to make

1 sure that it is as smooth.

2 (Inaudible.)

3 JIM BUSCH: Well, yes, their cost is built into the  
4 statute. The statute has a cost built in.

5 (Inaudible.)

6 JIM BUSCH: There is a cost -- yes, there will be a  
7 cost. That cost was passed by the general assembly in this  
8 past bill. And that was -- like I said, that was --

9 (Inaudible.)

10 JIM BUSCH: You have a cost -- there's a cost to get  
11 a new meter installed because that's going to cost more money  
12 for the utilities to come provide your meter. And then  
13 there's going to be more cost because they're going to have  
14 to come out and read your bill specifically. So that was all  
15 included by the general assembly.

16 CURT GATELEY: There's also -- there's also a  
17 provision in that statute that was passed to allow customers  
18 to self-report and read their meters.

19 JIM BUSCH: Right. And again, let's --

20 CURT GATELEY: That process is still being figured  
21 out, yeah.

22 JIM BUSCH: So let's go next on the list.

23 CURT GATELEY: Dan -- all right.

24 (Inaudible.)

25 DAN DUSEGULES: How you doing? I'm Dan Dusegules.

We have Taneycomo Highlands. It's right across the river over here. We have [REDACTED], which is on the lake.

Your man Jeff over there, we're going down to -- to -- we're trying to develop it. They put a fence across our road over there. They put a lock on there and a thing that says, you know, anybody trespassing.

I've had the cops called on me twice trying to get to my land that's been paid off. They've threatened my wife Judy over here, Jeff has, with throwing her in jail -- I mean, she's 70, I'm 68 -- throwing her in jail.

Now, we went to the Public Service Commission because we do have a well and sewer up on [REDACTED] and we are in good standing with them. We've been to Joplin twice. We talked to your manager, Mr. Thomas, at the big building. He said, "Come meet us at the other building and bring these to prove that you own the land."

We brought two dozen doughnuts and the deeds thinking that the guy would be happy about it. Not a bit. Not a bit. We haven't heard from him. And his name is Thomas -- what is it, Dylan Thomas? But anyway, he has not had the courtesy to call us back. You know, and I -- all we want to do is get across our land.

Now, we own the sewer. We're in this. How come we're -- how come you guys won't let us cross there? You got

1 signs on there. I've had the cops called on me twice because  
2 of this. I mean, we own the land. We own the land here.  
3 I've had it 20 years.

4 TIM WILSON: So --

5 DAN DUSEGULES: Jeff retired about a month ago.

6 TIM WILSON: So I was going to say Jeff Lebeda.

7 DAN DUSEGULES: About a month ago, yes, because we  
8 learned that --

9 TIM WILSON: Fast talker, ain't he?

10 DAN DUSEGULES: Oh, yeah.

11 TIM WILSON: Yeah, he's a fast talker. He did  
12 retire. The land group actually reports up to (inaudible).

13 DAN DUSEGULES: Yes, sir.

14 TIM WILSON: And so I would like to personally get  
15 your name and phone number. And I'll have Drew Landoll, who  
16 is the senior director over all of that, to help get you some  
17 answers with access to your land.

18 DAN DUSEGULES: Oh, I sure appreciate it, sir.

19 TIM WILSON: Absolutely, man.

20 DAN DUSEGULES: Thank you very much.

21 TIM WILSON: Yeah.

22 DAN DUSEGULES: Who can I give that name to?

23 TIM WILSON: Give it to me. I'll do it myself.

24 CURT GATELEY: Steve Allerad?

25 DAN DUSEGULES: Here you go.

1 CURT GATELEY: Anthony Henry? It starts with an  
2 "H."

3 DAN DUSEGULES: Name and number on it.  
4 (Inaudible.)

5 CURT GATELEY: Erin Blair?  
6 (Inaudible.)

7 ERIN BLAIR: Hi. After sitting here listening,  
8 mine seems to be little. But I own a small business in  
9 Hollister. And my problem was that we have two units, and at  
10 the beginning they bill us together for two units.

11 Then all of a sudden, we get this big bill. And  
12 we're just the beginning business. We're not, like,  
13 multimillions or nothing. And they're charging us thousands  
14 of dollars or a little over \$1,000 and said that they forgot  
15 to charge us for one unit.

16 So my daughter-in-law calls and gets it all  
17 straightened out and it was supposed to be two units again,  
18 which it was for a little while. Then we get another big  
19 bill of over \$1,000. It says the same thing, that our unit  
20 wasn't being charged. We have no idea what month it is. We  
21 have no idea how much it is.

22 So I call. And they always say it's the system.  
23 Well, maybe somebody needs to teach the people how to use the  
24 system because the system is only as good as whoever puts in  
25 the stuff. And, you know, that's -- especially in the winter

1 months, that's a big chunk that comes out of your operating  
2 expenses when you're not expecting it.

3 So now we got -- now we're being billed again  
4 for two, but now I'm wondering how long that's going to be.  
5 So I also personally think if you guys want to get on the  
6 good side of people, all of these fees and everything else,  
7 you should reimburse us for your incompetence.

8 We pay our bills of what you're telling us we  
9 owe until everybody forgets stuff or doesn't get it right.  
10 That was my only complaint. So thank you.

11 TIM WILSON: Thanks for your suggestion, Ms. Blair.

12 CURT GATELEY: Thank you very much. Dwayne Rush?

13 DWAYNE RUSH: Good afternoon. Thank you for  
14 hearing us. I live up on Taneycomo right close to where the  
15 floods happened. And I've been sitting here listening to  
16 people talk about their problems, which I guess I don't have  
17 any. I think a lot of this stuff -- I moved to Branson area  
18 25 years ago. I used to farm in western Kansas, I had a wind  
19 charger.

20 And I went around and around with the power  
21 company out there on that billing. And they had three meters  
22 hooked up to me. And it was my interpretation at that time  
23 that they would pay me for anything I put back on the line  
24 what they were having to pay another entity to buy  
25 electricity. Which it started off with a nickel, went down

1 to about two cents, I think, or whatever.

2 Most of these solar units -- I thought a lot  
3 about that and I thought, man, there's places like Ozark that  
4 have got solar units covering the hillside. And most of  
5 those are made so they don't produce a lot more than what  
6 they're servicing.

7 And I don't know what the case is down here, but  
8 on the net billing, I talked to the -- or the fella that  
9 talked about that a little bit, he's kind of right but he's  
10 kind of wrong too. We lived out on the end of the line and  
11 you get into things like dirty electricity, how much pressure  
12 it takes to get that electricity to the end of the line.

