

FILED
August 05, 2025
Missouri Public
Service Commission

LPH Exhibit No. 2

Commission –LPH Exhibit 2
Customer-provided documents
Bolivar
File No. ER-2024-0261



Liberty shut off power to our business without notice!!

message

Jessica Garrison <[REDACTED]>

Tue, Apr 15, 2025 at 5:07 PM

To: [REDACTED]

Hello! My name is Jessica Garrison. My husband, Corey Garrison and I own a business here in Bolivar. The building that we work out of is currently without power.

Liberty has made claims that there is a short in the wiring connecting to their meter. However, we've had no issues, received a bill every month and have paid our bill every month. We are also only renters of the building.

They decided to show up last Wednesday, April 9th with zero notice and literally cut the power lines to our building and took the meter. I did call the public service commission and filed an official complaint last Thursday and they said that they would be investigating. We immediately called an electrician to come out and fix whatever wiring issues they claimed was the problem. However, they decided that once the electrician was in there, they wanted more stuff done.

We received no letter, no phone call, no note on the door. Our landlord also had no notice of this shut off.

We've been forced to close our doors, reschedule clients, And do our best to make other arrangements. We are personal trainers and work with the public. Part of our job is to keep people on a routine and stay consistent. This has been devastating to our business.

I believe what they have done is illegal and violated our rights and I can only pray that this class action lawsuit gains some traction!!

Thanks

Jessica Garrison
[REDACTED]

example

Bolivar, MO
Resident with
Back to Back
unexplainable bills

I had permission
to share these

Troy
Spencer

The image shows four utility bills from Liberty, dated December 16, 2024, December 17, 2024, and December 12, 2024. Each bill includes a meter number, a balance due, and a list of charges. The bills are for different services, including gas, water, and electric. The amounts shown are \$2,378.37, \$2,712.85, \$3,151.61, and \$3,072.78. The bills also include a section for 'Your Monthly Usage (copy from all bills)' with a bar chart showing usage over time. The bills are for a resident in Bolivar, MO.

Bill Number	Service	Amount	Date
02790	Gas	\$2,378.37	Dec 16, 2024
76A20	Water	\$2,712.85	Dec 16, 2024
02790	Gas	\$3,151.61	Dec 17, 2024
76A20	Water	\$3,072.78	Dec 17, 2024
02790	Gas	\$576.24	Dec 12, 2024
76A20	Water	\$3352	Dec 12, 2024



Liberty bills

message

Emily Mehl [REDACTED]

Tue, Apr 15, 2025 at 10:57 AM

To: [REDACTED] <[REDACTED]@gmail.com> - [REDACTED] <[REDACTED]@gmail.com>

Hello,

I received all of these bills in the last week. I posted them on fb too.

Last year we went several months wo getting a bill at all.

Thanks for making an attempt to change!

Emily C. Mehl

Broker/Owner

Stockton Lake Properties, LLC

[REDACTED]

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Your Bill At a Glance
Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Your Bill At a Glance
Previous Billing Information
Billing Cycle: [REDACTED]
Billing Date: [REDACTED]
Billing Period: [REDACTED]

Total Amount Due

\$ -309.36

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-309.36
How much did I use?
4,266
When is it due?
Mar 25, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



What did I use?
\$-1.43
How much did I use?
2,133
When is it due?
Apr 22, 2025

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]



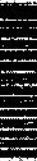
What did I use?
\$313.50
How much did I use?
2,200
When is it due?
Apr 25, 2025

Your Bill At a Glance
Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]

Total Amount Due

\$ 313.50

energy and water for life



LIBERTY POWER
Printed on recycled paper with 50% recycled content.

Please direct any questions to: Customer Service

60322 8843101
LIBERTY POWER
STOONTS W/ 02503416

Account Information
Customer Name: FERRIS LAMAR
Account Number: [REDACTED]

60322 8843101
LIBERTY POWER
STOONTS W/ 02503416

310320000002534800000313501



Liberty Bills

message

umber Dlugosh [REDACTED]

Tue, Apr 15, 2025 at 2:23 PM

To: [REDACTED]

