Annual Residential Customer Disconnection Report

January 1, 2025 – December 31, 2025

*Pursuant to Commission Rule 20 CSR 4240-13.075(6) - Service Disconnection Reporting Requirements for Electric, Gas, Sewer, and Water Utilities

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Company Shorthands

Electric

Union Electric Company d/b/a Ameren Missouri -	Ameren
The Empire District Electric Company d/b/a Liberty -	Liberty (Empire)
Evergy Missouri West, Inc. d/b/a Evergy Missouri West -	Evergy West
Evergy Metro, Inc. d/b/a Evergy Missouri Metro -	Evergy Metro

Gas

Spire Missouri Inc. d/b/a Spire -	Spire East & Spire West
Liberty Utilities (Midstates Natural Gas) Corp d/b/a Liberty -	Liberty (MNG)
The Empire District Gas Company d/b/a Liberty (Empire) -	Empire Gas
Union Electric Company d/b/a Ameren Missouri -	Ameren
Summit Natural Gas of Missouri, Inc. -	Summit

Water

Missouri-American Water Company -	MAWC
Liberty Utilities (Missouri Water), LLC d/b/a Liberty (MO Water) -	Liberty
Raytown Water Company-	Raytown
Confluence Rivers Utility Operating Company, Inc.-	Confluence

Sewer

Missouri-American Water Company -	MAWC
Liberty Utilities (Missouri Water), LLC d/b/a Liberty (MO Water) -	Liberty
Timber Creek Sewer Company -	Timber Creek
Confluence Rivers Utility Operating Company, Inc.-	Confluence

Note: Only investor-owned electric, gas, sewer, and water utilities that serve more than two thousand (2,000) residential customers and that are subject to the jurisdiction of the Commission are required to file Service Disconnection Reports under Commission Rule 20 CSR 4240-13.075.

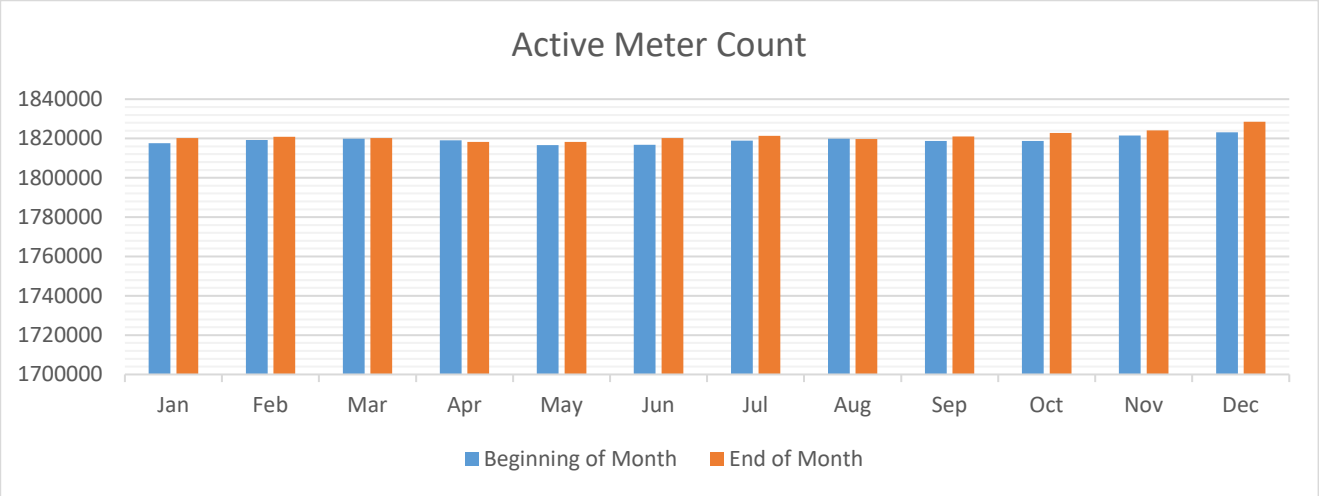
Active Meter Count

20 CSR 4240-13.075(A) and (B)

A. The total number of residential meters actively receiving service as of the first minute on the first calendar day of the calendar month.
B. The total number of residential meters actively receiving service as of the last minute of the last calendar day of the calendar month.

Title	Active Meter Count- Electric
Description	The total number of residential meters actively receiving service as of the beginning of the month, and the total number of residential meters receiving active service at the end of the month.
Notes	None

Results

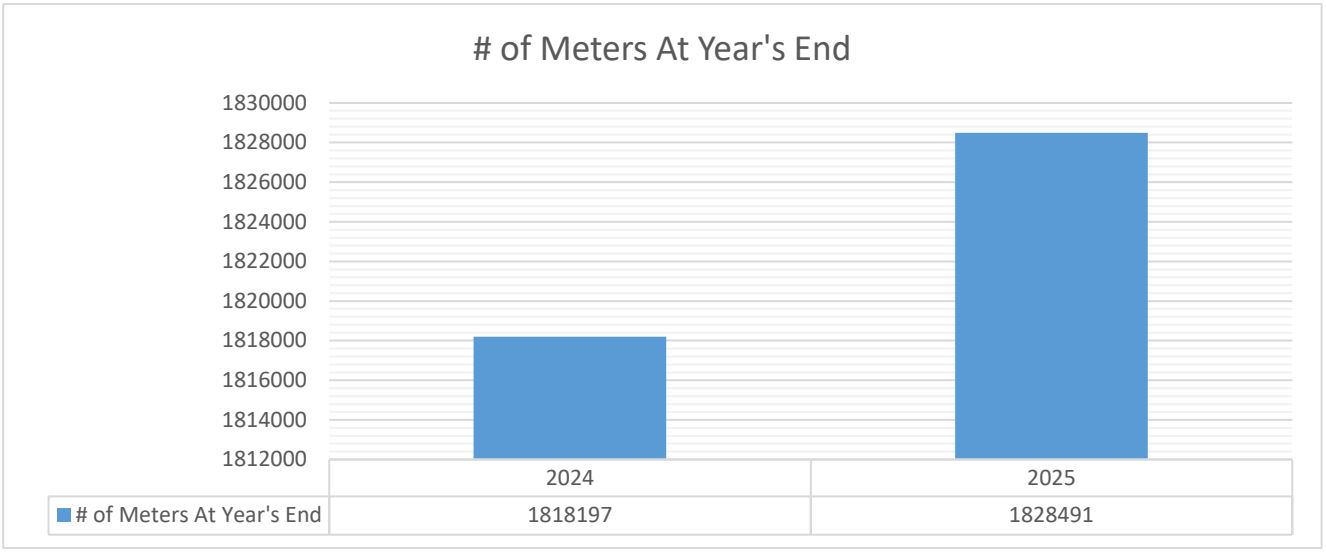


Subsection A- Active Meter Count Beginning of Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	1100279	1100987	1100996	1100069	1098053	1097495	1098092	1098517	1098184	1096588	1097824	1100021
Liberty (Empire)	141602	141832	141984	142432	142392	143160	142388	142827	143231	143335	143356	143714
Evergy West	304207	304618	304925	304796	304628	304691	305726	305863	305430	306124	306660	306460
Evergy Metro	271537	271851	271952	271853	271621	271426	272644	272643	271903	272663	273627	273000

Subsection B- Active Meter Count End of Month

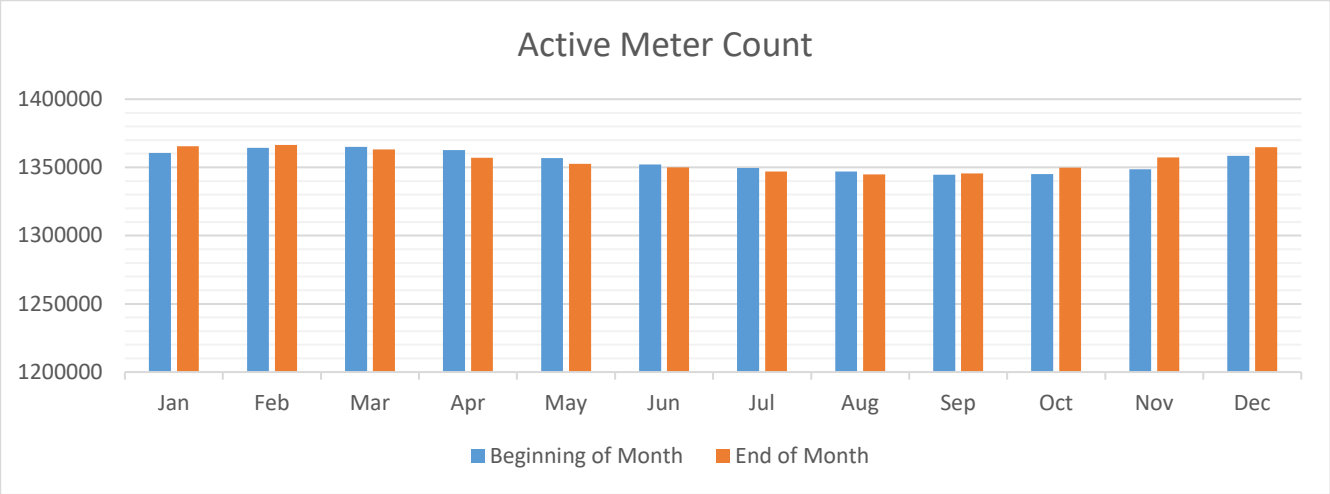
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	1101933	1102020	1101182	1099576	1098929	1099408	1100018	1099206	1098832	1099119	1100906	1102752
Liberty (Empire)	141832	141984	142432	142392	143160	142388	142827	143231	143335	143356	143714	143999
Evergy West	304618	304925	304796	304628	304691	305726	305863	305430	306124	306660	306460	307461
Evergy Metro	271851	271952	271853	271621	271426	272644	272643	271903	272663	273627	273000	274279



Across all electric utilities, there were a total of 1,828,491 active meters at the end of 2025. This is 10,294 more than the number of active meters at the end of 2024.

Title	Active Meter Count- Gas
Description	The total number of residential meters actively receiving service as of the beginning of the month, and the total number of residential meters receiving active service at the end of the month.
Notes	None

Results

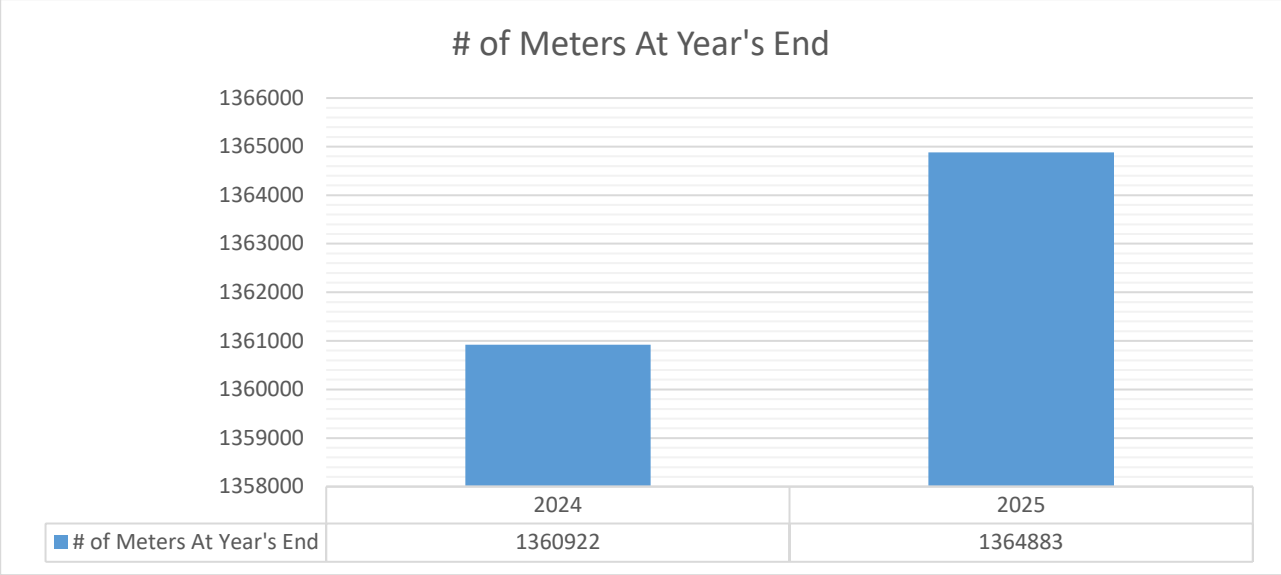


Subsection A- Active Meter Count Beginning of Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	627331	628707	628667	627223	624078	622344	621653	620922	620248	620617	621171	624694
Spire West	509483	511253	511817	511326	509423	506854	505464	504038	502748	503081	504681	509696
Liberty (MNG)	46364	46446	46444	46307	45944	45908	45790	45627	45616	45670	46165	46400
Empire Gas	37872	38209	38217	38234	38025	38117	38072	38024	37767	37683	37888	38180
Ameren	123283	123505	123539	123357	123198	122930	122752	122641	122650	122511	122777	123338
Summit	16156	16240	16260	16219	16141	16012	15760	15617	15610	15633	15852	16078

Subsection B- Active Meter Count End of Month

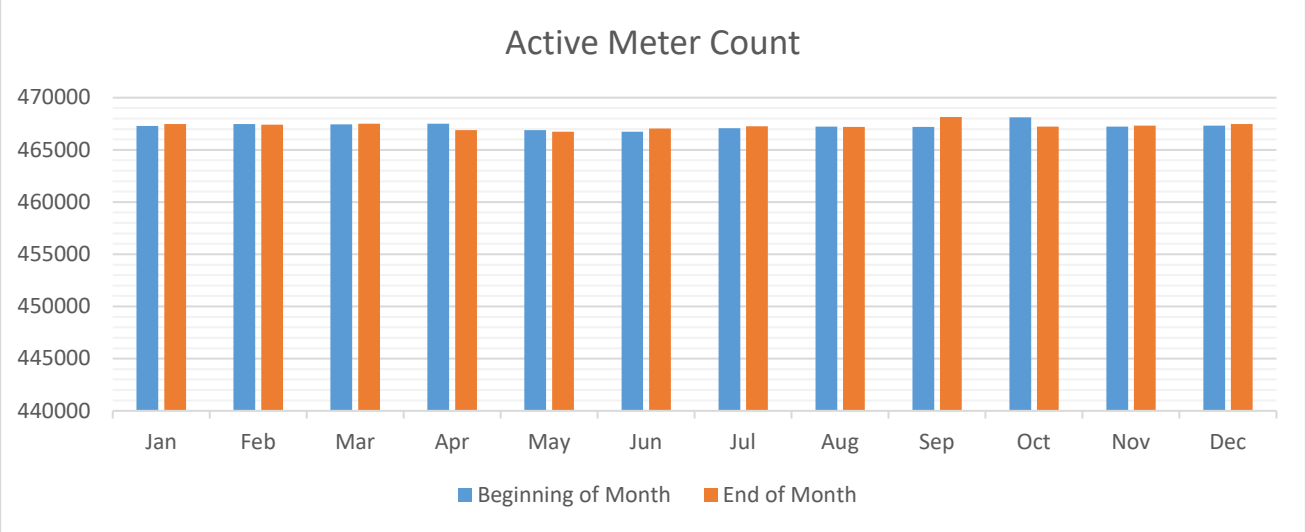
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	629096	629155	627313	624155	622480	621709	620791	620237	620712	621585	624006	627298
Spire West	511727	512583	511501	509396	506919	505533	503852	502742	502972	505267	508930	512602
Liberty (MNG)	46446	46444	46307	45944	45908	45790	45627	45616	45670	46165	46400	46449
Empire Gas	38209	38217	38234	38025	38117	38072	38024	37767	37683	37888	38180	38258
Ameren	123688	123747	123570	123461	123206	123093	122997	123009	122939	123092	123620	124034
Summit	16245	16267	16229	16151	16012	15775	15621	15610	15633	15825	16078	16242



Across all gas utilities, there were a total of 1,364,883 active meters at the end of 2025. This is 3,961 more than the number of active meters at the end of 2024.

Title	Active Meter Count- Water
Description	The total number of residential meters actively receiving service as of the beginning of the month, and the total number of residential meters receiving active service at the end of the month.
Notes	Missouri American Water provides active meters as of the first and last day of the month, but not the first and last minute of the month.

