

**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: September 19, 2025

Effective Date: September 19, 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 September 18, 2025, Staff filed a status report indicating that it has been meeting with the Liberty Utility companies and conducting discovery. Staff stated it expects to file its final investigation report by December 31, 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 December 31, 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 19<sup>th</sup> day of September, 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 19<sup>th</sup> day of September 2025.**



*Nancy Dippell*  
\_\_\_\_\_  
**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**September 19, 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.