13 Just as a curiosity, how many of you folks here  
14 today have lost kitchen, refrigerators, microwaves in the  
15 last couple of years? Some of that is due to electricity  
16 that's not really up to snuff.

17 I guess what my biggest concern is here, was the  
18 solar. I've got friends that pay nothing and they don't get  
19 charged anything for what I get billed with this  
20 February 2021 storm and Asbury cost. I think the storm over  
21 there has taken more heat than it should. It was more  
22 shutting down the plant than it was the storm.

23 Yeah, there was some damage, but we're not a  
24 co-op. Liberty's not a co-op, not like White River. But I  
25 guess they've kind of gone south on the co-op thing now.

1 That, to me, was Liberty's choice to shut that down. That's  
2 their expense and I think that they should keep up with their  
3 expense.

4 I think they're broke. I think they're broke.  
5 I was at another meeting the last time they asked for a rate  
6 increase. And if you or I go in and ask for a loan, I know I  
7 get shut off at about 60, 65 percent of what my assets are.  
8 At that time, Liberty was borrowed 106 percent. Now, that  
9 wasn't taken into consideration, the water, whatever else  
10 they're into.

11 I used to farm. You look ahead. You don't look  
12 behind. When all of this solar stuff goes off in 20 years,  
13 where's Liberty going to be then? You know, that's my  
14 concern. I'm an old guy. I don't even qualify for solar.  
15 And I don't like seeing fuel adjustment costs. That's a  
16 cost.

17 I do think if they're paying 5 cents for what  
18 the solar puts back into the system, that's one income. But  
19 they've got another income too because they're marking up  
20 what electricity they're buying.

21 I'd like to know who they're buying it from. We  
22 produce quite a little bit out here at the dam. But I --  
23 I've heard it goes up north someplace. Why is it not going  
24 locally?

25 Because what we're buying is not the -- we're



1 buying the electricity but we're paying them for the  
2 transportation. And that's a big thing. How much of this is  
3 transportation and how much of it is electricity? I've  
4 always wondered, but I couldn't -- if I went over to the dam  
5 and asked them how much they're selling that for, they  
6 won't -- they won't give me the time of day.

7 But a lot of it is misinterpretation too. You  
8 folks have got a lot of problems too. When I went downtown,  
9 they -- they really stepped to the plate for me when I asked  
10 to see a manager. They took the time to write out a  
11 800-number for me. And I called that number numerous times  
12 and never got any management or anything either.

13 I -- I've been around the people that work for  
14 them. I think probably a lot of them are ex-Empire employees  
15 but they're good people. They do a lot of things I would  
16 never do, as far as going out in weather and -- I think we  
17 ought to be thankful for that. Thankful for what you got,  
18 not what you don't have. But some of you don't even have  
19 that. And so that being said, I think, like I said, this  
20 Asbury thing is really stepped on me.

21 The other thing I want to ask was why I have two  
22 usage charges. One is for 14 cents and the other one's for  
23 11 and a half cents.

24 TIM WILSON: Okay. So we have time of use rates.  
25 And on peak is 14 cents and off peak is 11 cents. And so you

1 get a discount if you use power during the off-peak periods,  
2 and so that's the -- that's the difference there.

3 DWAYNE RUSH: I get two cents a kilowatt off for  
4 off peak --

5 TIM WILSON: Yeah.

6 DWAYNE RUSH: -- is what I'm reading here.

7 GEOFF MARKE: And effectively, Mr. Rush, it -- the  
8 cost of electricity is cheaper off peak and we're trying to  
9 reflect that in the rates.

10 DWAYNE RUSH: Can you tell me what you pay per  
11 kilowatt for it?

12 GEOFF MARKE: At the wholesale level or at the retail  
13 level? And I put that --

14 DWAYNE RUSH: Wholesale.

15 GEOFF MARKE: It's going to vary depending on the  
16 time of day, is the short answer. So, you know, for example,  
17 if you've got -- if it's a windy day, there's no fuel related  
18 to wind power. So your overall wholesale power prices during  
19 those hours is going to be fairly cheap.

20 However, when you got like a Uri-like scenario  
21 where all of these other units aren't running and you've got  
22 to run just really expensive units at that time, that's where  
23 price spike volatility comes.

24 Now, you're absolutely right. Like, moving  
25 forward, there is a lot of uncertainty with the resource mix

1 that's taking place. And that is an issue that's being  
2 flushed out at a federal level right now. But I share your  
3 concerns.

4 DWAYNE RUSH: Well, I just don't want us to get in  
5 another position like we've been in and seem to have good  
6 luck getting us out of it. Thank you for your time.

7 GEOFF MARKE: Thank you.

8 CURT GATELEY: I have Brooke Starkweather.

9 BROOKE STARKWEATHER: All right. So I just started  
10 having power. I just put the electric in my name. I mean,  
11 November, I believe, is when I set it up. So I don't know  
12 over periods of previous years how the electric bills have  
13 worked for everyone.

14 Mind you, my sister owned the house before me.  
15 And I can tell you with her, she is not financially literate,  
16 whatsoever, and she is the type who would have the heater  
17 running, the AC running, doors open all at once, every light  
18 on, and her bills are the same as mine as far as the winter  
19 peak went.

20 But I grew up with my grandparents, very frugal,  
21 very modest, where in the winter -- we're from North Dakota.  
22 We didn't run any power in our house except in one room. We  
23 turned off the power to our entire home. We -- we -- me and  
24 my four kids, we all bundled into one room. That's how we  
25 lived up in North Dakota. You conserve energy.

1                   We did that here and my bill went up to \$558  
2   in -- over the winter months. And -- but then in April, my  
3   kids were all going back into their rooms so they had every  
4   light on in the house. Every TV on in the house. I mean,  
5   ACs in the rooms because, like I said, we do good with cold.  
6   We don't do great with heat. And you guys get very hot here  
7   very early.

8                   And so we have ACs. We have four different ACs,  
9   four different TVs, six rooms that have lights on, and yet my  
10   bill went down to \$100, \$100 a month. How is it going from  
11   one room using almost no power, we literally take our breaker  
12   and we turn off power to every single part of our house?

13                  We're all in one room. One TV, one light, no  
14   AC. We don't use heat because we don't have central heat.  
15   We have baseboard heaters and I have very small children. We  
16   don't turn the heater on, whatsoever, in any room. But it  
17   skyrocketed to almost \$600, which is what my sister was  
18   almost paying running everything in her house 24/7.