Results

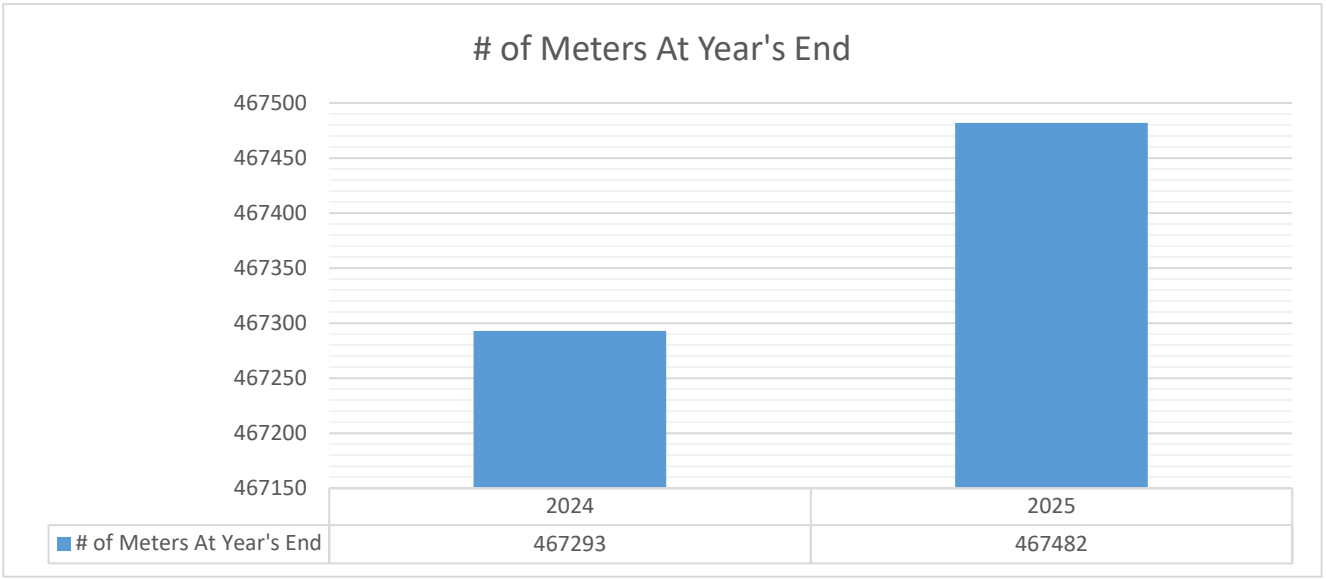


Subsection A- Active Meter Count Beginning of Month

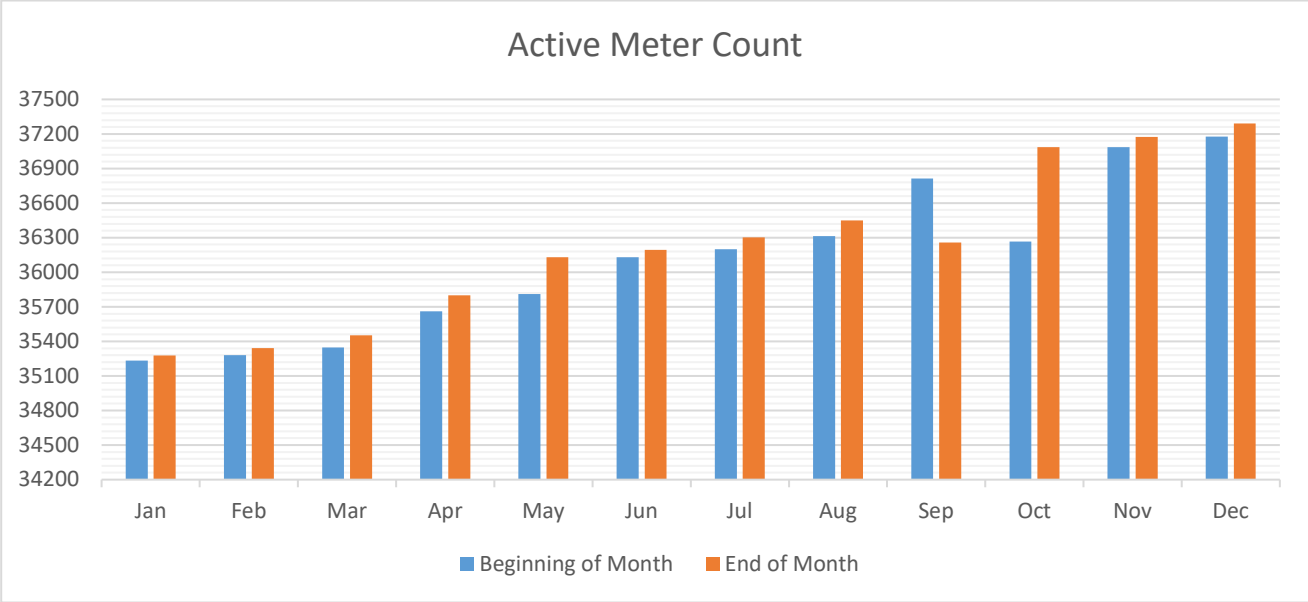
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	445188	445401	445336	445387	445205	444867	445139	445303	445265	446149	445244	445346
Liberty	11668	11640	11667	11682	11216	11407	11430	11434	11436	11465	11467	11488
Raytown	6292	6291	6278	6271	6297	6282	6294	6301	6303	6317	6308	6302
Confluence	4141	4144	4156	4165	4180	4195	4207	4199	4207	4199	4202	4192

Subsection B- Active Meter Count End of Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	445401	445336	445387	445205	444867	445139	445303	445265	446149	445244	445346	445505
Liberty	11640	11667	11682	11216	11407	11430	11434	11436	11465	11467	11488	11477
Raytown	6291	6278	6271	6297	6282	6294	6301	6303	6317	6308	6302	6301
Confluence	4142	4148	4159	4177	4183	4195	4210	4207	4205	4206	4201	4199



Across water all utilities, there were a total of 467,482 active meters at the end of 2025. This is 189 more than the number of active meters at the end of 2024.

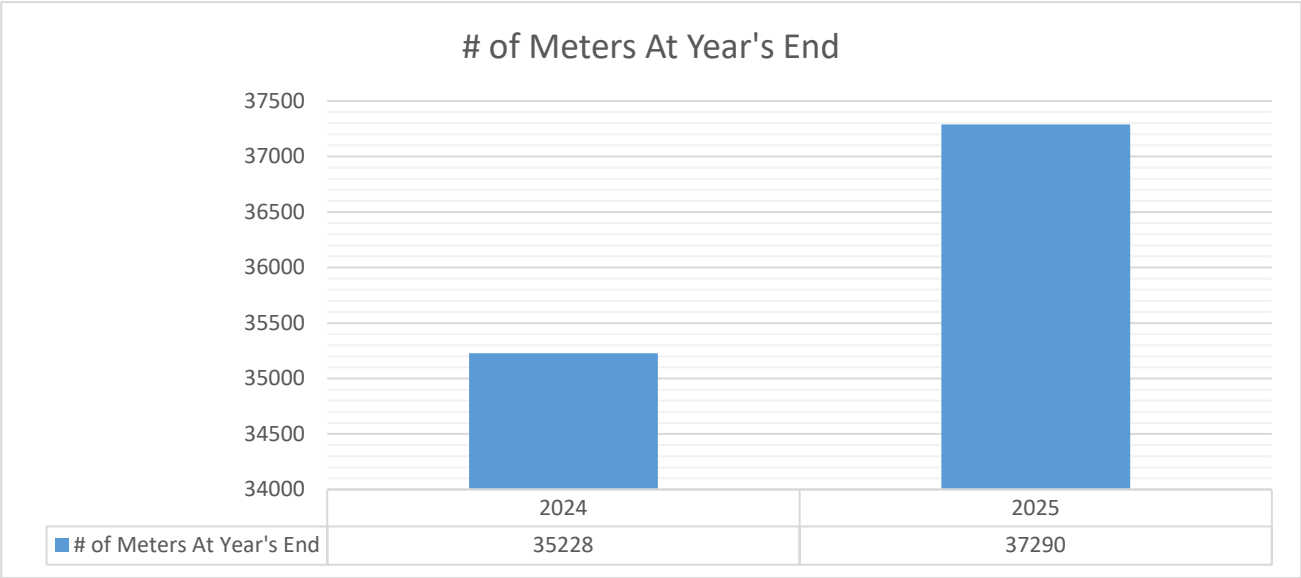
Title	Active Meter Count- Sewer
Description	The total number of residential sewer connections actively receiving service as of the beginning of the month, and the total number of residential sewer connections receiving active service at the end of the month. Most sewer customers are not metered specifically for sewer service.
Notes	Missouri American Water provides active meters as of the first and last day of the month, but not the first and last minute of the month. Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers with water meters. Revisions include 2024 data.
Results	

Subsection A- Active Meter Count Beginning of Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	22676	22693	22709	22713	22733	22738	22742	22767	22755	22065	22148	22137
Liberty	4105	4093	4098	4089	4143	4385	4352	4356	4403	4423	4425	4431
Timber Creek	2478	2478	2482	2486	2490	2495	2499	2503	2506	2508	2509	2511
Confluence	5975	6016	6057	6373	6444	6512	6606	6687	7149	7271	8005	8098

Subsection B- Active Meter Count End of Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	22693	22709	22713	22733	22738	22742	22767	22755	22065	22148	22137	22132
Liberty	4093	4098	4089	4143	4385	4352	4356	4403	4423	4425	4431	4433
Timber Creek	2478	2482	2486	2490	2495	2499	2503	2506	2508	2509	2511	2516
Confluence	6015	6053	6165	6433	6511	6600	6677	6785	7263	8004	8095	8209



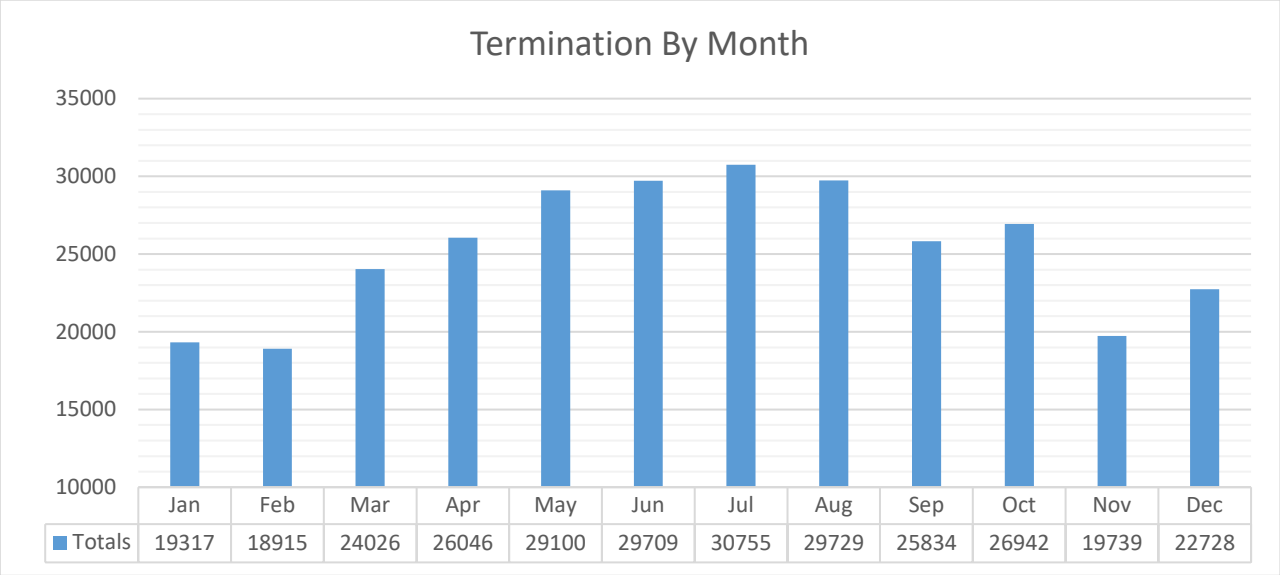
Across all sewer utilities, there were a total of 37,290 active customers at the end of 2025. This is 2,062 more than the number of active customers at the end of 2024.

Terminations

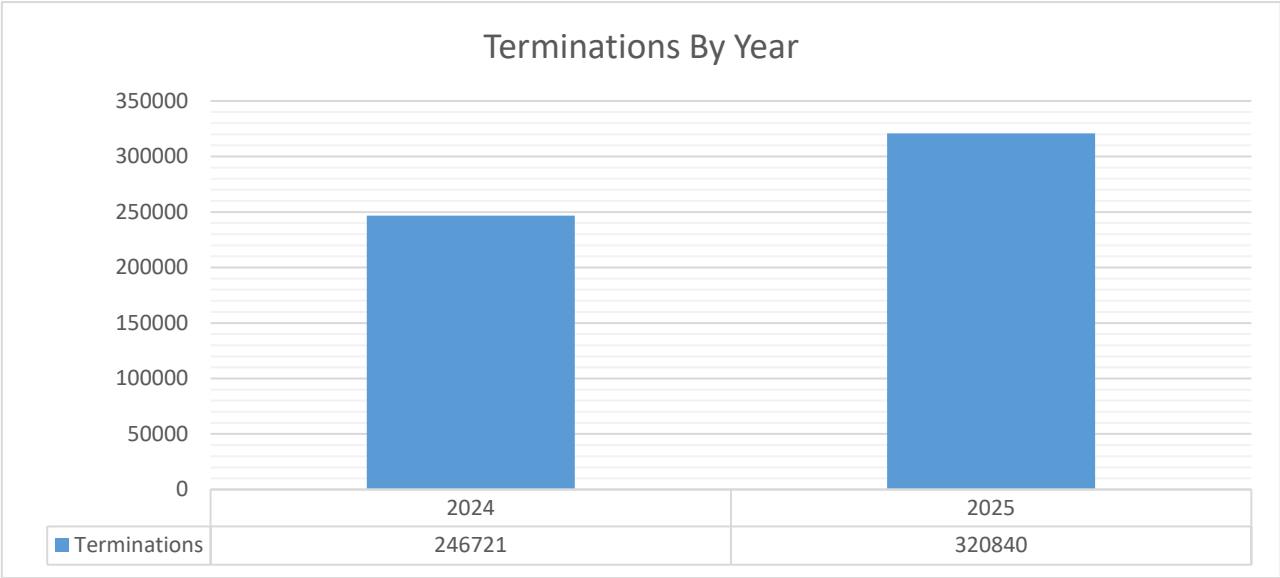
20 CSR 4240-13.075(C)

C. The total number of residential meters for which there was a termination of service, as that term is defined in 20 CSR 4240-13.015(1)(EE), during the calendar month.[1]

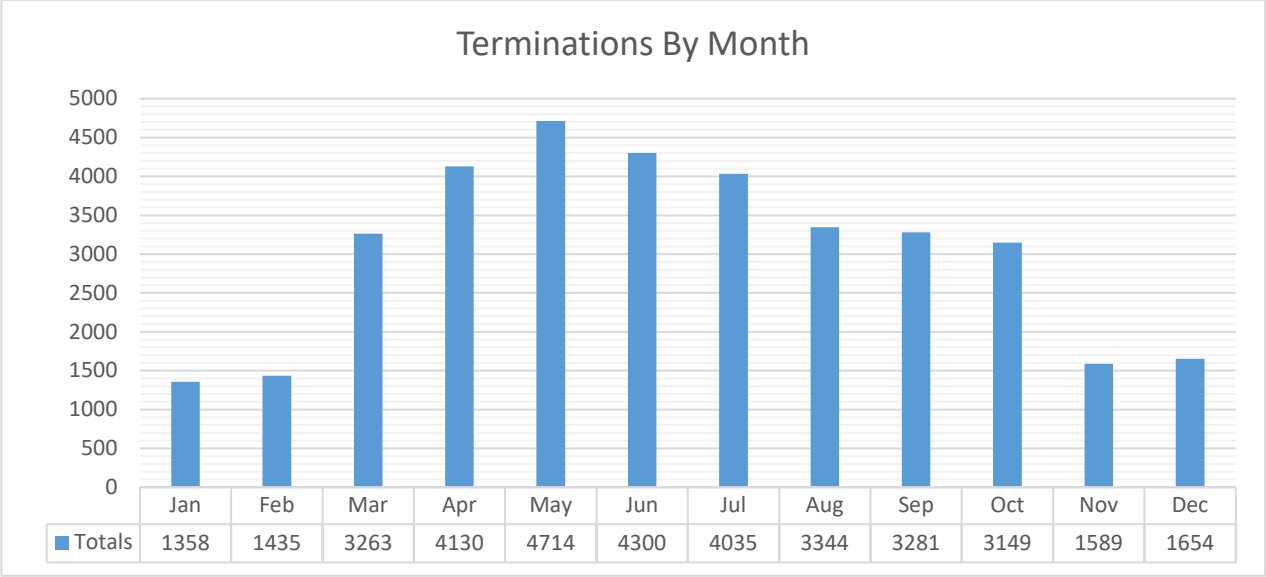
[1] 20 CSR 4240-13.015(1)(EE) states: Termination of service or termination means a cessation of service requested by a customer