Hey Tionna,

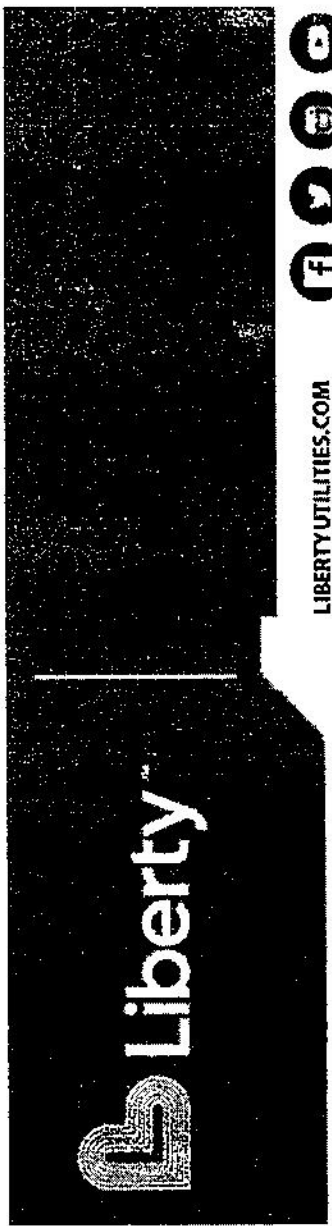
I saw your post on Facebook. I received three bills this past month (and the 499.01 was never withdrawn; I'm on autopay). The date stamp is in the top right corner.

Your Online Bill is Now Available Inbox x



Liberty Energy and Water <no-reply@libertyutilities.com>
to me ▾

Sat, Mar 22, 2:14 PM



Hello AMBER,

Your current bill for account 2xxxxxxx0979 is ready to be viewed. Please [click here](#) to view your Bill PDF.

Service Address: 919 W FAIRPLAY ST

Amount due: \$ 697.67

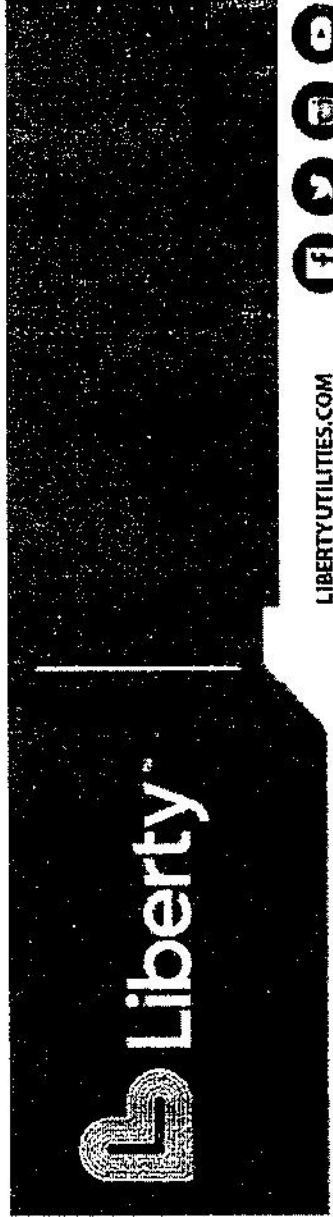
Due on or before: 04/07/2025

Your Online Bill is Now Available Inbox x



Liberty Energy and Water <no-reply@libertyutilities.com>
to me ▾

Fri, Mar 14, 2:10 PM



Hello Amber,

Your current bill for account 2xxxxxxx0979 is ready to be viewed. Please [click here](#) to view your Bill PDF.

Service Address: 919 W FAIRPLAY ST

Amount due: \$ 499.01

Due on or before: 04/07/2025

My Bills
Tionna
Sporn

Liberty
What do I owe? \$420.37
How much did I use? 2,056
When is it due? Sep 20, 2024

Liberty
What do I owe? \$388.18
When is it due? Oct 23, 2024

November Missing Nov, 2024
40 Bills Paid 774.41 11/15/24

Liberty
What do I owe? \$313.93
How much did I use? 2,056
When is it due? Dec 27, 2024

Liberty
What do I owe? \$420.13
How much did I use? 8,281
When is it due? Jan 7, 2025

Liberty
What do I owe? \$514.94
How much did I use? 7,020
When is it due? Jan 7, 2025

Liberty
What do I owe? \$431.03
How much did I use? 3,089
When is it due? Jan 23, 2025

Liberty
What do I owe? \$569.08
How much did I use? 10,315
When is it due? Feb 11, 2025

Liberty
What do I owe? \$1,241.07
When is it due? Mar 28, 2025

Liberty
What do I owe? \$1,332.68
How much did I use? 8,217
When is it due? Apr 8, 2025

Liberty
What do I owe? \$1,622.50
How much did I use? 1,987
When is it due? Apr 22, 2025

Liberty
What do I owe? \$681.65
When is it due? May 27, 2025

Liberty
SUMMARY OF CHARGES
TOTAL CHARGES 451.24

Goal of boy system
City Level → working on it

- Contract in the way
- PSC by staff itself

Victory Complaint
course of action

What has been done!