19                  I don't understand how that billing happens. I  
20   don't know if I'm on a new meter or I'm on an old meter. I  
21   don't know any of that. I just take care of my family and  
22   pay my bills. But when it spiked like that, it took a huge  
23   financial impact on my family.

24                  Because I am a single mom of four kids. I have  
25   a very limited income. I work from home in order to save on

1 childcare costs. To have to pay that incredible amount when  
2 I know that I didn't use that amount -- and when I called to  
3 complain about it and try to figure out why is my bill so  
4 incredibly high when I'm not using anything -- I, like one of  
5 the others that was up here -- I called in early March about  
6 it.

7 And I got told, "Well, you have to pay it or  
8 you're getting cut off." That is literally what I got told,  
9 and I think it was around March 10th or so, because it was  
10 about a week later that I ended up going into the hospital  
11 because there was complications with this one and I stayed in  
12 the hospital.

13 And mind you, the entire month of December, I  
14 wasn't even home. We turned off all of the power to our  
15 house. And yet that bill was \$400. We were in Minnesota  
16 that entire month. There was nobody at my house. My power  
17 was completely shut off. Why is my bill \$400 when nobody's  
18 there when everything is off?

19 And yet, when every single thing in my house is  
20 running, we are at \$100 a month. That makes no sense to me.  
21 And I have gotten no answers on this. I've gotten no help on  
22 this. I've paid my bill. I have managed by, you know,  
23 reducing multiple other things in our house that we really  
24 could use in order to make sure those bills are paid because  
25 I obviously can't go without power with four kids.

1 CHARLOTTE EMERY: So first off, thank you for  
2 taking time out of your day. I know that your little one  
3 would probably much prefer being (inaudible) in this lovely  
4 building.

5 BROOKE STARKWEATHER: Yeah.

6 CHARLOTTE EMERY: I am actually going to go find  
7 Nate Hackney and have him touch base with you because we have  
8 some programs that I think you might be (inaudible). Whether  
9 that's somebody coming in and looking at your home to make  
10 sure that it's properly winterized --

11 BROOKE STARKWEATHER: Oh, I can guarantee that.

12 CHARLOTTE EMERY: Okay.

13 BROOKE STARKWEATHER: Because when I moved in, in  
14 August, I paid \$30,000 in order to have the house completely  
15 rewired and completely reinsulated. In addition to only  
16 going into one room, we also put the plaster wrap over every  
17 single window and we put new weatherized seals around every  
18 single door. We ensured that everything was winterized.  
19 Like I said, I'm from North Dakota. I'm used to the cold. I  
20 know how to handle the cold.

21 CHARLOTTE EMERY: Yeah.

22 BROOKE STARKWEATHER: It makes absolutely zero  
23 sense that it went up that high.

24 CHARLOTTE EMERY: Okay. And then he also -- we  
25 also have programs to assist with individuals that are a

1 little bit more challenged on being able to make their  
2 payments. So we can also -- I don't know if you also -- when  
3 you called in, did you ask to have somebody come test your  
4 meter?

5 BROOKE STARKWEATHER: I did. And they told me,  
6 "We'll get to it when we can."

7 CHARLOTTE EMERY: So they haven't come to test?

8 BROOKE STARKWEATHER: I have not seen anything.

9 CHARLOTTE EMERY: Okay.

10 BROOKE STARKWEATHER: I have not seen anybody come  
11 to my location.

12 CHARLOTTE EMERY: Okay. I think we will get  
13 that -- we will get that taken care of because they also  
14 can -- from what I was understanding, they were explaining to  
15 Staff last week when they came on-site they can tell a lot  
16 from being able to come out and look at the usage when  
17 they're testing it. So I think that would also benefit you  
18 as well.

19 BROOKE STARKWEATHER: Well, and that would be  
20 perfectly fine with me. Now, secondly, so the previous  
21 speaker had just brought up that he had two usage charges.  
22 Okay.

23 I had two usage charges on my winter bills;  
24 however, none of my bills since March have had two usages.  
25 It's only had one. But it's had two storm -- two storm

1 charges on my recent bills. So why are there those  
2 inconsistencies on that?

3 CHARLOTTE EMERY: Yeah, I would need to look  
4 specifically at your bill to understand that. And if you  
5 have --

6 (Inaudible.)

7 CHARLOTTE EMERY: So we -- what you're seeing there  
8 is called -- like, we have a rate -- well, we do have that,  
9 but we have -- up to 600-kilowatt hours gets charged a  
10 certain rate.

11 So this one here, this top one, is the rate that  
12 we get -- we charge our customers for that -- that 600. And  
13 then any usage -- which in this case is a significant amount  
14 of usage for a residential home, I'm going to say that, okay?

15 (Inaudible.)

16 CHARLOTTE EMERY: Yeah. So -- so we need to look  
17 into that because that's a lot of usage for a residential  
18 home, okay? This next line is any usage we charge a  
19 different rate above 600. So that's what that 11 cents  
20 essentially is there. That next item is the actual off-peak  
21 credit that Tim mentioned just a second ago. So that's why  
22 you're seeing the multiple amounts there.

23 In regards to the additional amounts on the  
24 Storm Uri -- let me see this. We had one last night. I  
25 don't see the --



1 (Inaudible.)

2 CHARLOTTE EMERY: Okay. You should most likely  
3 have seen one that we saw last night when we were at Aurora  
4 that came in. And it spanned usage from March into April.  
5 We changed that securitization rate April 1st.

6 So any usage that occurred before April 1st was  
7 charged one rate. Any usage that occurred after April 1st  
8 was called -- called a -- charged a different rate.

9 BROOKE STARKWEATHER: (Inaudible.)

10 CHARLOTTE EMERY: Let me look at your bill.

11 TIM WILSON: In December and in April.

12 CHARLOTTE EMERY: Okay. So this billing period ran  
13 from 3/22/25, so March 22nd through April 23rd. So any usage  
14 from 3/22 to 3/31 would be charged one rate. And then the  
15 usage from 4/1 to 4/23 would be charged a different rate.  
16 Going forward, unless that rate changes again, you would have  
17 one line item for that because that rate now stays the same  
18 until it changes again.

19 TIM WILSON: Hey, Nate, could you speak with  
20 this -- Ms. Starkweather a little bit. And then when you're  
21 done, let's get Joey Sparks involved to maybe test the meter.  
22 Thank you, sir.