Title	Terminations- Electric
Description	The total number of residential meters that stopped receiving active service at the customer's request during the month.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

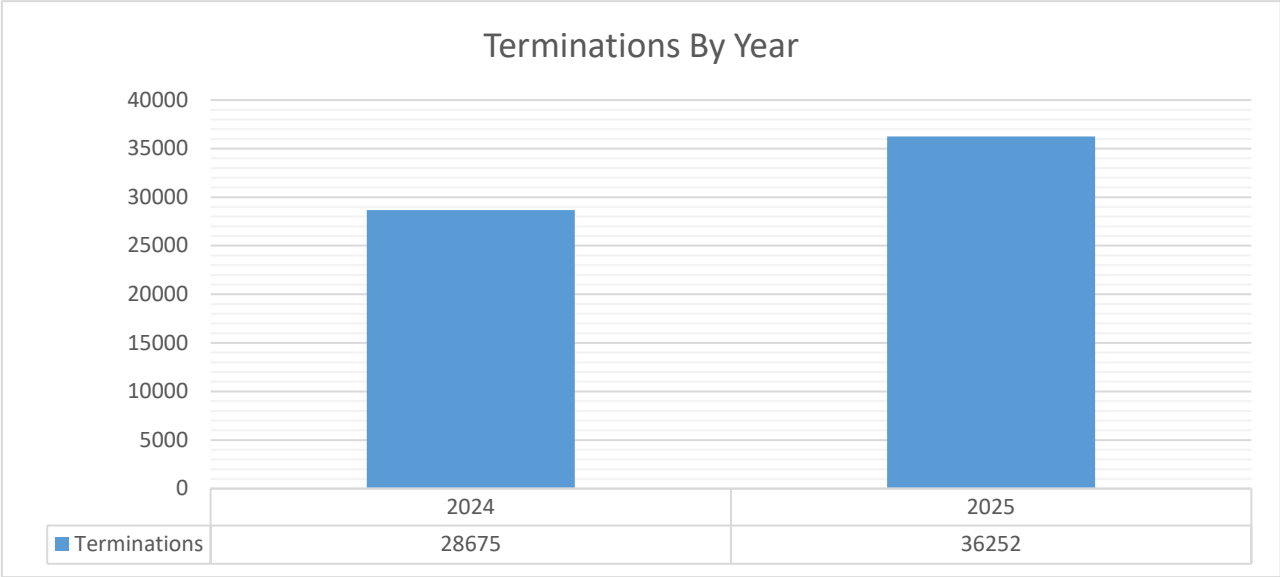
Subsection C- Terminations												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Ameren	5434	5737	8037	8939	9678	9699	10289	10591	7809	9043	6547	6745
Liberty (Empire)	3079	2730	3055	3066	3131	3552	3592	2965	3471	2882	2390	2650
Evergy West	4209	4183	4956	5626	6914	6531	6655	6327	5774	6015	4673	5850
Evergy Metro	6595	6265	7978	8415	9377	9927	10219	9846	8780	9002	6129	7483



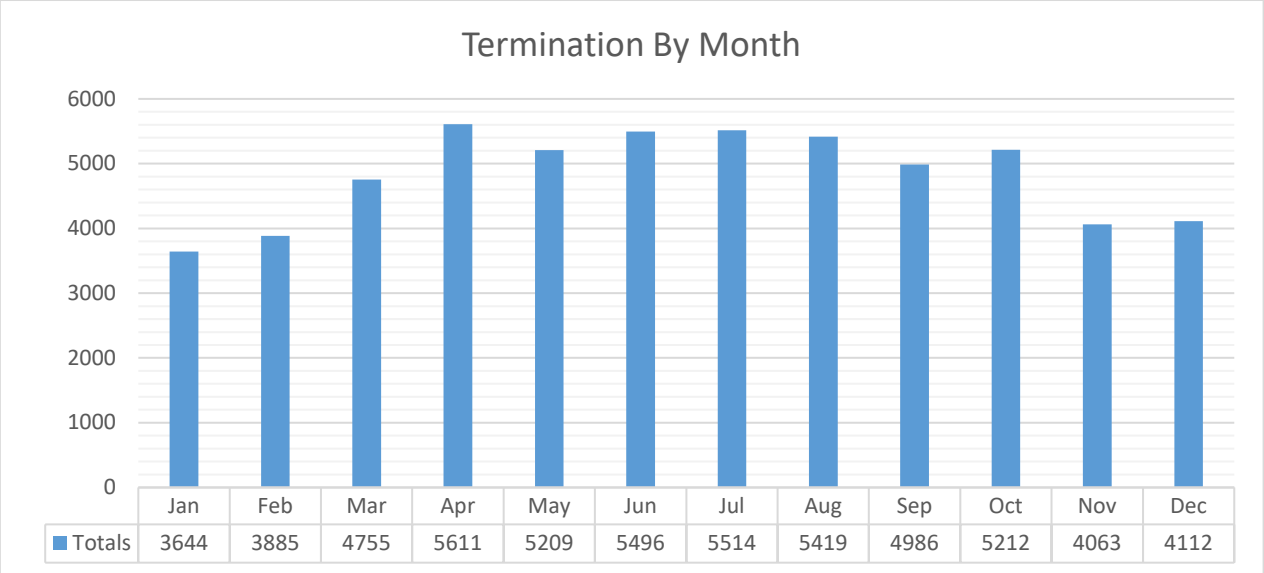
Across all electric utilities, there were 320,840 terminations in 2025. This is 74,119 more than the number of terminations March-December 2024.

Title	Terminations- Gas
Description	The total number of residential meters that stopped receiving active service at the customer's request during the month.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

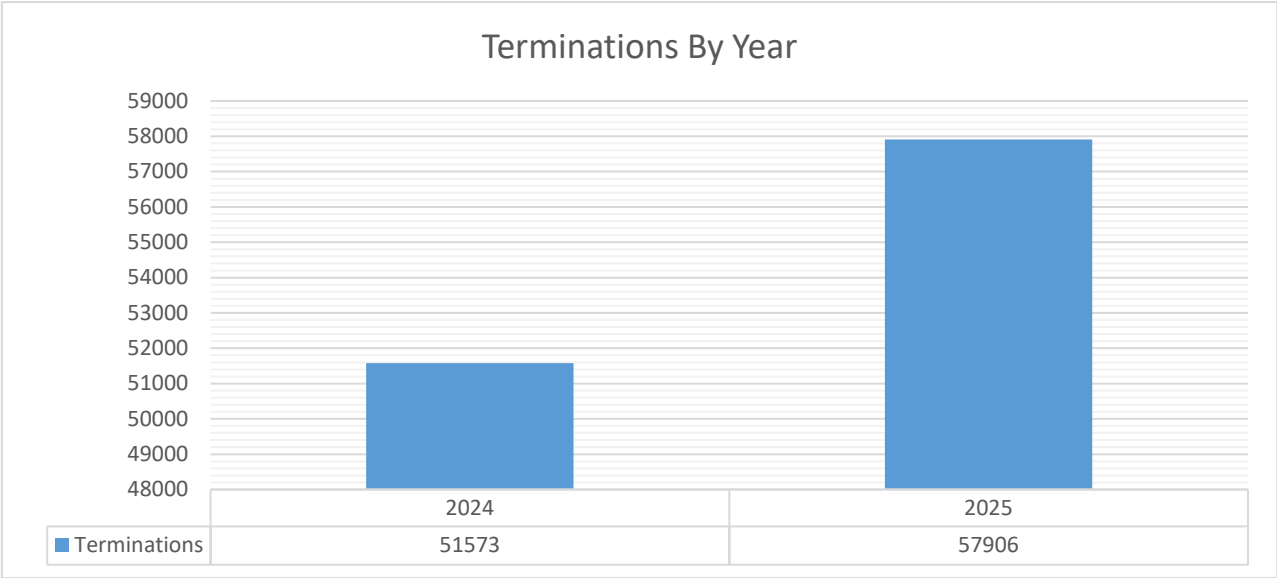
Subsection C- Terminations												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Spire East	523	500	883	1032	1339	1109	952	843	740	655	490	498
Spire West	82	86	272	704	614	354	242	139	146	92	90	82
Liberty (MNG)	96	111	603	709	676	723	623	542	597	583	92	86
Empire Gas	67	86	566	601	725	634	550	525	610	575	88	69
Ameren	442	505	750	867	1153	1287	1451	1132	1006	1070	675	721
Summit	148	147	189	217	207	193	217	163	182	174	154	198



Across all gas utilities, there were 36,252 terminations in 2025. This is 7,577 more than the number of terminations March-December 2024.

Title	Terminations- Water
Description	The total number of residential meters that stopped receiving active service at the customer's request during the month.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

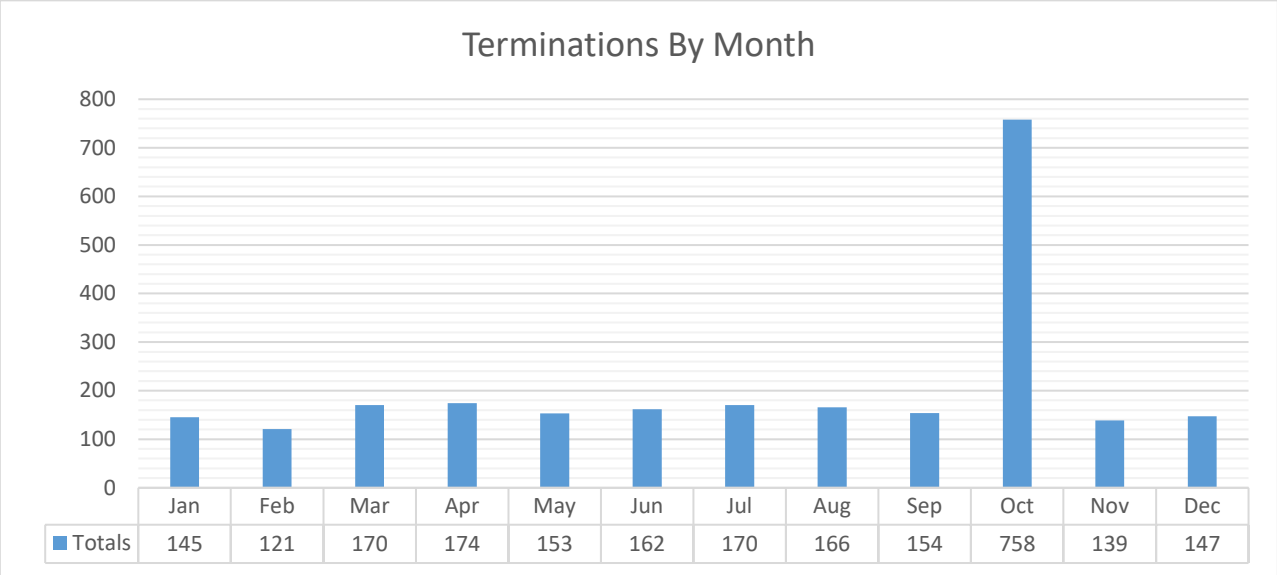
Subsection C- Terminations												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
MAWC	3492	3717	4374	5292	4774	5098	5130	4954	4572	4846	3912	3957
Liberty	59	53	211	193	264	283	263	309	260	212	49	39
Raytown	75	96	110	87	140	98	110	111	92	102	61	82
Confluence	18	19	60	39	31	17	11	45	62	52	41	34



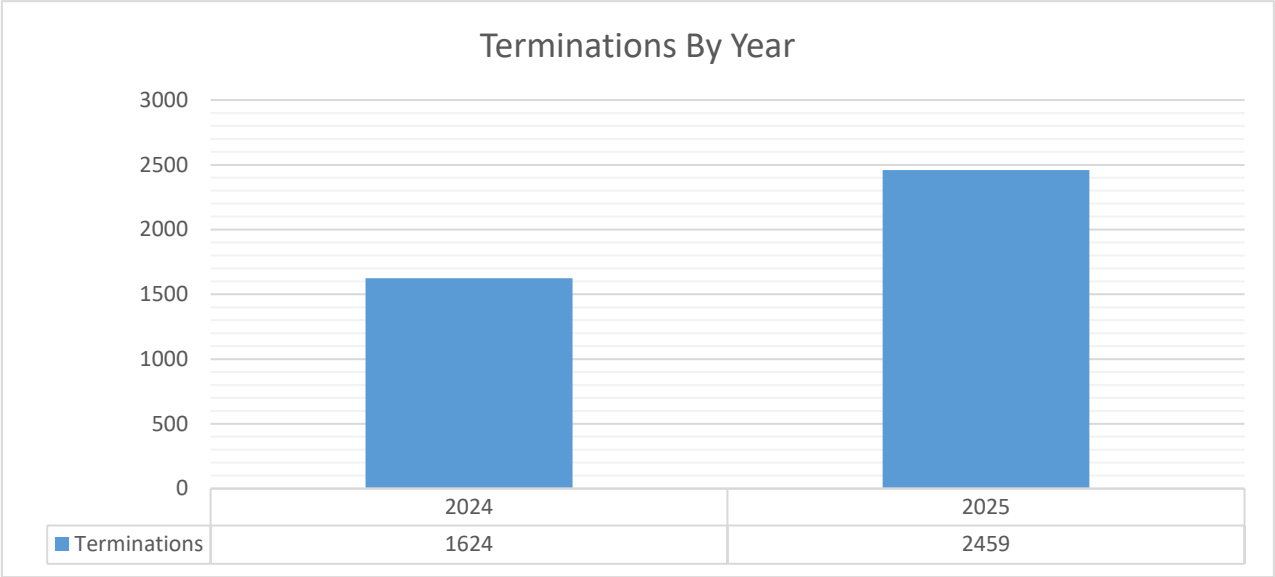
Across all water utilities, there were 57,906 terminations in 2025. This is 6,333 more than the number of terminations March-December 2024.

Title	Terminations- Sewer
Description	The total number of residential sewer connections that stopped receiving active service at the customer's request during the month. Most sewer customers are not metered specifically for sewer service.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.

Results



Subsection C- Terminations												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	144	121	170	165	153	162	170	166	154	758	139	147
Liberty	0	0	0	0	0	0	0	0	0	0	0	0
Timber Creek	1	0	0	0	0	0	0	0	0	0	0	0
Confluence	0	0	0	9	0	0	0	0	0	0	0	0



Across all sewer utilities, there were 2,459 in 2025. This is 835 more than the number of terminations March-December 2024.