- Liberty Contacted / Questioned directly, hours on phone & spent in office etc.
- Attended City hall meetings / public hearings 4/3
 - to try to understand / fix issues (Justin)
 - worked w/ senior rep directly
- Contacted Geoff Marice Chief Economist directly (L/K 4/16)
- Public Announcements on Social Media Platforms (4/18)
- Contacted Missouri Attorney General - 4/7
 - Got response in mail - Consumer Complaint

CC-2025-04-001675
↳ Liberty utilities

4/7 Stopped in for Bills printouts

- Contacted Kys on the matter for more exposure, to raise awareness
 - Aired by ^{KY3} Adam Woodbrey
- Report with Federal Trade Commission #186114392
- Missouri Public Service Commission
- Attempted Contacting the president 4/9
 - by Email (2)
 - & Mail directly (3) *voluntary opt out

Pertaining to grounds of Consumer fraud experiencing illegal business practices

- Last Step Class Action Civil lawsuit (Scale of issue)
- Grounds for Class Action Civil lawsuit (Scale of issue) defective software, wrongful billing cycles/practices, over charges, poor customer service
- Seek legal counsel in utility law or Consumer protection - Commercial / Residential

Consumer fraud, deceptive practices
Hall Ansley PC Contacted left message 4/14
417-357-5090

✓ Healy Law Offices → 417-864-7018
Returned call
↳ Penny M Speake → member of (MPTA) (MIMEUC) 4/14

Simon Law → St. Louis Antoinette



Consumer Complaint No. CC-2025-04-001675 Details

Consumer Information

Name: Tionna Spohn A

Address: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Email: [REDACTED]

Business Information

Business Name: Liberty Utilities

Address: 2690 W broadway st
bolivar, MO 65613

Phone: (800) 206-2300

Fax:

Email: customer.service@libertyutilities.com

Website: www.libertyEnergyandWater.com

Contact Person: NICOLE, REPRESENTATIVE IN THE OFFICE

Complaint Information

Complaint Number: CC-2025-04-001675

Consumer Info: Over Age 60 No; Disabled: No; Veteran: No

Category: Other - Energy and Utility Complaints

Transaction Date: 4/22/2025

Financial Loss: Yes; Sales Method: In Person; Payment Method: Debit; Amt Paid: 1622.50

Contract Signed: No

Brief description of complaint:

This is a complaint on behalf of Bolivar Missouri Community, this is not just a complaint on my own account. There is a MAJOR BILLING MALPRACTICE AND SOFTWARE ISSUE GOING ON RIGHT NOW IN BOLIVAR MISSOURI AND HUNDREDS OF FAMILIES AND INDIVIDUALS ARE BEING HIT WITH THESE ASTRONOMICAL RATES AND ERRATIC BILLING CYCLES.

I have personally compiled several documents and substantiating evidence supporting that there is major corruption happening with Liberty Utilities on multiple levels. Billing cycles every 14 days and explanations given are they simply did not generate bills properly and its a system issue, but that still DOES NOT ACCOUNT for the unexplainable rate increases that a huge percentage of bolivar community is experiencing.

I understand there is a current investigation but what about all the families & businesses suffering from these misreadings and errors in the system??? How far out of whack does this have to get for somebody higher up to really do something about it???

BOLIVAR MISSOURI IS IN A CRISIS SCENARIO WITH LIBERTY UTILITIES

Consumer has indicated that the following statements apply to this complaint:

- Consumer has taken these action(s): - Filed a complaint with another agency
- Consumer has contacted agencies: - MO Secretary of State - Better Business Bureau
- Consumer would like complaint resolved via: - Investigate business



April 17, 2025

Via E-mail to Jake.Humphrey@ago.mo.gov

Jake Humphrey
Office of the Attorney General
Consumer Protection Division
P.O. Box 899
Jefferson City, MO 65102

RE: Complaint No. CC-2025-04-001675 (Spohn)

Dear Mr. Humphrey:

As legal counsel for The Empire District Electric Company and Liberty Utilities (Missouri Water) LLC (collectively, "Liberty" or the "Company"), I am writing in response to your letter of April 9, 2025, and Tionna Spohn's Complaint No. CC-2025-04-001675. In the complaint, Ms. Spohn takes issue with Liberty's billing practices and the Company's rates.

Ms. Spohn's complaint generally discusses the billing issues that some Liberty customers in Bolivar are experiencing, as well as the rate change recently approved by the Missouri Public Service Commission ("MoPSC") for water service. Ms. Spohn does not state any specific problems with her account. As an Investor Owned Utility ("IOU"), Liberty filed a general rate case with the MoPSC to increase its water rates for its Bolivar customers. Ultimately, the MoPSC set the just and reasonable rates to be charged by Liberty. On March 1, 2025, those new rates for water service went into effect, with Bolivar water customers seeing an average increase of approximately 20%. Bolivar customers did not see an increase to their wastewater rates.