23 CURT GATELEY: Michele Hyde?

24 MICHELE HYDE: Thank you for listening to us today.  
25 My name is Michele Hyde. I'm the property manager at Branson

1 View Estates. I have 40 accounts with you because I have RV  
2 lots as well as a well and a sewer system, lift station, all  
3 of those type things.

4 My bills have been crazy. I get -- I got seven  
5 bills for the same account three months in a row and most of  
6 them said zero. And you're taking -- it's auto pay coming  
7 out so -- and it's not coming -- and I'm getting the bill  
8 after you're taking it out of my account. And with the  
9 company that I work for, those invoices have to be put in  
10 before you take the money out.

11 So that's my issue with your billing thing, that  
12 it's too much and it just keeps continuing. And when I call  
13 to ask for help with it, again, I'm told, "Well, you'll just  
14 have to deal with it." So how do you straighten that out?

15 I mean -- and I've asked them -- I do have all  
16 of those bills. And on most of them they say -- you know,  
17 our address is where the bill is sent to. And then it says  
18 that it's Phillips station or if it's the sewer plant, most  
19 of them do. Well, the sewer plant doesn't have that on there  
20 because I know what that one is because of the amount of it.

21 And I've asked them to fix that where it says --  
22 just a simple thing of fixing in that other line off to the  
23 side it'll tell you this is the location of it. But they  
24 tell me they can't do that. They can't make that change.

25 No matter what I -- I'm like, "Can I talk to a

1 supervisor so we can discuss this? Because all of my other  
2 bills are this way and you're telling me you can't make this  
3 one change."

4 "Well, there's not enough room on that line."  
5 And that's not true because they don't have to put the  
6 billing address in there. All they have to do is put "lift  
7 station" or "sewer plant" or the address that it is of the  
8 location of the RV. So that is definitely my billing thing.

9 And that thing with the storm, that costs me a  
10 lot more than it costs other people because I have 40 bills  
11 and you're doing it at that rate.

12 And that's not fair that I'm having to pay as  
13 much -- more than someone else when it's just your bill,  
14 obviously, we found that out today, that's your bill. But  
15 where's the accountability on that bill?

16 You're saying that there's all of this money  
17 owed from this storm and Asbury, but we don't see where  
18 you're paying it back from the money that you're getting from  
19 everyone. And how many customers do you have that you're  
20 getting all of that money from?

21 CHARLOTTE EMERY: We actually have to make a bond  
22 payment every January and every July. It costs us about  
23 \$17 million, each one of those payments. So we collect from  
24 customers. We submit that payment. And if we don't make  
25 that payment, we actually go into default and --

1 MICHELE HYDE: So is that something that anybody  
2 could see, that you're making those payments?

3 CHARLOTTE EMERY: Absolutely.

4 MICHELE HYDE: So it is public?

5 CHARLOTTE EMERY: Yes, it is.

6 MICHELE HYDE: Where is that at? It's never been  
7 mentioned.

8 CHARLOTTE EMERY: Yep. We file it with the  
9 Missouri Commission. I actually have a call tomorrow on it.  
10 But we file it and I can give you a docket number of where we  
11 file all of our filings related to that item.

12 MICHELE HYDE: Okay. So the other thing is, is  
13 with those -- those extra -- where you pay the minimum -- you  
14 know, the -- where you help people pay their bill, they have  
15 to do a set amount each month. All of those have gone up  
16 crazy because my -- most of my people in my park are Social  
17 Security or, you know, on a fixed income.

18 And they keep jacking that up, but why is that  
19 going so far up? All of mine have doubled. All of my bills  
20 have doubled over December, January, February, and March.  
21 They were all high. And then all of a sudden, they come back  
22 down to low. And theirs are the same way. And then you're  
23 making that payment go up, up, up. How are you addressing  
24 that with these --

25 CHARLOTTE EMERY: So the budget bill plan, is that

1 what you're referring to?

2 MICHELE HYDE: Yeah, the budget bill plan.

3 CHARLOTTE EMERY: It's based on your previous usage  
4 plus whatever difference there is in that contract from --

5 MICHELE HYDE: Right.

6 CHARLOTTE EMERY: -- where you were using it and  
7 where you were --

8 MICHELE HYDE: Well, their usage is staying the  
9 same because they're not doing anything different. I'm not  
10 doing anything different. Even the one at my house I've  
11 called on because I went from a \$200 bill to where I was  
12 paying over \$400 dollar bill, and I was using less power than  
13 I was then.

14 And I've had my house insulated and checked and  
15 everything. And they're saying -- they said, "Well, that's  
16 what you got to do." And I did that, and my bill is higher  
17 than it was previously so --

18 CANDICE KELLEY: And have you talked to anybody out  
19 here?

20 MICHELE HYDE: Not out here, no.

21 CANDICE KELLEY: Okay.

22 MICHELE HYDE: I tried the office. I've tried the  
23 800-number, just like everybody else. But is it -- are you  
24 really going to do something?

25 CANDICE KELLEY: I would suggest talking to one of

1 the ladies or the gentleman out here and we'll take a look at  
2 the account for sure.

3 But if it's okay, on the business where you said  
4 you called in and you were told that you just had to deal  
5 with it, would that have been on your phone? Because I would  
6 like to pull those records --

7 MICHELE HYDE: Okay.

8 CANDICE KELLEY: -- for -- I mean, I need to --

9 MICHELE HYDE: Absolutely.

10 CANDICE KELLEY: -- I need to address that for  
11 sure.

12 MICHELE HYDE: Okay.

13 CANDICE KELLEY: But I would need the phone number  
14 that you called on, and I'm not sure if it's the business  
15 phone or your personal phone. So if you don't mind --

16 MICHELE HYDE: Personal phone.

17 CANDICE KELLEY: Okay.

18 MICHELE HYDE: Okay.

19 GEOFF MARKE: Ms. Hyde, if you could get one of those  
20 cards from that box too and just follow up if there's any  
21 problems further.

22 MICHELE HYDE: Okay.

23 CURT GATELEY: Doyle Childers?

24 DOYLE CHILDERS: Hello. Doyle Childers. I am not  
25 going to cover a number of issues. I -- my -- I just mention

1 my background. I was in the Asbury plant when it was being  
2 built and I was in it back when it was being remodeled and I  
3 also spent, I guess, altogether, 24 years representing the  
4 whole Lakes Region in the House and the Senate.

5 And during that time, I spent a lot of time on  
6 the energy issues. In fact, the first legislation that  
7 actually set some parameters on the change between solar and  
8 the regular electric bills was my legislation.