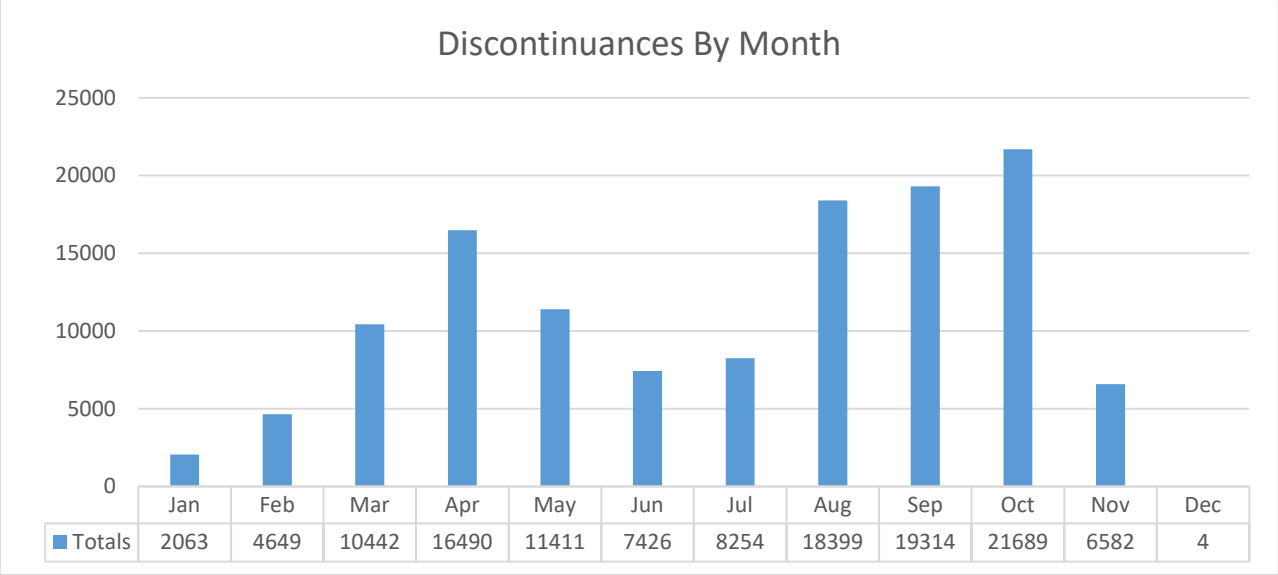
Discontinuances

20 CSR 4240-13.075(D)

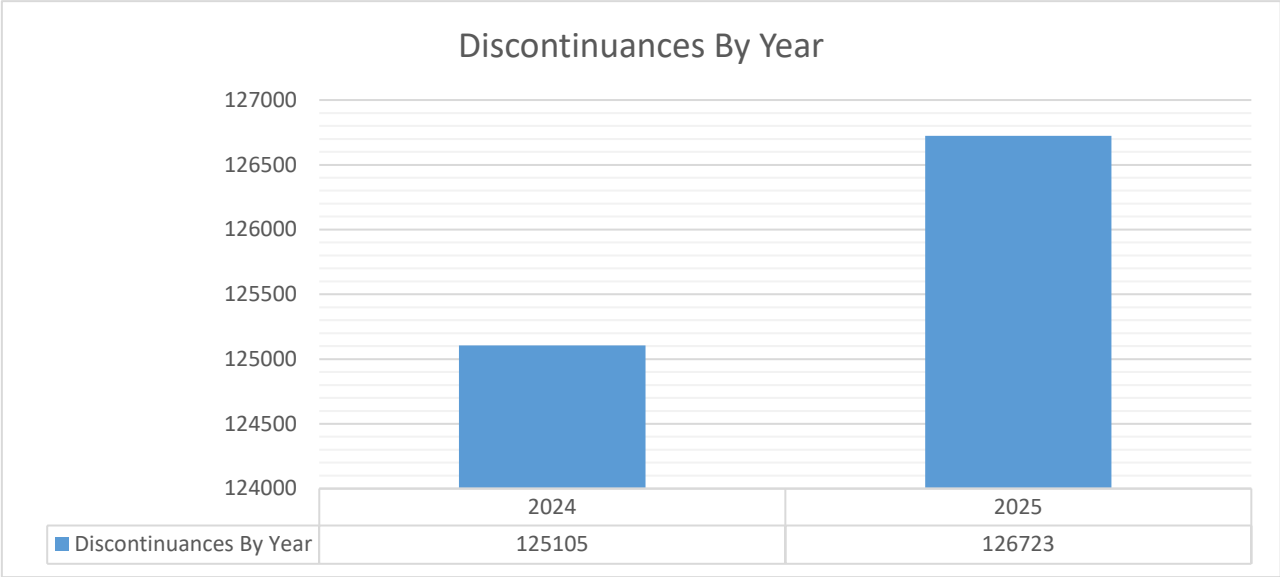
D. The total number of residential meters for which there was a discontinuance of service, as that term is used in 20 CSR 4240-13.050(1)(A), (B), (C), and (E), during the calendar month.[1]

[1]20 CSR 4240-13.050 states:

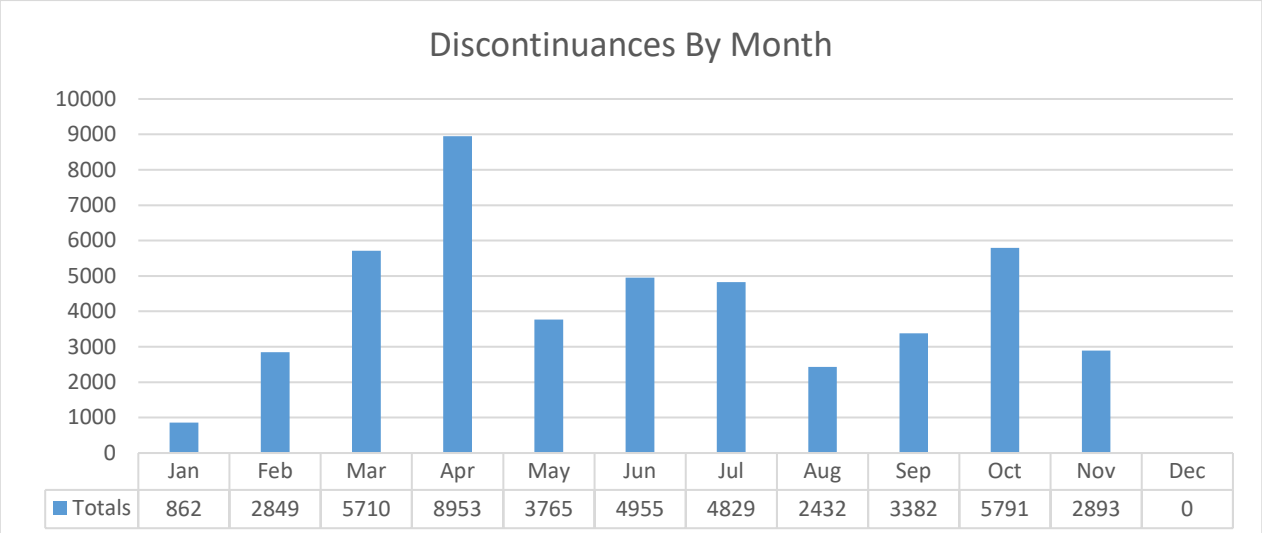
> (1) Service may be discontinued for any of the following reasons:
> (A) Nonpayment of an undisputed delinquent charge;
> (B) Failure to post a required deposit or guarantee;
> (C) Water service may be discontinued for nonpayment of a bill for sewer service, either provided by the water utility if it is also the sewer utility, or by the terms of a contract between the water utility and any sewer provider;
> (D) Unauthorized use, interference, or diversion of the utility service situated or delivered on or about the customer's premises;
> (E) Failure to comply with terms of a settlement agreement;
> (F) Refusal after reasonable notice to permit inspection, maintenance, replacement, or meter reading of utility equipment. If the utility has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable;
> (G) Misrepresentation of identity in obtaining utility service;
> (H) Violation of any other rules of the utility approved by the commission which adversely affects the safety of the customer or other persons or the integrity of the utility's system; or
> (I) As provided by state or federal law.

Title	Discontinuances- Electric
Description	The total number of residential meters for which service was disconnected by the utility for 1) non-payment, 2) failure to post a deposit or guarantee, or 3) failure to comply with the terms of a settlement agreement.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Starting April 2024, Liberty (Empire) paused disconnections due to the implementation of Customer First and the associated Customer Information System.
Results	

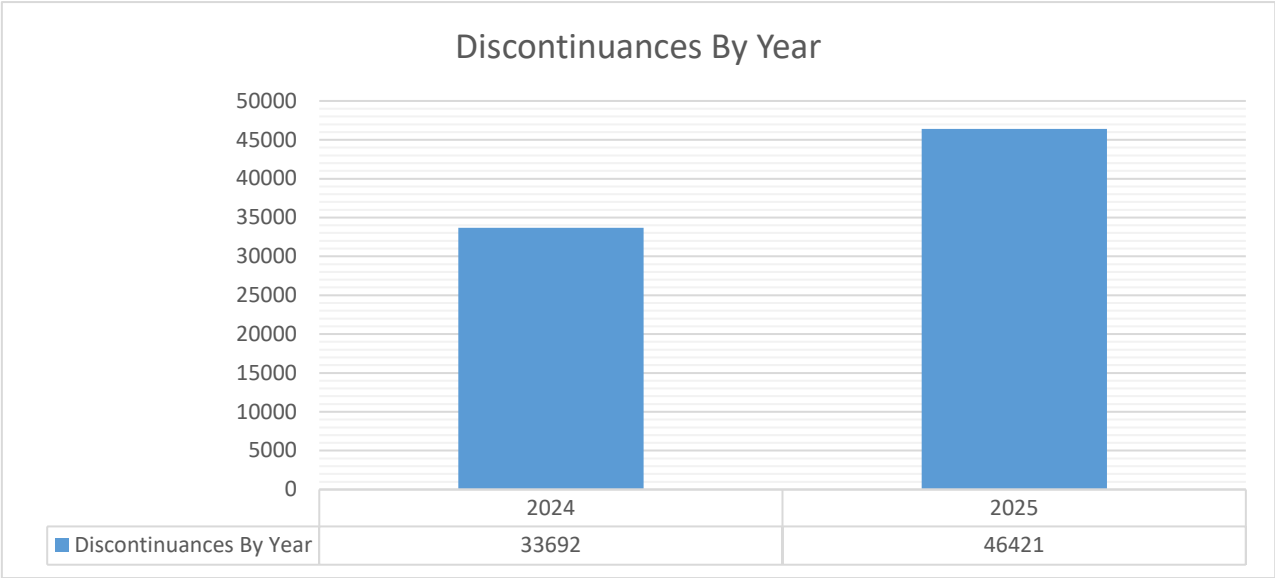
Subsection D- Discontinuances												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Ameren	1750	3838	7282	11760	7064	4076	5173	14375	14999	17347	5167	3
Liberty (Empire)	0	0	0	0	0	0	0	0	0	0	0	0
Evergy West	173	471	1386	2136	1784	1463	1402	1998	2063	2152	676	0
Evergy Metro	140	340	1774	2594	2563	1887	1679	2026	2252	2190	739	1



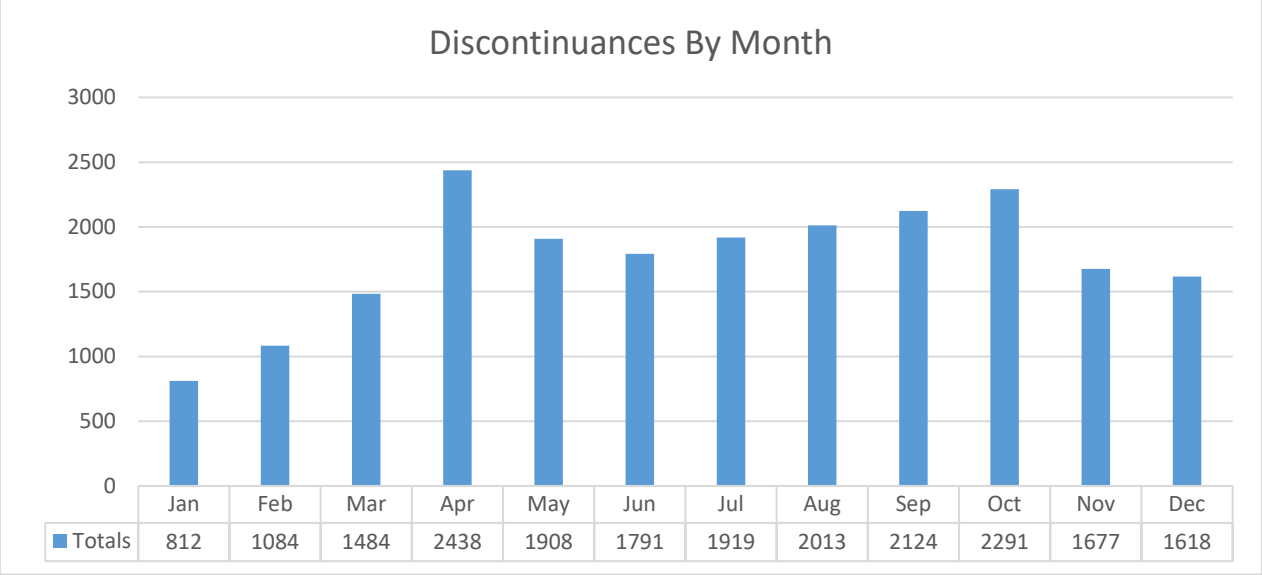
Across all electric utilities, there were 126,723 discontinuances in 2025. This is 1,618 more than the number of discontinuances March-December 2024.

Title	Discontinuances- Gas
Description	The total number of residential meters for which service was disconnected by the utility for 1) non-payment, 2) failure to post a deposit or guarantee, or 3) failure to comply with the terms of a settlement agreement.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Starting April 2024, Empire Gas paused disconnections due to the implementation of Customer First and the associated Customer Information System. Starting October 2023, Liberty (MNG) paused disconnections due to the implementation of Customer First and the associated Customer Information System.
Results	

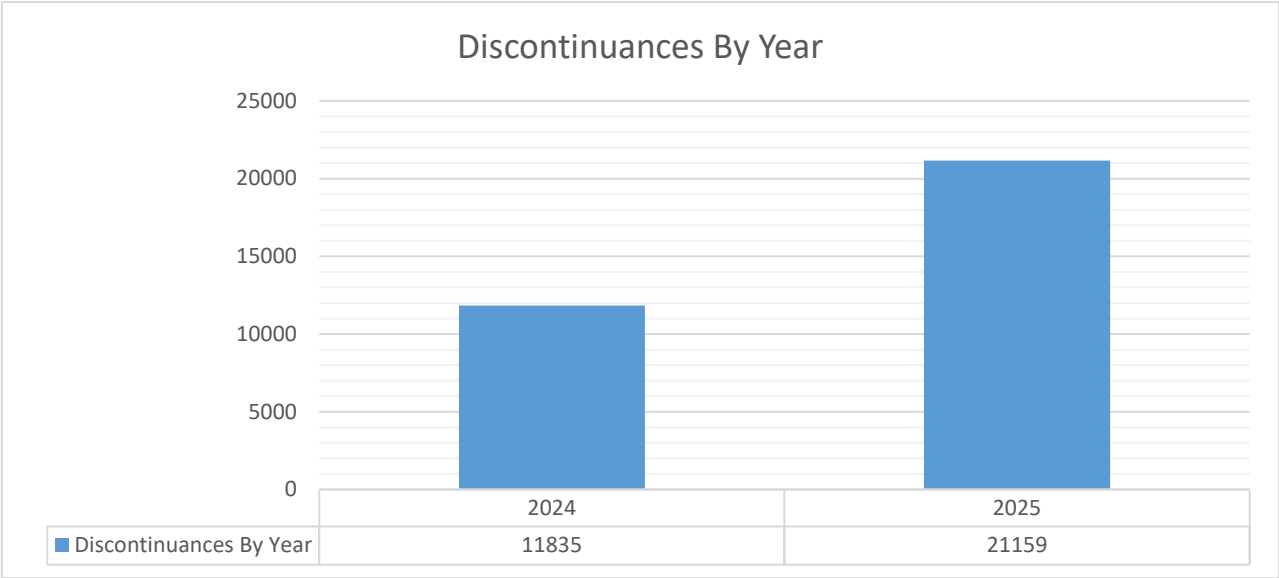
Subsection D- Discontinuances												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Spire East	669	2281	4261	6682	1200	1562	1569	257	738	2600	1920	0
Spire West	193	551	1378	2158	2291	3031	3024	2044	2315	2789	930	0
Liberty (MNG)	0	0	0	0	0	0	0	0	0	0	0	0
Empire Gas	0	0	0	0	0	0	0	0	0	0	0	0
Ameren	0	17	71	111	219	92	83	90	301	369	42	0
Summit	0	0	0	2	55	270	153	41	28	33	1	0



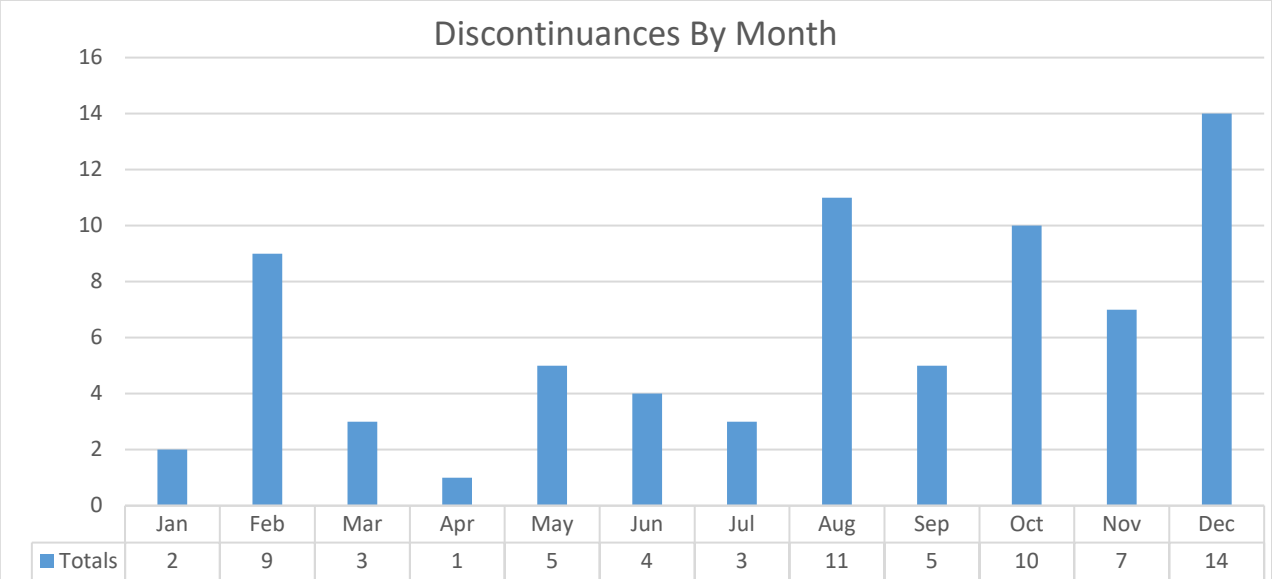
Across all gas utilities, there were 46,421 discontinuances in 2025. This is 12,729 more than the number of discontinuances March-December 2024.

