

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

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

## ORDER DIRECTING FILING

Issue Date: December 30, 2025

Effective Date: December 30, 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 December 29, 2025, Staff filed a status report indicating that it has been meeting with the Liberty Utility companies and the Office of the Public Counsel and has been conducting discovery. Staff stated it expects to file its final investigation report by February 27, 2026. 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 February 27, 2026, 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 30<sup>th</sup> day of December, 2025.

**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 30<sup>th</sup> day of December 2025.**



*Nancy Dippell*  
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**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**December 30, 2025**

**File/Case No. OO-2025-0233**

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

**Sincerely,**



**Nancy Dippell  
Secretary**

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