9 And the issue that I -- the reason I came, I  
10 really haven't had a lot of problems. Yeah, there's been a  
11 few discrepancies. They've been regulated when I called in.  
12 The staff was able to take care of that and it worked out  
13 without any major problems.

14 But I'm involved with another entity that  
15 provides a lot of service for not for profits and things of  
16 that sort. And when I was here -- and that's been many years  
17 ago now, but a lot of people still call me with their issues.  
18 And so I said, "Well, I'll come over and listen to the  
19 hearing and see what's going on and get back with them."

20 And the reason that I -- I really was concerned  
21 about some of the things we've heard -- and I think you're  
22 concerned and hopefully you're going to take care of some of  
23 those issues.

24 But I'll tell you, the most positive thing I  
25 heard at all was your comment that you're going to go back to

1 some fossil fuel for a lot more stability. And I think that  
2 would resolve a lot of the problems that we're seeing.

3 And also, if you could get through with your  
4 metering issue, that's what I'm going to tell people. You're  
5 trying to do it and we hope that that'll get resolved. But  
6 that's why I came, because I was representing a large number  
7 of people that had asked me questions about it. And that's  
8 where I came from on it. So thank you very much.

9 TIM WILSON: Thank you, Mr. Childers.

10 CURT GATELEY: I'm sorry, I -- I can't read this  
11 one. It starts with an "A." It looks like the last name  
12 might be Opie, O-P-I-E? I'm sorry about that. If you could  
13 tell us your name, I'd appreciate it.

14 ANDREA OPIE: Well, to begin with, I'm Andrea Opie  
15 and I'm calling you out. I have been with this water, not  
16 this particular company, 35 years. I've seen lots of issues  
17 but this has gotten really bad.

18 We have called your emergency number when water  
19 is spraying out for months. Two months the water just flowed  
20 out. By the way, I'm in Rockaway. Okay. Nobody came to fix  
21 it. I'm worrying about the environment and the soil erosion,  
22 you know, it had been running for two months. I called. My  
23 son called.

24 Anyways, to get to it, back in I believe March,  
25 I got a huge bill. Then I got another bill. It is up to



1 \$800 for water. I don't have a laundry mat and I don't have  
2 a swimming pool, you know, and I'm very frivolous -- or not  
3 frivolous, but very conscious about water because I've had to  
4 pump it. I know what that's like. You know, so I have great  
5 respect for our environment. And, like I said, big bills.

6 And the boys that work there are doing their  
7 darndest. And I realize the infrastructure, you know, bears  
8 in with it. But it's gotten out of hand. Really out of  
9 hand. Senior citizens have been buying their water. I've  
10 been buying my water for six years now because I can't drink  
11 it because we're on a constant boil water.

12 So basically, I want my bill fixed because  
13 customer service is no good. I don't care how good you think  
14 you are, you're not. My son has called. I can't believe I'm  
15 standing up here. I've got a heart condition and COPD. I  
16 get him to take care of this for me. He also had problems  
17 too.

18 And he's been ripped off because he's gone ahead  
19 and paid it. But I have not paid a bill in probably five  
20 months because I totally refuse to do so until this gets  
21 straightened out. So what's going on there? My water's  
22 still on. Hallelujah. I mean, don't shut my water off.

23 So these are things that you need to consider  
24 because there are senior citizens out there struggling,  
25 having to carry 24 cases of water in their home because they

1 cannot drink the water out of their faucets. So I thank you.

2 CURT GATELEY: David Cole?

3 DAVID COLE: How are you doing? I have an RV park  
4 here in town as well. Mine is here in Branson. I've got  
5 three electric meters on my property. Two of them are smart  
6 meters and one is an analog. And I just found out two weeks  
7 ago that that's part of the issue.

8 When this billing changeover went into effect  
9 last year, I was getting one bill for two meters for two  
10 months ago, and then I would get another bill for one meter  
11 for the previous month. The smart meters were being billed  
12 from two months prior. The analog meter that is read was  
13 being billed one month behind.

14 Before this all started, I would get one page,  
15 all three meters on it, they were read. At the end of the  
16 month, I would get a bill a week later for all three meters.  
17 Now I'm getting packets of six pages from previous months.

18 One month I'll get a bill for the two meters and  
19 then the next bill -- and then a week later I get a bill for  
20 the other meter. Two months later, I get a bill for all  
21 three meters. They're all caught up and it's just been  
22 random for the last year.

23 When I call customer service, the people are  
24 polite but they can't answer my question. Nobody -- nobody  
25 understands why. "We got a new system. We're trying to get

1 it straightened out." Blah, blah.

2 I come over here to the office. I've been  
3 working with a woman here named Mandy, I think is her name.  
4 She's been wonderful. She couldn't figure any of this out.  
5 She said she would send it to her supervisor, made a bunch of  
6 copies. Never heard anything.

7 I did get a bill or a letter from Liberty saying  
8 that they were working on something. That they suggested we  
9 split it up into three individual bills, one bill for each  
10 meter. When I went to talk to Mandy, she said that's -- she  
11 was informed that morning that it was settled. She didn't  
12 know what that meant so she got rid of everything.

13 She suggested the same thing and she said,  
14 "Apparently, your new system can't deal with having smart  
15 meters and analog meters on the same bill. So they're  
16 recommending doing three individual bills."

17 Some of the -- like I said, it's random where  
18 sometimes I go two months but I don't get a bill. And then I  
19 do get a bill and it's for previous. And then I get another  
20 bill. It catches up. So it's been just random, frustrating  
21 trying to manage my cash flow.

22 Like I said, I've had good luck over here at the  
23 local office. They can't solve anything, but they're trying  
24 to figure it out and they can't either. So it's just -- it's  
25 frustrating.

1 CANDICE KELLEY: David, I would like to get your  
2 phone number, if that's okay?

3 DAVID COLE: Sure.

4 TIM WILSON: I'll be honest, that's the first I've  
5 heard of that type of situation so I'm interested to hear  
6 what we learn there. That's unique.

7 JIM BUSCH: We are quickly approaching the time  
8 where we're going to have to start closing down so we can get  
9 to our next one. So I know we have a lot more people on the  
10 list.

11 So if you -- we don't want to cut you off but we  
12 might have to because we got to get going. So make your  
13 remarks, make them quick, and let's move on. And if you have  
14 other stuff, you know, go -- you'll speak individually.  
15 Thanks.

16 CURT GATELEY: Robert Klein? Richard Baltic? It  
17 looks like the last name is Ruda, R-U-D-A. Okay. Alice  
18 McGraw? We're moving fast now. Gosh. Denita, Denita Carr?