Title	**Discontinuances- Water**
Description	The total number of residential meters for which service was disconnected by the utility for 1) non-payment, 2) failure to post a deposit or guarantee, or 3) failure to comply with the terms of a settlement agreement.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Starting April 2024, Liberty paused disconnections due to the implementation of Customer First and the associated Customer Information System.
Results	

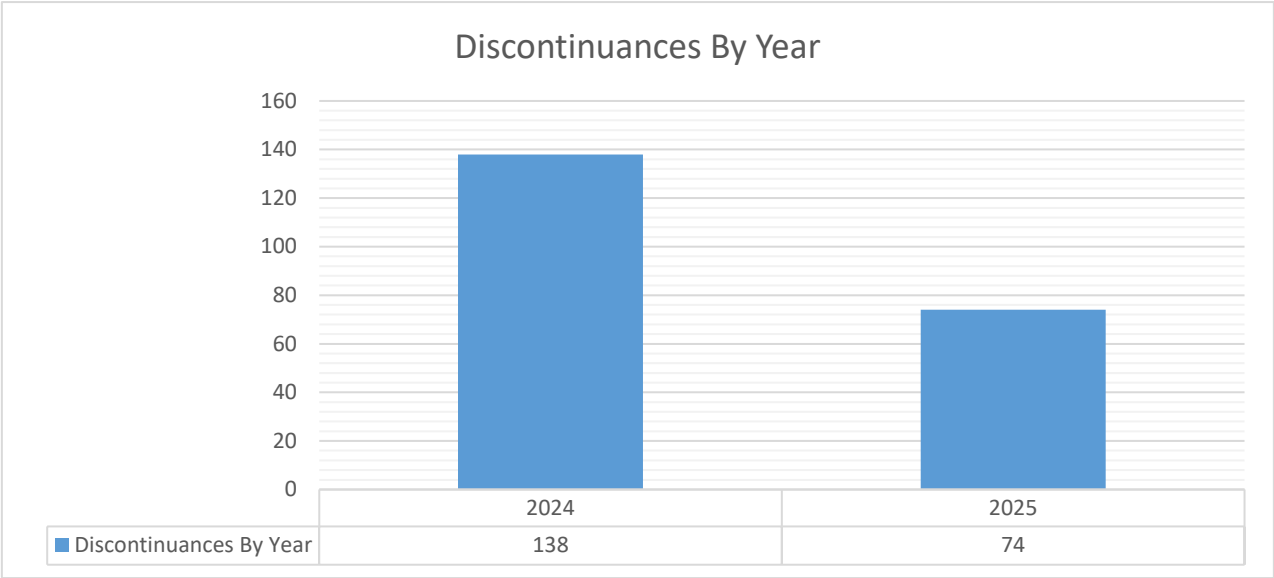
Subsection D- Discontinuances												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
MAWC	686	892	1276	2193	1705	1587	1753	1820	1927	2113	1484	1438
Liberty	0	0	0	0	0	0	0	0	0	0	0	0
Raytown	126	192	208	196	176	184	146	169	196	159	192	180
Confluence	0	0	0	49	27	20	20	24	1	19	1	0



Across all water utilities, there were 21,159 discontinuances in 2025. This is 9,324 more than the number of discontinuances March-December 2024.

Title	Discontinuances- Sewer
Description	The total number of residential sewer connections for which service was disconnected by the utility for 1) non-payment, 2) failure to post a deposit or guarantee, or 3) failure to comply with the terms of a settlement agreement. Most sewer customers are not metered specifically for sewer service.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Starting April 2024, Liberty paused disconnections due to the implementation of Customer First and the associated Customer Information System. Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers with water meters.
Results	

Subsection D- Discontinuances												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	1	6	0	0	0	0	1	8	2	2	4	12
Liberty	0	0	0	0	0	0	0	0	0	0	0	0
Timber Creek	1	0	0	0	0	0	0	0	0	0	0	0
Confluence	0	3	3	1	5	4	2	3	3	8	3	2

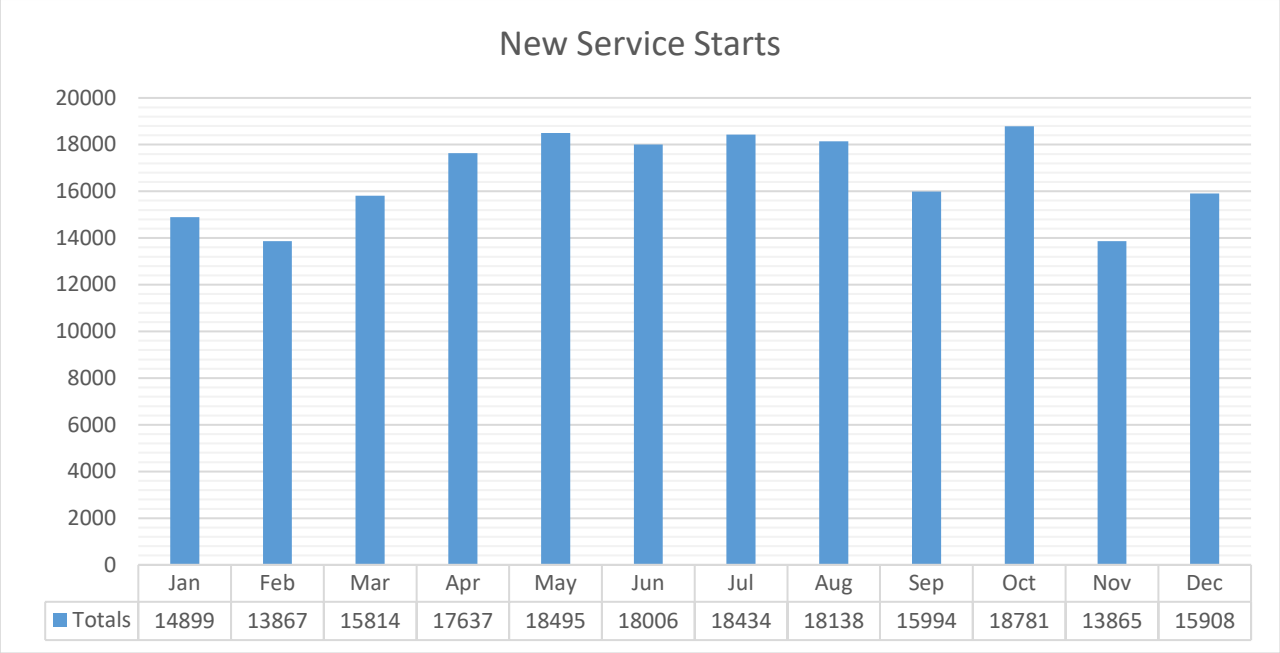


Across all sewer utilities, there were 74 discontinuances in 2025. This is 64 less than the number of discontinuances March-December 2024.

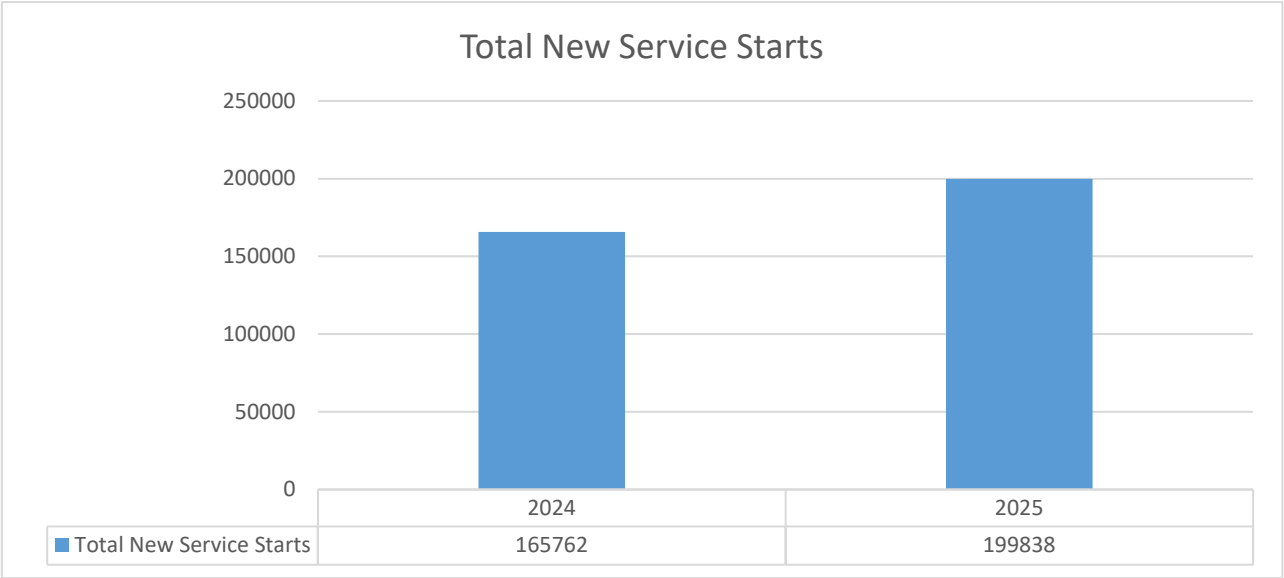
New Service Starts

20 CSR 4240-13.075(E)

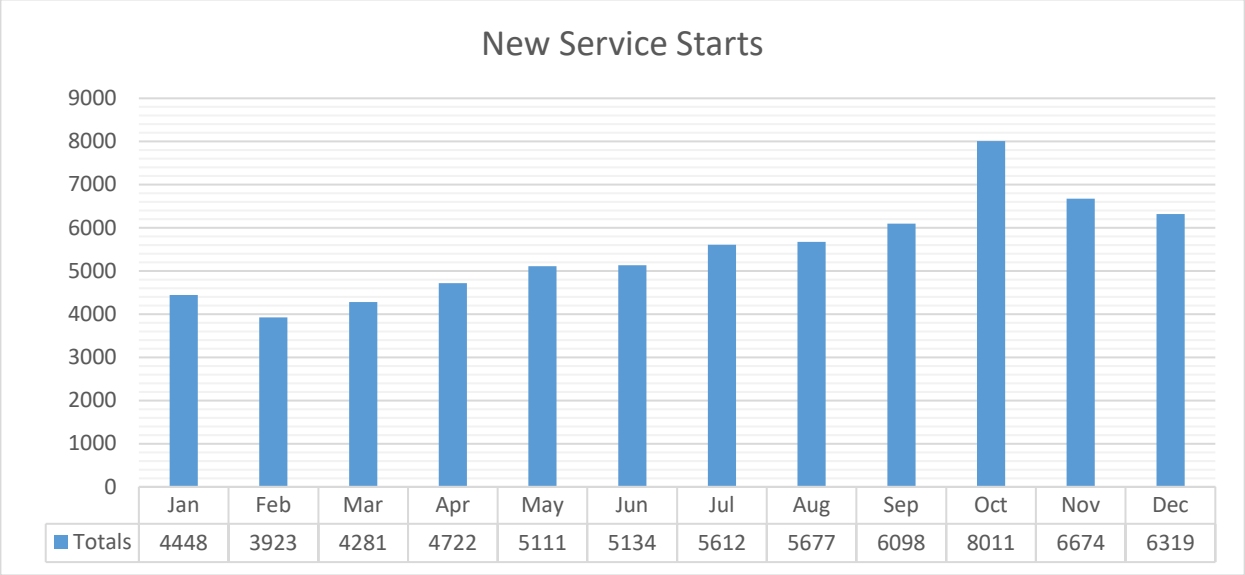
E. The total number of residential meters that did not receive service as of 00:00 on the first calendar day of the calendar month and began receiving service before 24:00 on the last calendar day of the calendar month.

Title	New Service Starts- Electric
Description	The total number of residential meters that began receiving active service during the month.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

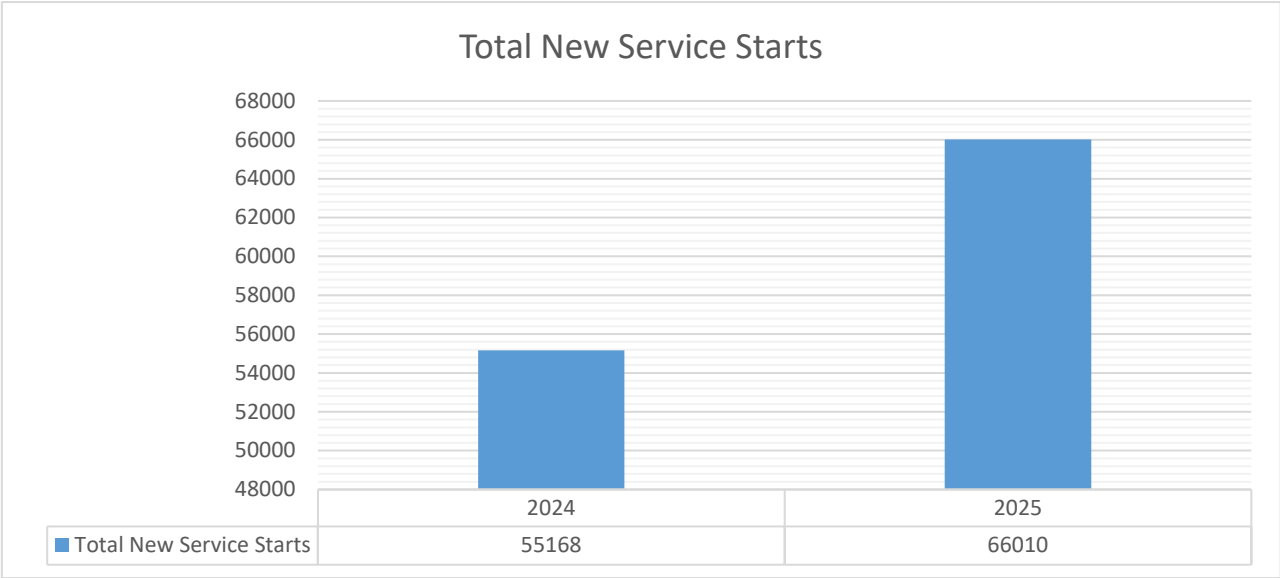
Subsection E- New Service Starts												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Ameren	2087	2048	2101	2486	3109	3119	2711	2805	2653	4238	3691	3050
Liberty (Empire)	3318	2905	2653	3276	1399	1371	1787	1594	1366	1569	1169	1356
Evergy West	3892	3842	4399	4878	6167	5653	5786	5587	4974	5269	3996	5208
Evergy Metro	5602	5072	6661	6997	7820	7863	8150	8152	7001	7705	5009	6294



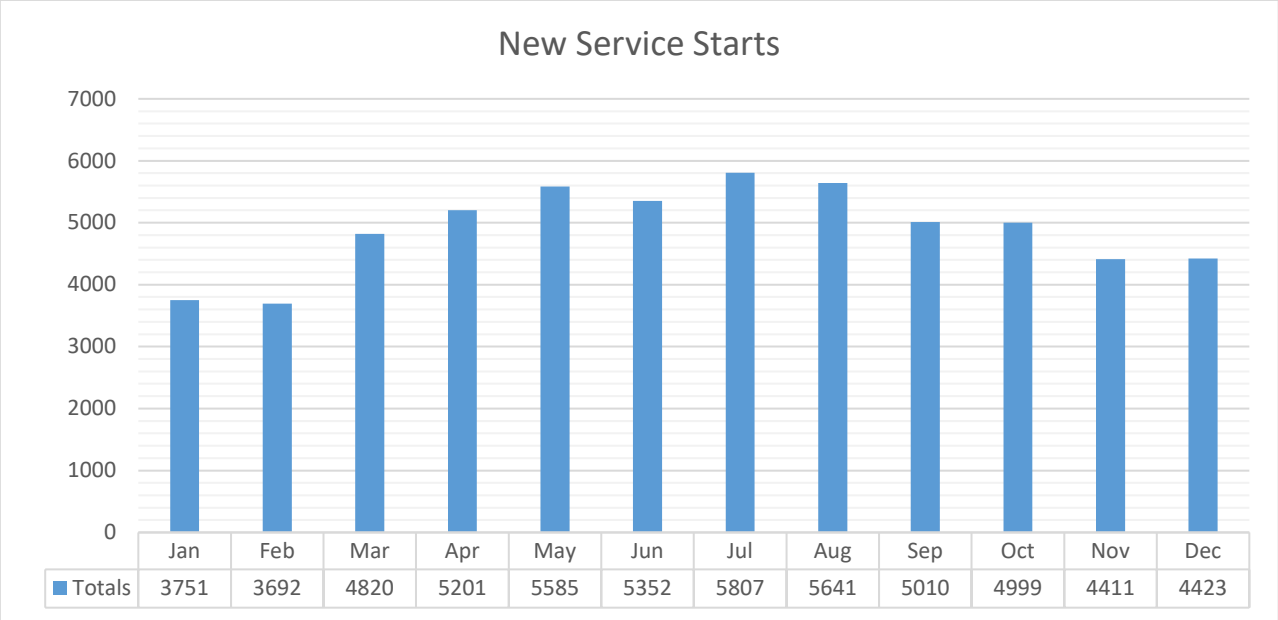
Across all electric utilities, there were 199,838 new service starts in 2025. This is 34,076 more than the number of new service starts March-December 2024.

