

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

In the Matter of an Investigation into	)	
the Customer Service and Billing of	)	<b><u>File No. OO-2025-0233</u></b>
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, the 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.<sup>1</sup> 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 September 18, 2025, Staff filed its third *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 December 31, 2025.

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<sup>1</sup> 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. On September 19, 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 December 31, 2025.

4. Since Staff's September 18, 2025 *Status Report*, Staff has taken the following actions:

- Staff, Liberty Utilities, and the Office of the Public Counsel (OPC) have continued to meet monthly<sup>2</sup> to discuss Liberty Utilities' past, present, and future status of its customer service and billing practices.
- Staff continues to conduct discovery. Since its September 18, 2025, *Status Report* Staff has issued approximately 22 additional data requests. Responses to two of these data requests are due after December 31, 2025.

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 the need for continued discovery and the press of other business, Staff will be unable to meet its anticipated filing date of December 31, 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, or a status report stating when Staff expects to file its final investigation report, no later than February 27, 2026. Staff further states it has developed internal timelines and procedures to ensure it completes its investigation and develops its report by the requested filing date, if not sooner.

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<sup>2</sup> The last meeting occurred on December 16, 2025. The next meeting is scheduled for January 22, 2026.

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/ Travis J. Pringle**

Travis J. Pringle  
Chief Deputy Counsel  
Missouri Bar No. 71128  
P.O. Box 360  
Jefferson City, Mo 65102-0360  
(573) 573-751-5700 (Telephone)  
(573) 751-9285 (Fax)  
Email: [travis.pringle@psc.mo.gov](mailto:travis.pringle@psc.mo.gov)

Attorney for the Staff of the  
Missouri Public Service Commission

### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all parties and/or counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 29<sup>th</sup> day of December, 2025.

**/s/ Travis J. Pringle**