19 DENITA CARR: I'm one of those people that have  
20 both water and electricity with you. And I've got bills up  
21 to the 15th of August, that was my last bill. And after  
22 that, I didn't get anything until December 25th, around  
23 Christmas time. I got a bunch of electric bills. No water  
24 added on it like it used to be.

25 Then in January, I got a packet of water bills

1 clear back from April all the way through the year. And I  
2 paid my water bills. I've been one of those people that paid  
3 my bills. I'm never late with my bills. I paid my house  
4 payment. I pay my electric. I make sure I have everything  
5 paid.

6 And now, even when I paid in January, I paid 287  
7 and the bills I'm getting still don't reflect I've paid  
8 anything on anything. So what's going on? It's -- and I  
9 added up -- I can take a calculator and I can add. And when  
10 I calculate and what they saying I owe is two different  
11 figures.

12 And if you're doing that to everybody, y'all  
13 need to add these bills up because they're making money off  
14 of them. And I've done it with three different people's  
15 bills, and they're making money off of them and they don't  
16 add up. So you need to fix this problems. It's -- it's --  
17 it's not just me.

18 And I still haven't got any water for the last  
19 three months. I've got my electric bill and it -- you know,  
20 you say you're not going to cut anybody off. But Saturday I  
21 got two notices saying I was getting shut off. You know, my  
22 water's turned off because I had a water break in my house.  
23 My floors are ruined right now. I'm trying to fix it myself.  
24 So I'm not getting billed for that.

25 But my electric was outrageous and my -- I had

1 my heater set at 58 this winter. There is nothing but my  
2 refrigerator plugged in. The stove, washer, dryer,  
3 everything is unplugged. Everything is boxed up in my house.  
4 And I had outrageous bills.

5 So I don't know what's going on, but I had  
6 higher bills this year with me not living in that house and  
7 everything plugged in -- not plugged in than I have the last  
8 two years. That's crazy. It's just crazy.

9 And I work hard for a living. So I know a lot  
10 of these people don't have the option I do. They're already  
11 on their disability and stuff. But I work hard and I -- I  
12 would really like some help with this. And I've called that  
13 800 number. Nobody answers it.

14 When I talk to the people over here, I got the  
15 excuse that it was a hard winter. Well, I have a new furnace  
16 in there. I had to put that in last January. And there's --  
17 no, it wasn't because it was a hard winter. It's because  
18 there's something messed up with your guy's system.

19 CANDICE KELLEY: Ms. Carr, when you say you've  
20 called and you can't get through, was that recently?

21 DENITA CARR: Yes.

22 CANDICE KELLEY: Okay. Because I'm going to look  
23 into that because we have a minute, maybe two minutes wait  
24 times on the phones to get to an agent. So you should be  
25 able to get relatively quickly on the phone with somebody to

1 speak.

2 DENITA CARR: Nobody even answers that 1-800  
3 number.

4 (Inaudible.)

5 DENITA CARR: It just rings.

6 TIM WILSON: Can you give us the number you're  
7 calling to make sure we're talking about the same one?

8 DENITA CARR: Yes, I can.

9 TIM WILSON: Thank you very much.

10 DENITA CARR: I've brought everything with me.  
11 I've even got canceled checks to show where I've paid bills.

12 CURT GATELEY: And just for everybody's benefit,  
13 our agency reviews their dropped calls, their wait times,  
14 that sort of thing, and they report metrics.

15 So anything that sounds unusual that they're --  
16 they're asking about those metrics and want to know about  
17 calls that didn't get answered, we're wanting to make sure  
18 that their metrics that they're reporting to us are actually  
19 reflecting what's going on. Dwayne Durkin?

20 (Inaudible.)

21 CURT GATELEY: You're actually, yes, the next one.

22 DAVID CUSHMAN: Now, sir, you're PSC, right? So  
23 I'm kind of a visual guy and so I brought some graphics, just  
24 to kind of give you an idea of what we've been experiencing.  
25 First off, I'd like to just thank everyone for this forum. I

1 appreciate your time.

2 JIM BUSCH: Please speak into the mic.

3 DAVID CUSHMAN: My name is David Cushman. I live  
4 here in Branson and I just want to thank everybody for giving  
5 us this forum.

6 The local staff in this area, they're great  
7 people. They've done their best to help me with my  
8 situation. What's more important is the backbone behind that  
9 staff. And just from comments I've heard today from, you  
10 know, my interaction with the staff, I don't think they've  
11 had the backbone. Just being honest, okay?

12 So you guys need to look at yourselves, okay,  
13 and everyone between you and them and make sure these people  
14 have the support they need to service the people in this  
15 community. That would be first off.

16 So I've had billing issues. I've had bills that  
17 didn't show up. I've had double, triple, quadruple billing.  
18 I've had all of the above. A lot of the stuff that we've  
19 heard today.

20 But my primary concern is, I've got 20 years of  
21 records on a specific meter. It's a 50,000 square foot Class  
22 A office building here in town, okay? So I do the facility  
23 management. Sir, what I've handed you was a plot of the  
24 usage on a monthly basis and the weighted average on a daily  
25 basis of what that building uses. Do you kind of see the



1 anomaly there in 2024? Okay.

2 So I didn't really catch on from the very  
3 beginning. So I have -- I think I have a meter problem.  
4 They've put what they called an eagle on it but you can see  
5 what's going on. All right. You can see from our billing  
6 what's going on. And this is based on usage, not dollars,  
7 okay? Just so you know. Because I wanted to flatline this.

8 But we've got, you know, 20 years of history.  
9 Every month we know exactly how many kilowatt hours we've use  
10 and we've plotted in this spread. And so starting in March  
11 of 2024, our bill went up 48 percent, the March usage. All  
12 right. And so that was, like, okay, something's not right.

13 But sometimes we end up with 36 days on a bill  
14 and 28 days on a bill and so you kind of just -- you know,  
15 you have some ebb and some flow. The next month, April, was  
16 103 percent over the previous year. The next month, May, was  
17 100 percent over the previous year. There's no frickin' way,  
18 okay?

19 I don't know what's up. I don't know what's  
20 going on. But we have an office building, okay? We're not  
21 mining crypto, guys. All right. We have HVAC. We have  
22 lights. We have computers. It's very simple. You know,  
23 we're not cooking hamburgers. We're not doing anything that  
24 would really require large swings in usage.

25 And you can see the trend line on that graph I

1 give you, sir. It kind of came back in line in September.  
2 And -- you know, kind of got back to normal. But overall,  
3 for 2024, we were 44 percent over the previous year in usage.  
4 We've never had bills like this, ever.