Title	New Service Starts- Gas
Description	The total number of residential meters that began receiving active service during the month.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

Subsection E- New Service Starts												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	1730	1545	1802	1985	2165	2034	2218	2313	2396	2847	2446	2449
Spire West	1991	1889	1996	2175	2329	2241	2333	2270	2621	3277	2642	2701
Liberty (MNG)	147	109	102	75	98	198	255	241	285	606	347	241
Empire Gas	128	70	80	106	143	196	243	234	225	401	319	170
Ameren	248	140	140	228	235	307	382	447	378	580	660	494
Summit	204	170	161	153	141	158	181	172	193	300	260	264

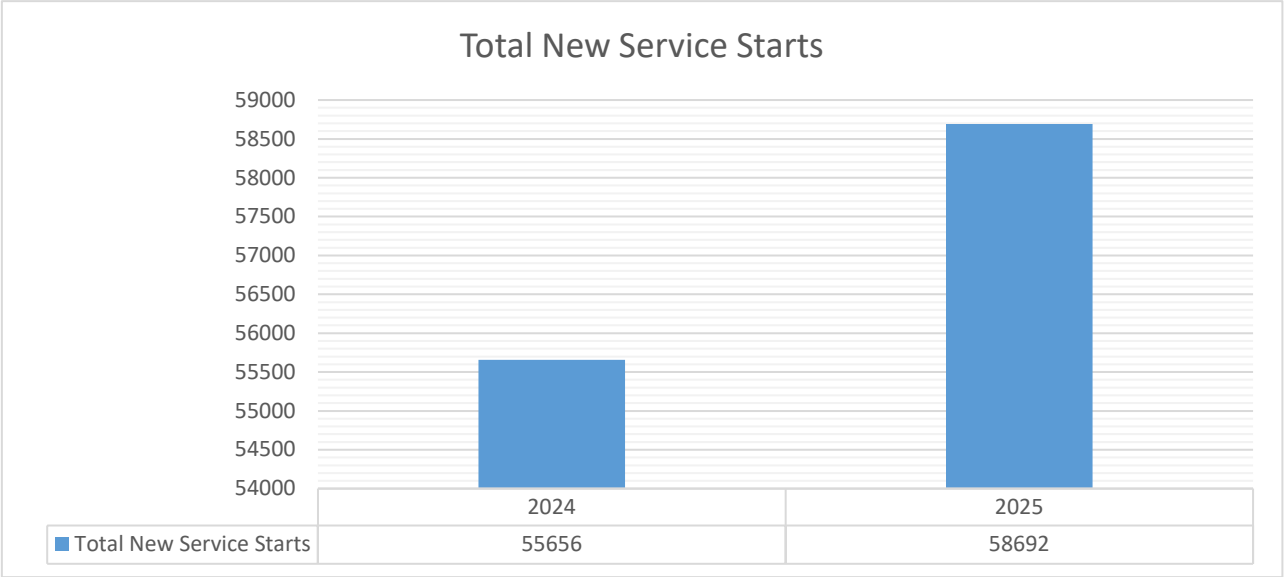


Across all gas utilities, there were 66,010 new service starts in 2025. This is 10,842 more than the number of new service starts March-December 2024.

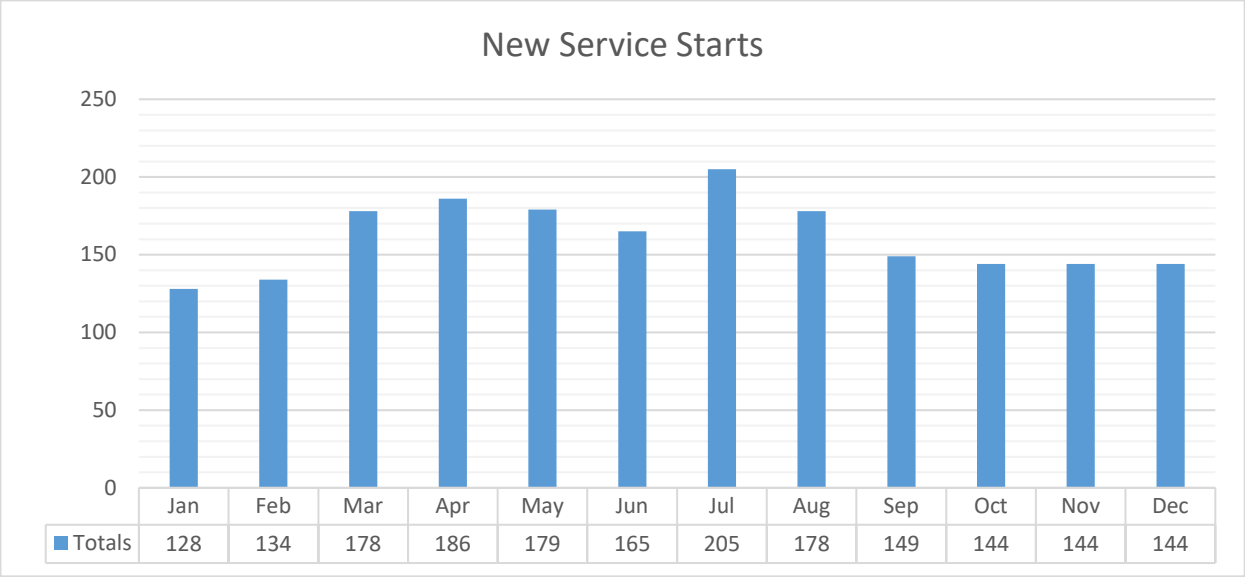
Title	New Service Starts- Water
Description	The total number of residential meters that began receiving active service during the month.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

Subsection E- New Service Starts

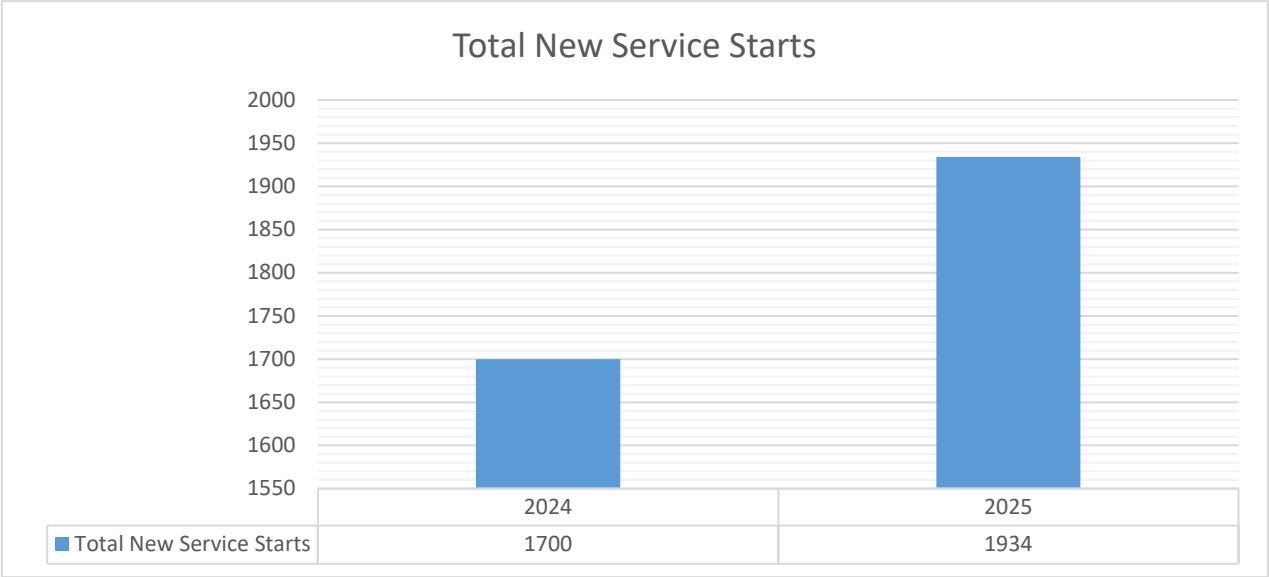
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	3594	3517	4571	4970	5346	5087	5522	5317	4601	4726	4255	4251
Liberty	65	71	84	74	80	133	155	158	244	126	62	52
Raytown	74	83	103	113	125	110	117	113	106	93	55	81
Confluence	18	21	62	44	34	22	13	53	59	54	39	39



Across all water utilities, there were 58,692 new service starts in 2025. This is 3,036 more than the number of new service starts March-December 2024.

Title	New Service Starts- Sewer
Description	The total number of residential sewer connections that began receiving active service during the month. Most sewer customers are not metered specifically for sewer service.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

Subsection E- New Service Starts												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	128	130	174	182	174	160	201	175	147	143	142	139
Liberty	0	0	0	0	0	0	0	0	0	0	0	0
Timber Creek	0	4	4	4	5	5	4	3	2	1	2	5
Confluence	0	0	0	0	0	0	0	0	0	0	0	0



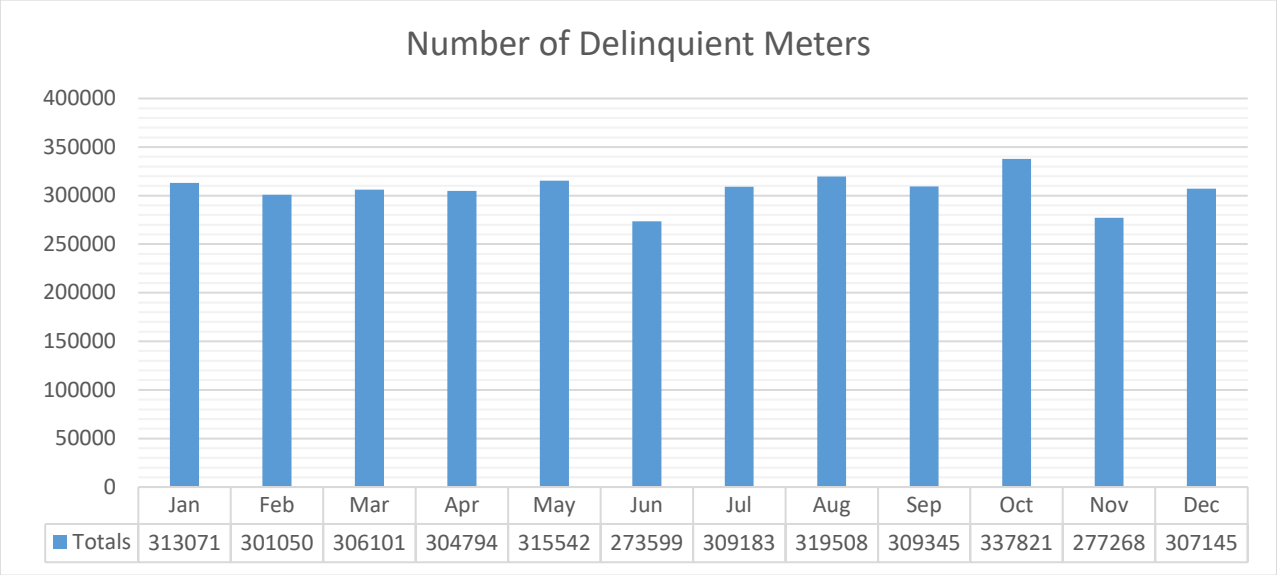
Across all sewer utilities, there were 1,934 new service starts in 2025. This is 234 more than the number of new service starts March-December 2024.

Delinquent Meter Count

20 CSR 4240-13.075(F)

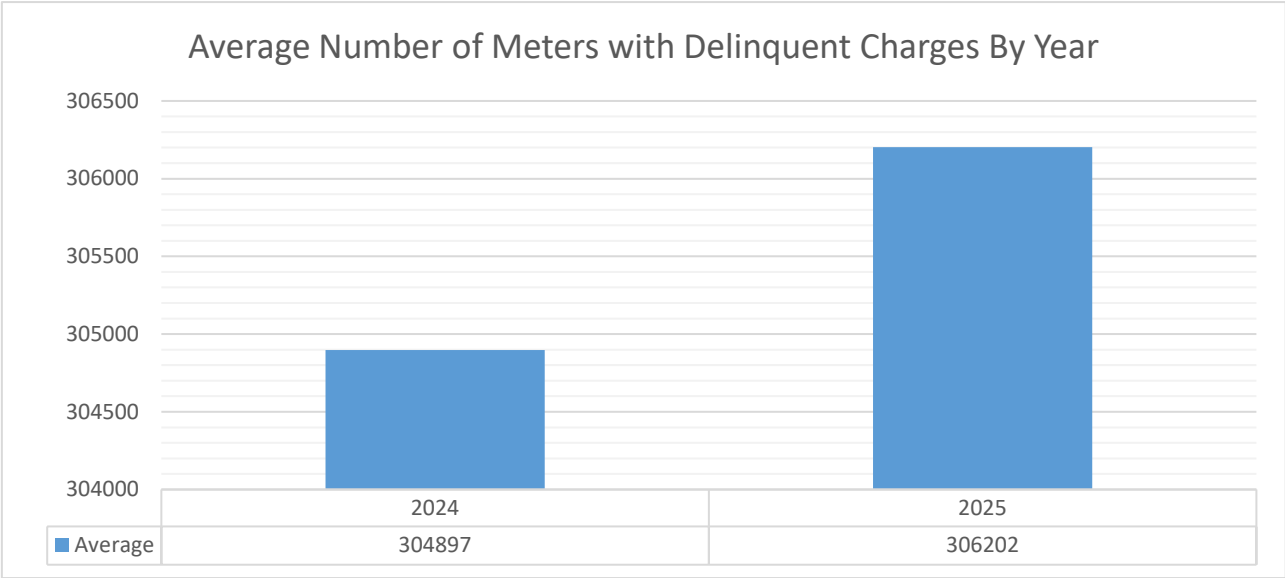
F. The total number of residential meters for which at least one delinquent charge, as that term is defined in 20 CSR 4240-13.015(1)(I), exists as of the last minute on the last day of the calendar month.[2]

[2]20 CSR 4240-13.015(1)(I) states: Delinquent charge means a charge for utility service that remains unpaid for at least twenty-one (21) days for a monthly-billed customer and for at least sixteen (16) days by a quarterly billed customer from the date the utility renders the bill, or a charge remaining unpaid after the preferred payment date selected by the customer.