Liberty understands the competing financial obligations of its customers, and the Company is available to discuss conservation tips, payment agreements or assistance opportunities to any customer who contacts the Company.

Unfortunately, many customers in Bolivar have experienced billing delays and other issues related to the Company's billing system change over. Liberty's billing team has been working diligently to address all billing issues and expects to have regular billing in the future. Liberty has also worked with the MoPSC on these billing issues, and the Company has waived late fees and offered extended pay arrangements to affected customers.

If you require additional documentation or information to address this complaint, please do not hesitate to contact me.

This was the first sent to the utility first program

Statement to PSC at Bolivar Public Hearing

- My name is Tionna Spohn, and I am a resident of Bolivar, Missouri. I've lived in Bolivar since ^{in and off for 14 years} [year/my whole life/grew up here], and I'm raising my three boys here. I love ^{this} community. It is full of hard-working people doing our best to pay our bills and take care of each other. ^{when necessary.}
- But, ever since Liberty became our utility provider doing that has become much more difficult. For over a year, Liberty's billing system has wreaked havoc on my community. I speak on behalf of ~~all~~ ^{those experiencing issues}
- Community members cannot understand their bills or how much they owe. These are extremely stressful situations that take a toll on a community that is already vulnerable and struggling economically.
- The fact that Liberty is now asking for a rate hike is an insult. We have been treated with total disregard for over a year as we've struggled to simply understand our bills, ^{or even get our bills for that matter.}

Nightmare
Passed back & forth
disconnected this
has resulted in
hours wasted w/
no closer to having

- I've called Liberty customer service many times for help, and the process is ~~very~~ ^{frustrating}. Sometimes I cannot even get through. If I do, I am often placed on hold multiple times and transferred multiple times. Several times my call got disconnected during a transfer, and I had to restart the process from the beginning. I've spent hours on the phone, and I've never received clear answers. ^{or understanding my billing.}

- I understand that sometimes customer service lines are busy, or calls are dropped. But the situation at Liberty is different. Liberty's issues have been ongoing for over a year, and it has ^{with empty promises & little to no correction} done nothing to help customers get answers. The average Bolivar resident cannot dedicate ^{or stand in the lobby for hours to attend these meetings} hours on the phone every month for over a year to simply understand their utility bill. Life doesn't stop for us. We still have to work, take care of our families, and deal with health issues or whatever else comes our way. We do not have time to sit on the phone for hours.

I thought it couldn't get worse

- It ~~got~~ ^{is} worse. One day, I went to Liberty's office in Bolivar for help. It was a very ^{upsetting} experience.

disheartening

- There were about 12 people in ^{the lobby area} a waiting room with only four chairs. Several people were ~~elderly~~. We played musical chairs to make sure some of the older ^{which included seniors, etc.}

with my own bills being overcharged or missing

Privileged and Confidential
Attorney Work Product
Attorney Client

while I also wanted to be helped
over the ~~next~~ half hour I witnessed several of these folks struggle to stand, 2 gentlemen had canes. Several had canes and I saw their legs shaking as they struggled to stand for long periods of time while waiting. ~~This is~~

- I spoke with several people in the waiting room. I learned some were war veterans. One man who told me he was 92 years old said that he had survived polio and ^{MANY wars} never imagined he'd be fighting harder against a utility company just to understand his bill. Liberty has to do better for our seniors ^{and} our war veterans, and ^{our community as a whole.}
- Liberty's inability to deliver an understandable bill disrupts lives. I've ^{with unexplainable rates} heard of ^{read testimony} people sitting in the dark and not using air conditioning or heat to try to avoid a high utility bill, ^{which occurs anyways.}
- Liberty is draining our community. People do not want to move to Bolivar because of Liberty. Having Liberty as a utility provider negatively impacts the sale price of homes, Landlords, small businesses, our schools ^{and} hospital ^{are} impacted too. ^{our} and ^{faces a tremendous toll on fixed incomes.}
- ^{where will liberty be accountable?} Where is the balance in all of this? Liberty continues to ^{disrespect its customers} and deliver poor service, yet ^{think they are} it thinks it is entitled to yet another rate hike. When will the customers get a break? I worry that if we don't get a break we will break. I strongly urge the Commission to refuse to grant Liberty's requested rate hike. My community simply cannot afford it. Thank you ^{for listening.}