5 Now, I was fortunate enough to work with Floyd  
6 Shook here locally. We call him junior, affectionately.  
7 And -- but if it weren't for him, I'd be in a huge mess  
8 because your office staff doesn't have the authority. They  
9 don't have the backbone.

10 We had \$19,000 worth of late fees because when  
11 this first started we said, "Hey, whoa, whoa, whoa, time-out.  
12 Something's not right. We're not going to pay this bill."  
13 Contacted the local office. Junior said, "Hey, just hold  
14 off. Just wait. We'll figure things out and then you can  
15 get things paid." But, of course, the late fees accrued and  
16 so forth.

17 We just got those all finalized, the last \$9,000  
18 of late fees taken off the bill in the last two weeks, okay?  
19 And he had to work to get it done. He had to call the home  
20 office, you know, work through things with people there to  
21 get the late fees off.

22 That's great. That's wonderful. That's \$19,000  
23 in fees that I didn't have to -- that didn't have to flow  
24 over to the tenants in the building. But I've still got  
25 \$34,000 in additional electric charges from '23 to '24. Now

1 guess what's happening this year? It's all back in line,  
2 okay?

3 So you can't tell me eagle, condor, whatever you  
4 got, you can't tell me that we have a handle on the billing.  
5 There's no way. Not on the usage. So figure it out. Get  
6 back to us, please, you know.

7 GEOFF MARKE: Sir, if you could -- would you mind  
8 getting a card there? My e-mail address is on there. If you  
9 don't mind --

10 DAVID CUSHMAN: I have submitted -- I tried to go  
11 in and do the case number whenever I, you know, and it  
12 wouldn't accept my -- the case number. So I had to do an  
13 additional filing, okay, in the system. You got all of the  
14 records. You got the graphs.

15 And, you know, but just for -- for your  
16 edification, this is what we're dealing with. Guess what  
17 year it is? 2024. Okay. So I don't know if anybody can see  
18 it. But, I mean, it's just -- you know, it's just crazy what  
19 we've experienced and --

20 CANDICE KELLEY: And David?

21 DAVID CUSHMAN: Yes.

22 CANDICE KELLEY: I'm so sorry to interrupt. Is  
23 this a business?

24 DAVID CUSHMAN: It is.

25 CANDICE KELLEY: And do you mind providing that

1 business name? I have your name, but not the name of the  
2 business.

3 DAVID CUSHMAN: Branson Financial Center COA.

4 CANDICE KELLEY: Thank you.

5 TIM WILSON: In addition to that, Mr. Cushman,  
6 first off, Junior, thanks for helping take care of one of our  
7 customers. I hope you feel I support --

8 DAVID CUSHMAN: Is he here?

9 TIM WILSON: He is. It's a good thing you said  
10 nice things about him, David. Junior, I hope you feel you  
11 have my support anytime you need. So much so that, have we  
12 had Brock Miller or anyone down there yet?

13 (Inaudible.)

14 TIM WILSON: Okay. I know we put the eagle device  
15 on there.

16 DAVID CUSHMAN: Yeah, I mean, Junior's tried to  
17 help us.

18 TIM WILSON: Yeah.

19 DAVID CUSHMAN: But, you know, at that moment in  
20 time, it didn't show anything.

21 TIM WILSON: Between -- between Joey and Brock  
22 Miller, just run out and take a look. Thanks. Thank you for  
23 coming.

24 DAVID CUSHMAN: You're welcome. Thank you.

25 ERIC LARSON: And regarding your statement about

1 difficulty being able to comment using the case number,  
2 that's the second time -- I heard that once last night. So  
3 that's something else we're going to be looking at.

4 (Inaudible.)

5 ERIC LARSON: It's critical that it works. It just  
6 wouldn't communicate.

7 DAVID CUSHMAN: Yeah, so I just had to go in and  
8 fill out a different independent case.

9 ERIC LARSON: Right.

10 DAVID CUSHMAN: Which I didn't really want to do  
11 because it was -- I just wanted to make sure it got in the  
12 right queue.

13 ERIC LARSON: Right, thank you.

14 GEOFF MARKE: And, Mr. Cushman, I'm sure you can  
15 appreciate this. In these multiple town halls we're having  
16 we're getting a lot of inquiries. If you could e-mail me  
17 that graphic, I'll be sure it goes to good use.

18 DAVID CUSHMAN: I'll bless you with it.

19 CURT GATELEY: Ashley Earnhart? I apologize that  
20 it has taken this long to get to you.

21 ASHLEY EARNHART: It's all good. So hello. My  
22 name is Ashley Earnhart. It takes a lot out of my day  
23 because I'm a mother of two so my littles are at summer  
24 school right now so I'm here with my husband and my best  
25 friend who are here with me. So we are both able to be here.

1 Yay.

2 I just graduated with a teaching degree so I  
3 have been extremely busy this past four years and especially  
4 this past semester basically driving an hour to go up to  
5 Springfield. And so there's been a lot that we've tried to  
6 rely on.

7 My physical Liberty app which we used to rely on  
8 for our bills stopped working whenever we transitioned into  
9 the new system on the app last year. So I don't know what  
10 happened with that, but nobody could figure out why that  
11 wasn't working because we transitioned into the new app  
12 system for that because there was a transition system for  
13 that and I couldn't get the app to work ever.

14 I've never been able to get it to work since  
15 then, and that was in August of last year, so we rely on  
16 paper bills. We were getting bills semi-consistently last  
17 year until December. Sorry. And then in January, I started  
18 going into Springfield to do my student teaching and we  
19 stopped getting bills.

20 And then I get four bills in May and our bill is  
21 up to \$2,686. And I've got two kids and he's the only one  
22 that works. And she works -- she just finished her contract  
23 for teaching as a para in school. But he works as an  
24 assistant manager, you know, and he's the only one that  
25 works.

1 I can't get paid student teaching. I don't,  
2 guys. So, like, that's one job. And her money goes to  
3 feeding my kids because I can't get assistance from food or  
4 anything like that while I'm student teaching either. It's  
5 not allowed. I'm not able to.

6 So, like, I -- I can't pay that. We're not able  
7 to with our house bill or anything else like that. So we  
8 didn't get any bills from January through April until May,  
9 and we get that May 23rd at the last of the month. And now  
10 we're June 11th and I don't know when we're going to get this  
11 bill.