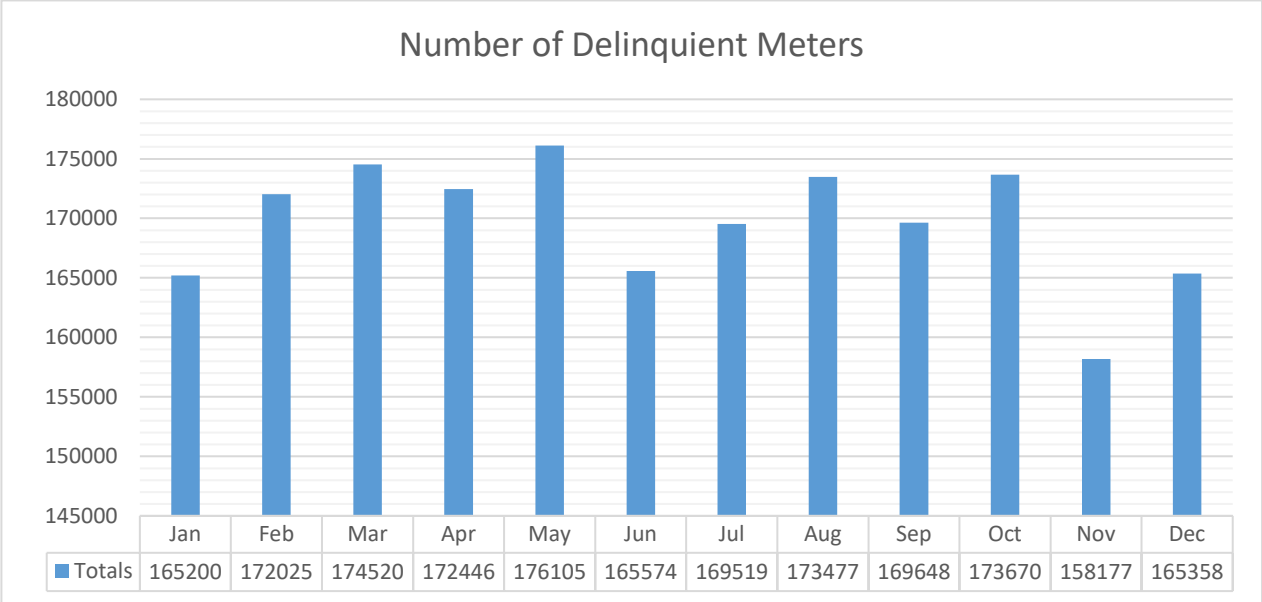
Title	**Delinquent Meter Count- Electric**
Description	The total number of residential meters actively receiving service for which there is a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Evergy- A balance that is over 22 days old is considered past due. Ameren- If an Ameren customer has both electric and gas service, that customer is counted in both the electric and gas tallies.
Results	

Subsection F- Delinquent Meter Count

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	199899	193121	202932	199284	200886	162383	196845	199424	194680	219375	152555	187530
Liberty (Empire)	33555	33485	31999	33278	34279	31935	31653	32717	34234	34759	29958	35312
Evergy West	34075	31374	30091	30561	34986	33749	34830	37419	34011	35141	40966	36220
Evergy Metro	45542	43070	41079	41671	45391	45532	45855	49948	46420	48546	53789	48083

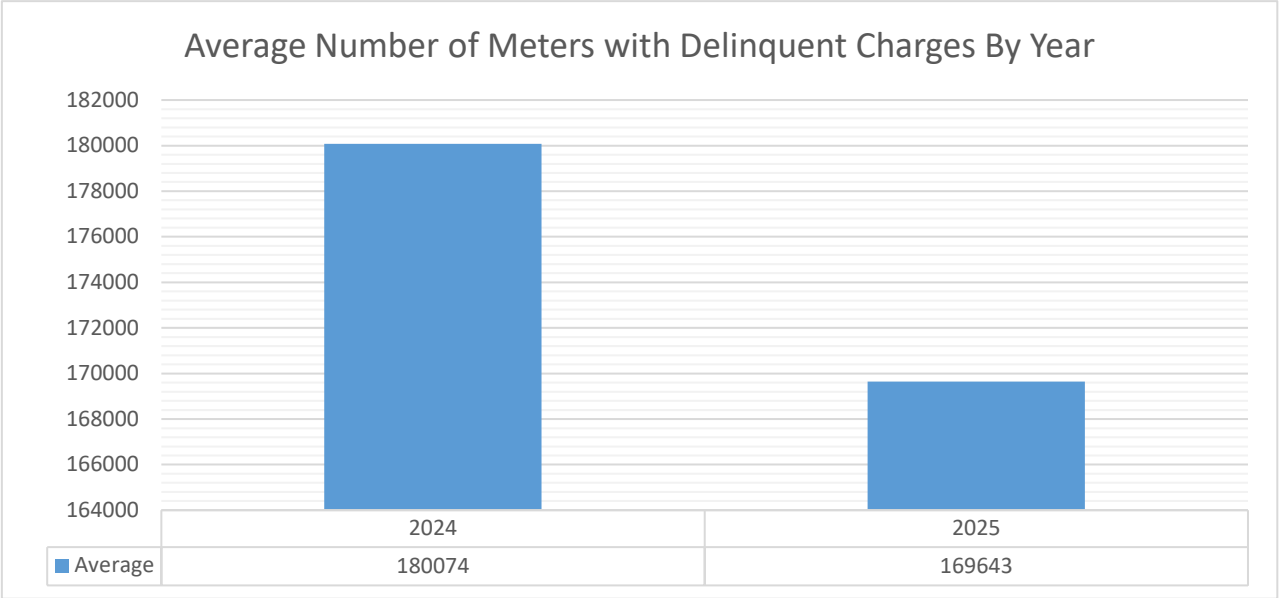


Across all electric utilities, there was an average of 306,202 meters with delinquent charges in 2025. This is 1,305 more than the average number of meters with delinquent charges March-December 2024.

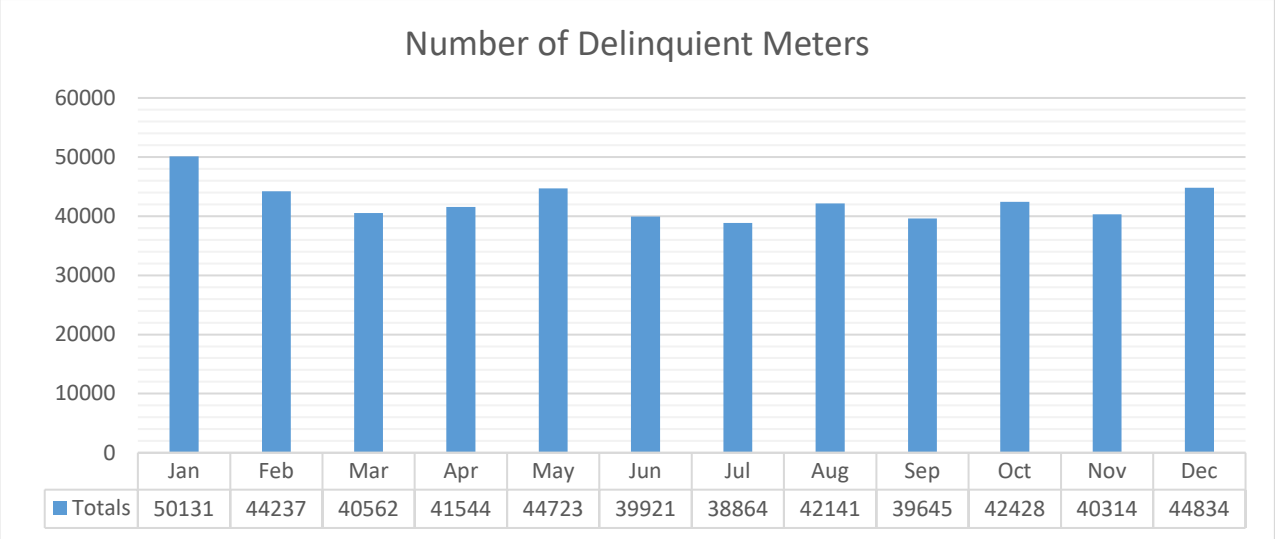
Title	Delinquent Meter Count- Gas
Description	The total number of residential meters actively receiving service for which there is a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Ameren- If an Ameren customer has both electric and gas service, that customer is counted in both the electric and gas tallies. Spire East and Spire West discovered an error in its tally of Delinquent Meters that incorrectly increased the count. Data has been corrected going back to 2024.
Results	

Subsection F- Delinquent Meter Count

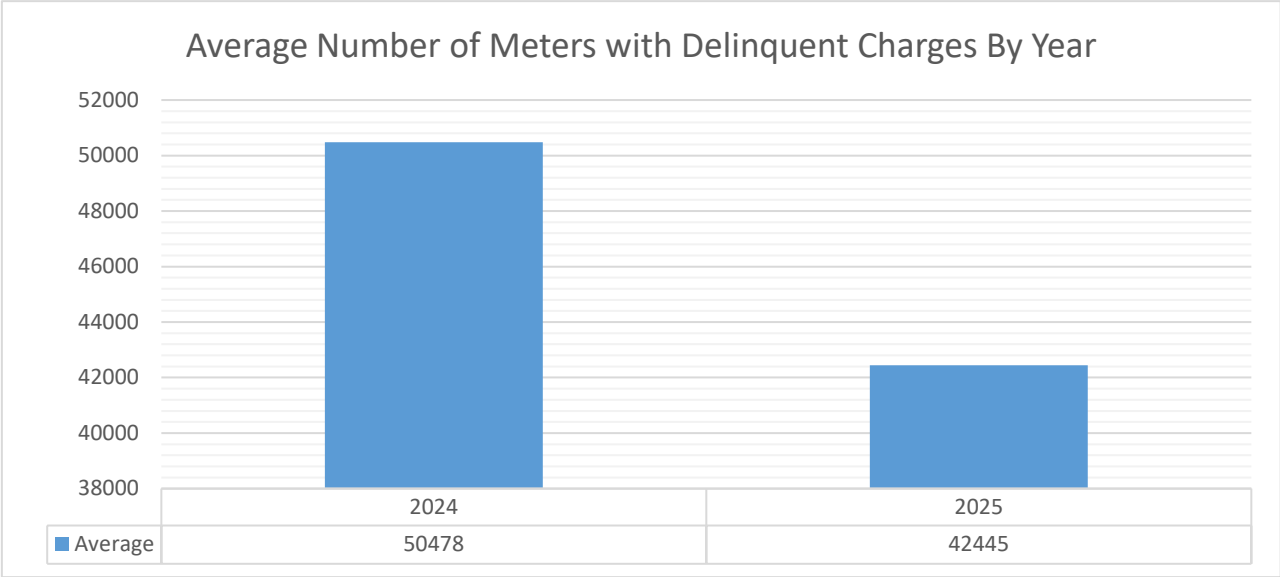
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	71865	77059	76168	72083	75914	73484	74764	78350	77205	76117	74068	71889
Spire West	60604	65793	66289	64485	65132	61673	60855	62074	59191	58278	57147	60026
Liberty (MNG)	7204	6399	6928	8633	8741	7779	7773	7956	7985	10136	7654	8784
Empire Gas	6053	4914	5126	7353	7061	6170	7036	6203	6344	8538	5738	5709
Ameren	16516	15264	16694	16411	16403	13266	16146	16391	16019	18116	12860	15747
Summit	2958	2596	3315	3481	2854	3202	2945	2503	2904	2485	710	3203



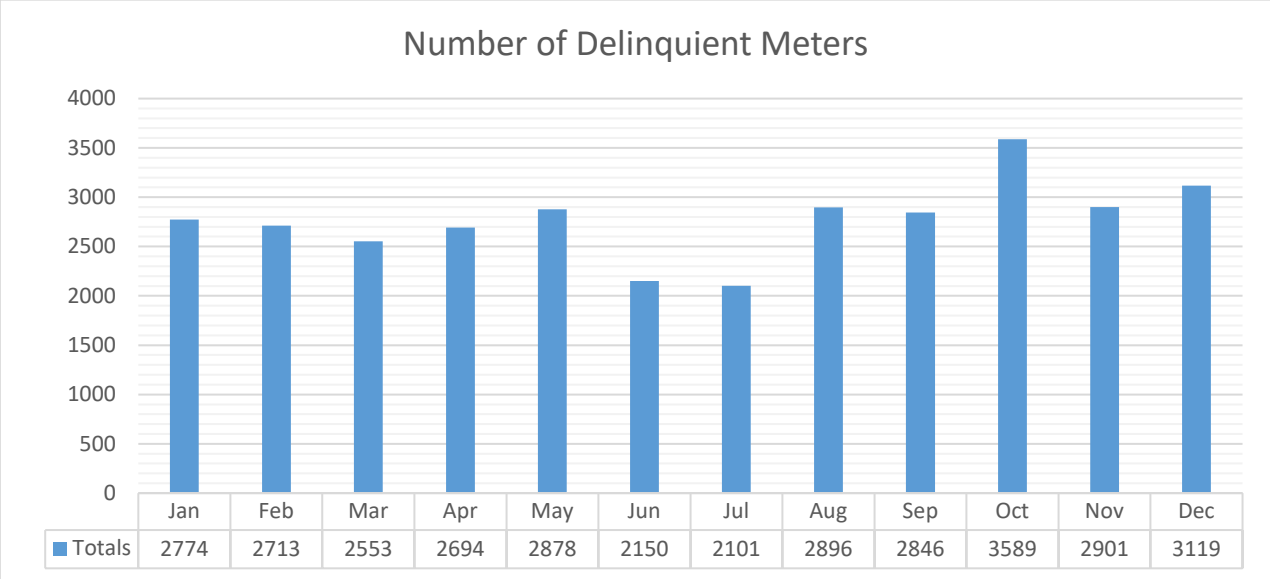
Across all gas utilities, there was an average of 169,643 meters with delinquent charges in 2025. This is 10,431 less than the average number of meters with delinquent charges March-December 2024.

Title	**Delinquent Meter Count- Water**
Description	The total number of residential meters actively receiving service for which there is a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Missouri American Water- Only include customers with a balance that is 30+ days past due. Prior to December 2025, Confluence counted this statistic based on the number of customers with late fees applied to the account. However, Confluence does not currently assess late fees for water customers as per the Stipulation and Agreement in Case No. WR-2023-0006. Starting December 2025, Confluence counts the number of customers with a delinquent charge.
Results	

Subsection F- Delinquent Meter Count												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
MAWC	45866	40195	36528	37517	40562	35759	34872	38055	35507	38085	36639	40127
Liberty	2895	2791	2860	2962	3057	3017	2932	2943	3003	3117	2862	3134
Raytown	1370	1251	1174	1065	1104	1145	1060	1143	1135	1226	813	1122
Confluence	0	0	0	0	0	0	0	0	0	0	0	451

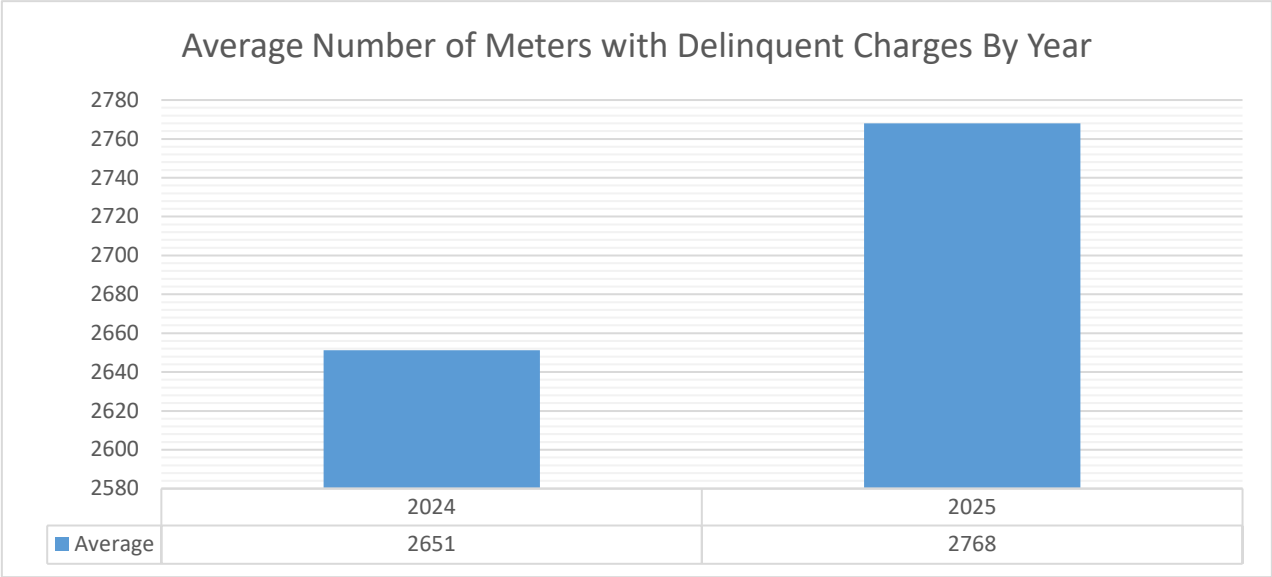


Across all water utilities, there was an average of 42,445 meters with delinquent charges in 2025. This is 8,033 less than the average number of meters with delinquent charges March-December 2024.

