

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

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

ORDER DIRECTING FILING

Issue Date: August 26, 2025

Effective Date: August 26, 2025

On February 27, 2025, the Commission issued its *Order Opening an Investigation* directing the Commission Staff to conduct an investigation regarding the Liberty Utility companies operating in the state of Missouri with regard to Liberty Utilities' billing and customer service issues. The Commission ordered 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.

On July 30, 2025, Staff filed a status report indicating that it expects to file its final investigation report by September 30, 2025. Therefore, the Commission will set that date for Staff to file its investigation report or file a further status report.

THE COMMISSION ORDERS THAT:

1. No later than September 30, 2025, Staff shall file its investigation report or a status report stating when it expects to file its final investigation report.
2. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Nancy Dippell, Chief Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 26th day of August, 2026.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 26th day of August 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 26, 2025

File/Case No. OO-2025-0233

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Liberty (Empire)

Diana Carter
428 E. Capitol Avenue, Suite 303
Jefferson City, MO 65101
diana.carter@libertyutilities.com

Liberty (Empire)

Dean Cooper
312 East Capitol
P.O. Box 456
Jefferson City, MO 65102
dcooper@brydonlaw.com

Liberty (Empire)

Jermaine Grubbs
601 S. Joplin Ave.
Joplin, MO 64801
jermaine.grubbs@libertyutilities.com

Liberty (MNG)

Diana Carter
428 E. Capitol Avenue, Suite 303
Jefferson City, MO 65101
diana.carter@libertyutilities.com

Liberty (MNG)

Dean Cooper
312 East Capitol
P.O. Box 456
Jefferson City, MO 65102
dcooper@brydonlaw.com

Liberty (MNG)

Jermaine Grubbs
601 S. Joplin Ave.
Joplin, MO 64801
jermaine.grubbs@libertyutilities.com

Liberty (MO Water)

Diana Carter
428 E. Capitol Avenue, Suite 303
Jefferson City, MO 65101
diana.carter@libertyutilities.com

Liberty (MO Water)

Dean Cooper
312 East Capitol
P.O. Box 456
Jefferson City, MO 65102
dcooper@brydonlaw.com

Liberty (MO Water)

Jermaine Grubbs
601 S. Joplin Ave.
Joplin, MO 64801
jermaine.grubbs@libertyutilities.com

MO PSC Staff

Mark Johnson
200 Madison Street
Jefferson City, MO 65101
mark.johnson@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Lindsay VanGerpen
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
lindsay.vangerpen@opc.mo.gov

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.