12 I don't know what it's going to look like and I  
13 don't know how we're going to pay it because we can't go on  
14 the billing thing because it's going to be more expensive,  
15 and I just got my first teaching job and we're moving up to  
16 Saint Louis. So how in the heck am I going to pay this bill  
17 that, you know, we're supposed to be moving to my first  
18 teaching job and I don't -- I don't know.

19 I don't know how we're supposed to pay it and  
20 we're packing and I've got two kids and they're six and five.  
21 And I don't want to worry them and I don't want to stress  
22 them out because they don't need that stress. This is adult  
23 stress, you know, this is -- this is adult stuff.

24 And our water meter, we're in Sundown, we're in  
25 Rockaway. Our water meter's been broken for over a year.

1 And they came out and did our electric meter, didn't fix our  
2 water meter, so our water bill is -- we think this is what it  
3 is. We don't actually know what our water meter is and  
4 nobody can tell us what it is. And our water goes out every  
5 two weeks.

6 And with two kids and me and her, we don't -- we  
7 can't walk to go get water bottles. I can't do that with two  
8 kids to go to the place where they've got water bottles. I  
9 don't understand why you can't come to the door and say,  
10 "Here's water. We're under a boil advisory. Here's a case  
11 of water for you guys."

12 Just so you know, door-to-door if you're fixing  
13 water out there, you know, because it's every two weeks or so  
14 that our water is under a boil advisory or something. But  
15 that's -- that's what I got. That's -- you know, it's  
16 frustrating, but that's what I got.

17 GEOFF MARKE: Ms. Earnhart?

18 ASHLEY EARNHART: Yes.

19 GEOFF MARKE: What's your balance right now?

20 ASHLEY EARNHART: My balance from -- according to  
21 this bill, is \$2,686.50. And I don't know how it's going to  
22 get paid because I put in for financial aid from (inaudible)  
23 and I have not heard back.

24 CANDICE KELLEY: Ms. Earnhart, I would like for you  
25 to speak to Mr. Nate Hackney. He's raising his hand back



1     there. And as well, the representatives out in the hall. I  
2     know that you said you're moving but that doesn't matter. We  
3     will make an arrangement for whatever is needed and split  
4     that up for as long as you need it to be split.

5             ASHLEY EARNHART: Thank you. I appreciate that.

6             TIM WILSON: Thank you for coming.

7             CURT GATELEY: I think we have time for one more.  
8     Nancy Godfrey, please come down.

9             NANCY GODFREY: Blessings. And thank you again for  
10    everybody showing today. I do not speak in public, I don't  
11    do this, but I have to. I have been over at Oak Manor  
12    Disability Elderly Building.

13            Somebody spoke earlier, I'm old school, I have  
14    nothing plugged in. By law, living there, I have to have my  
15    water heater and I have to have my refrigerator. That's  
16    there law. I have -- so I have to keep -- I have every  
17    breaker off.

18            I go from at least -- because I go over and I  
19    say something to them. So I tried explaining it's humanly  
20    impossible to use the amount you all sent me. (Inaudible) I  
21    just yelled at them again so I feel like they understood.

22            So I got my bill and, yeah, it's 28. That's  
23    what my usage is. I use a dollar a day. I got \$167 bill.  
24    It's not even humanly possible to use that where I live.

25            So, anyway, my point is, you have now put Oak

1 Manor in a position where we are either going to have to  
2 figure out how to pay our rent or we have to pay our  
3 utilities. And by law, if we cannot pay our utilities, we  
4 can't pay our rent there because you have to have utilities  
5 to live there. We can't afford it.

6 So again, I'm surviving on -- and that's none of  
7 your -- that's not your fault or your problem. But when I  
8 went over and tried to explain to them what was going on,  
9 every time we get that energy assistance, you know, that \$300  
10 and whatever, that's when I get that -- you know, that insane  
11 bill. Even though they know every year they send -- you  
12 know, I -- I mean, like I said, I try to stay at 28 bucks a  
13 month because it's what I can afford.

14 So also, I tried to explain to them that when we  
15 get our energy assistance thing, how about if maybe y'all  
16 just charged us for what we actually use? We love you all,  
17 but why don't you keep your taxes and your fee and, you know,  
18 why don't you -- you know, if that's how you really want to  
19 help us, just charge us for what we use. That alone would  
20 have saved me over \$1,000 to date.

21 Yeah, so it's -- it's not pennies on the dollars  
22 anymore, guys. So to get, on average, a \$28 bill and then  
23 you send me 167, it's like -- and I do go over and I do try.  
24 And when I mention the amount, her response was, "You might  
25 want to shut up and be glad you're not White River because

they get \$31 from y'all."

And then now we're getting hit and they want 16 a month. So again, I just don't understand. And if I didn't articulate correctly, please forgive me again. I don't speak in public.

Nancy Godfrey, [REDACTED]

[REDACTED]. Bless you and thank you again for being here because we're going to need help. Because it's literally coming down to utilities or rent and we don't have it. So bless you all. Thank you.

CANDICE KELLEY: Thank you, Nancy.

CURT GATELEY: For those on the list that we didn't get to you, there are still methods that you can comment on this case. We've got the instructions on the info sheet that was in the handout.

You can also grab one of my business cards, if you'd like. You can call me up. You can e-mail me. And, of course, also with the -- with the public advocate, Office of Public Counsel.

GEOFF MARKE: We'll stick around too. I'm here. We've got lots of copious notes. We need more. So I'm here.

TIM WILSON: Thanks everybody for coming out. I'm sorry we had to cut it short but we have to get our road show on the road and get up so --

UNIDENTIFIED MALE: (Inaudible) and all of these

1 people are here to tell you that you have problems with the  
2 billing and that they've been charged too much, and what is  
3 your response? We'll help you. (Inaudible). Just as that  
4 man said, in his business there's months that his bill has  
5 doubled.

6 I've had the same issue in my home, and no one  
7 can give me any reasons why that you say we have been using  
8 twice as much electricity. There's no reasons given to these  
9 people.

10 (Inaudible.)

11 UNIDENTIFIED MALE: This is the third time. No one  
12 has given me --

13 (Inaudible.)

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CERTIFICATE OF REPORTER

I, Sarah M. Elvington, RPR, do hereby certify that the foregoing audio transcription was produced to the best of my ability and may include inaudible sections.

I further certify that I am neither counsel for, related to, nor employed by any parties to the action, and further, that I am not a relative or employee of any counsel or attorney employed by the parties thereto, nor financially or otherwise interested in the outcome of this action.

*Sarah M. Elvington*

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Court Reporter

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