

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

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

STATUS REPORT

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

1. On February 27, 2025, Commission issued its *Order Opening an Investigation* directing Staff to conduct an investigation of all of the Liberty Utility companies operating in the state of Missouri, noting that the Commission has had numerous inquiries, complaints, comments, and testimony about issues with Liberty Utilities’ billing and customer service.¹ The Commission has ordered Staff to file a report of its investigation when it has completed its investigation, and to file status reports every three months beginning on April 30, 2025, informing the Commission of the status of its investigation and stating when it expects to file its final investigation report.

2. On April 30, 2025, Staff filed its *Status Report* updating the Commission on the status of its investigation, and indicating that, at that time, it did not have an estimated date by which it would be able to submit its report.

¹ The Commission indicated that it has received inquiries through the Commission’s customer service hotline, comments and testimony submitted at local public hearings for Liberty Utilities rate cases, and constituent inquiries received by Missouri’s legislators.

3. Since Staff's April 30th *Status Report*, Staff has taken the following actions:

- On June 6, 2025, Staff performed an on-site visit of Empire Electric's² meter shop;
- During the week of June 9, 2025, Staff, in conjunction with the Office of the Public Counsel (OPC) and Liberty Utilities, conducted four Town Hall Meetings (June 10th at Aurora, MO; June 11th at Branson, MO; June 11th at Ozark, MO; and June 12th at Joplin, MO). These Town Hall Meetings were well attended and proved useful in discovering additional potential issues requiring further discovery and discussion with Liberty Utilities personnel;³
- On June 12, 2025, Staff performed on-site visits of Liberty Utilities' Billing Department and met with individuals capable of discussing its conversion to its new billing system (SAP).
- Staff, Liberty Utilities, and OPC have continued to meet monthly⁴ to discuss Liberty Utilities' past, present, and future status of its customer service and billing practices.
- Staff continues to conduct discovery. Since its April 30, 2025, *Status Report* Staff has issued over 75 additional data requests.

4. As ordered in the Commission's February 27, 2025, *Order Opening an Investigation*, Staff will submit a report of its investigation when it has completed its investigation. At this time, Staff hopes to complete its investigation and submit its report

² The Empire District Electric Company, d/b/a Liberty.

³ Transcripts of these Town Hall Meetings have been filed in this Case File.

⁴ These meetings occurred on May 22, June 24, and July 15, of 2025. The next meeting is scheduled for August 19, 2025.

to the Commission by September 30, 2025. Should Staff be unable to meet its anticipated submission date, Staff will file a pleading updating the Commission on the status of its investigation prior to that date.

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

Respectfully submitted,

/s/ Mark Johnson

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CERTIFICATE OF SERVICE

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

/s/ Mark Johnson