

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

In the Matter of an Investigation into)
the Customer Service and Billing of)
Liberty Utilities Including Electric,)
Gas, and Water Utilities)

File No. OO-2025-0233

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 July 30, 2025, Staff filed its second *Status Report* updating the Commission on the status of its investigation, and indicating that, at that time, Staff hoped to complete its investigation and submit its report to the Commission by September 30, 2025. Staff also stated that should it be unable to meet its anticipated

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.

submission date, Staff would file a pleading updating the Commission on the status of its investigation.

3. On August 26, 2025, the Commission issued its *Order Directing Filing*, directing Staff to file its investigation report, or a status report stating when it expects to file its final investigation report, no later than September 30, 2025.

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

- Staff, Liberty Utilities, and the Office of the Public Counsel (OPC) have continued to meet monthly² to discuss Liberty Utilities' past, present, and future status of its customer service and billing practices.
- Staff continues to conduct discovery. Since its July 30, 2025, *Status Report* Staff has issued approximately 65 additional data requests. Responses to several of these data requests are due after September 30th.

5. 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. However, due to need for continued discovery, and the press of other business, Staff will be unable to meet its original anticipated filing date of September 30, 2025. In order to ensure Staff has sufficient time to complete its investigation and report without the need for further updates extending its anticipated filing date, Staff requests the Commission direct it to submit its final investigative report no later than December 31, 2025. Staff further states it has developed internal timelines and

² The last meeting occurred on August 19, 2025. The next meeting is scheduled for September 23, 2025.

procedures to ensure it completes its investigation and develops its report by the request filing date, if not sooner.

6. This request is made in the interest of justice and not with the intent to unreasonably delay or hinder this investigation proceeding in any manner.

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 18th day of September, 2025.

/s/ Mark Johnson