Title	Delinquent Meter Count- Sewer
Description	The total number of residential sewer connections actively receiving service for which there is a past-due balance. Most sewer customers are not metered specifically for sewer service.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Missouri American Water- Only include customers with a balance that is 30+ days past due. Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers with water meters. Revisions include 2024 data.
Results	

Subsection F- Delinquent Meter Count

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	1311	1205	1078	1194	1315	611	596	1415	1333	1913	1327	1479
Liberty	1056	1082	1095	1079	1150	1107	1093	1073	1102	1269	1100	1147
Timber Creek	175	170	137	157	155	163	162	136	160	146	118	126
Confluence	232	256	243	264	258	269	250	272	251	261	356	367



Across all sewer utilities, there was an average of 2,768 customers with delinquent charges in 2025. This is 117 more than the average number of customers with delinquent charges March-December 2024.

Average Customer Arrearage

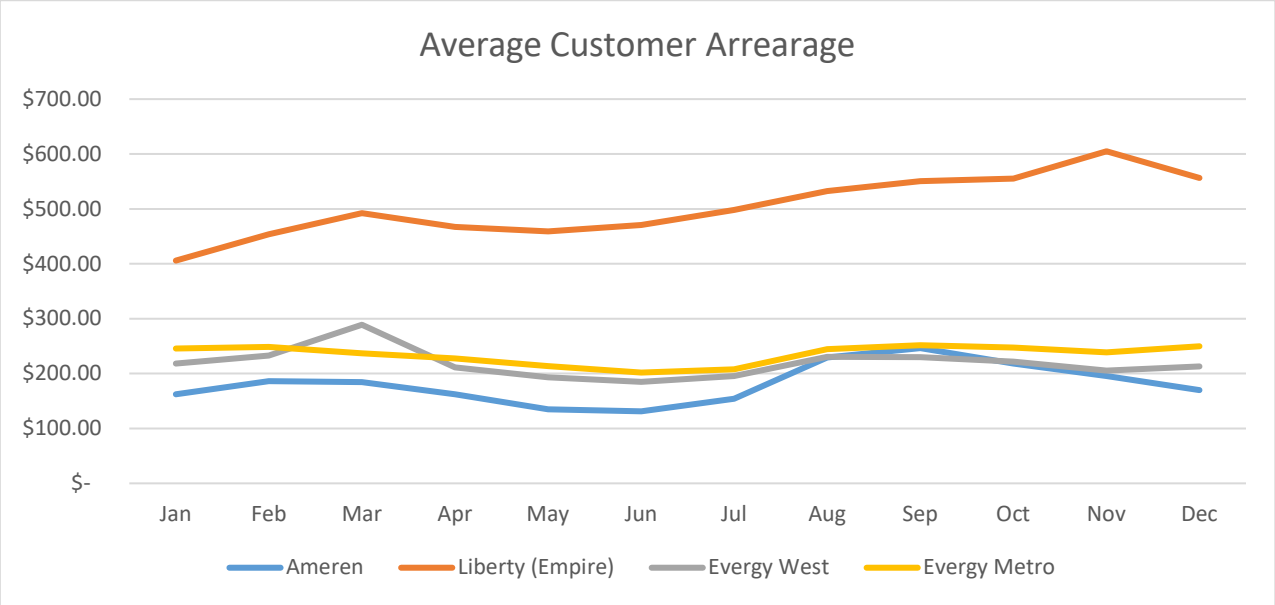
20 CSR 4240-13.075(G)

G. The average customer arrearage.[3]

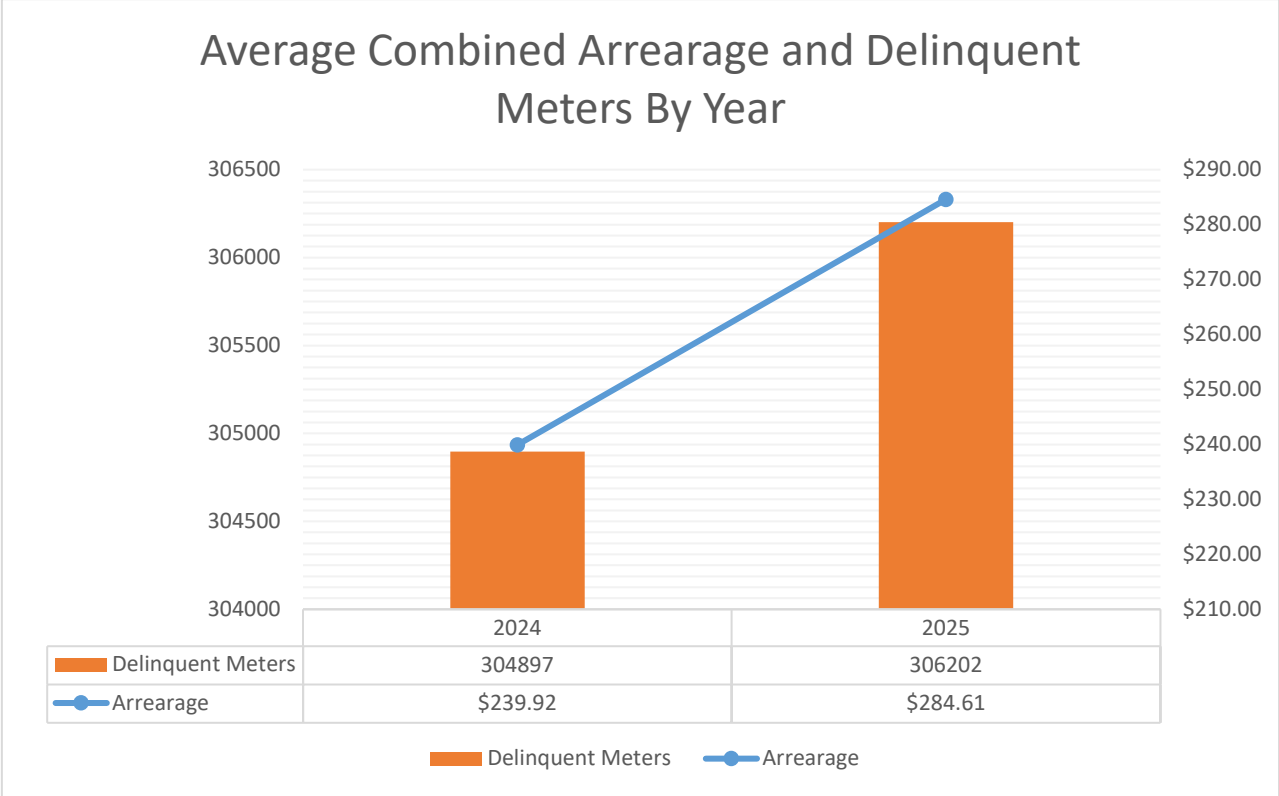
[3] 20 CSR 4240-13.075(1)(B) states: Average customer arrearage means the mean average of the total of all delinquent charges, late payment charges, and reconnection fees per residential meter. This shall be calculated as the sum of all delinquent charges, late payment charges, and reconnection fees associated with all residential meters as of the last minute on the last calendar day of the calendar month, divided by the total number of residential meters with delinquent charges, late fees, or reconnection fees as of the last minute on the last calendar day of the calendar month.

Title	Average Customer Arrearage- Electric
Description	The average amount owed for residential customers with a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Evergy- A balance that is over 22 days old is considered past due.

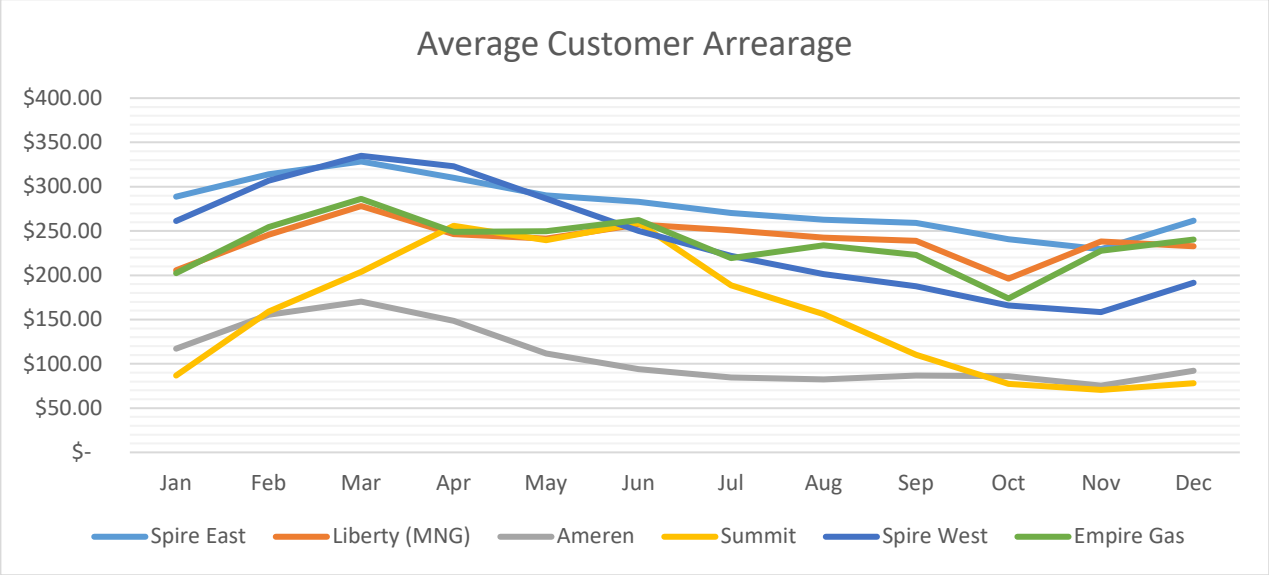
Results



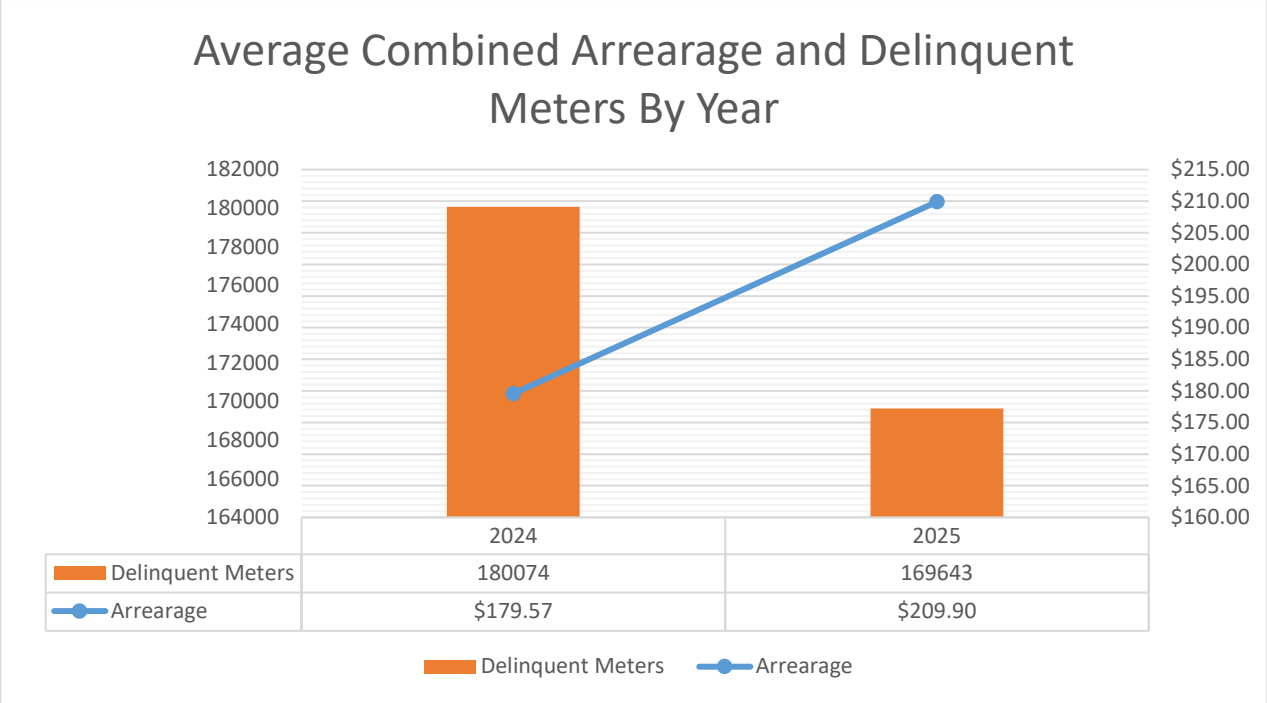
Subsection G- Average Arrearage												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	$162.12	$186.26	$184.25	$162.20	$134.94	$131.23	$154.30	$229.62	$246.38	$218.40	$195.68	$169.94
Liberty (Empire)	$405.83	$453.63	$492.23	$467.18	$458.88	$470.52	$498.36	$532.69	$550.81	$555.13	$604.98	$556.57
Evergy West	$218.24	$232.77	$288.94	$211.07	$193.38	$184.91	$195.23	$230.43	$230.16	$221.47	$205.18	$213.26
Evergy Metro	$245.83	$248.77	$237.17	$227.80	$213.34	$201.84	$207.52	$244.43	$251.67	$247.65	$238.44	$249.65



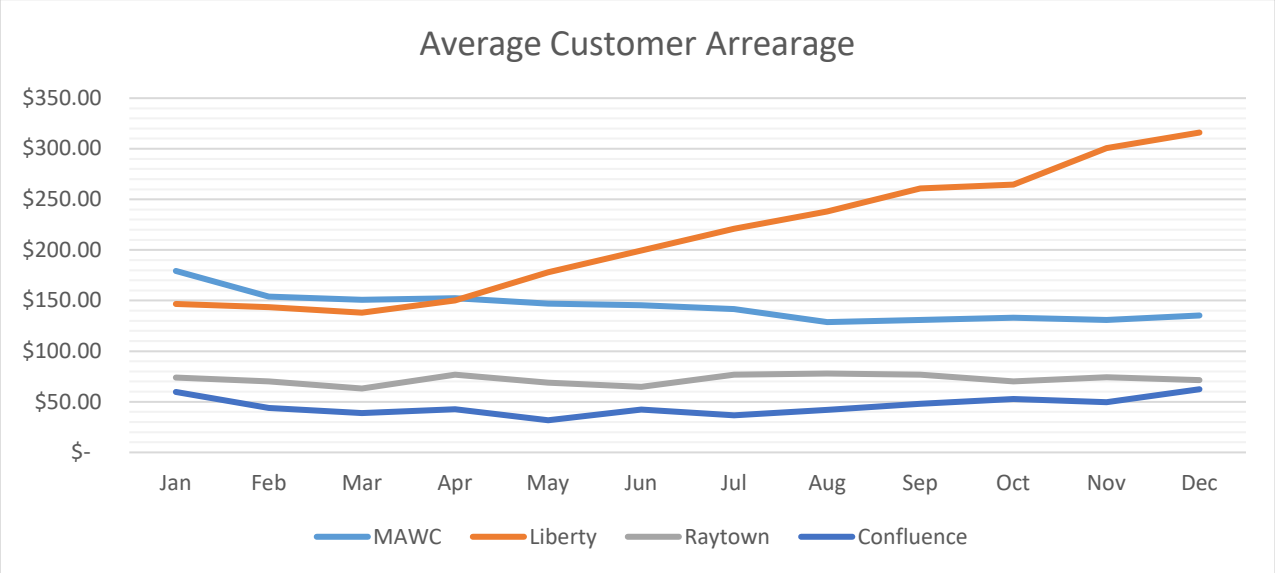
The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of past-due balances. In 2025, across all electric utilities, an average of $284.61 was spread out over an average of 306,202 meters. In comparison, March-December 2024 had a lower average arrearage of $239.92 spread out over a lower average of 304,897 meters.

Title	Average Customer Arrearage- Gas
Description	The average amount owed for residential customers with a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Spire East and Spire West discovered an error in its tally of Delinquent Meters that incorrectly increased the count. This error decreased the Average Customer Arrearage. Data has been corrected going back to 2024.
Results	

Subsection G- Average Arrearage												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Spire East	$288.92	$313.87	$328.45	$310.08	$290.18	$282.95	$270.44	$262.59	$259.03	$240.67	$229.44	$261.74
Spire West	$261.34	$306.86	$334.88	$323.02	$286.71	$249.99	$221.95	$201.17	$187.49	$165.83	$158.40	$191.42
Liberty (MNG)	$205.47	$245.80	$278.15	$246.45	$241.38	$257.27	$250.80	$242.39	$239.01	$196.19	$238.12	$232.84
Empire Gas	$202.46	$254.44	$286.29	$249.09	$249.60	$262.42	$219.54	$233.67	$222.84	$173.81	$227.68	$240.28
Ameren	$117.17	$155.57	$170.26	$148.63	$111.74	$94.02	$84.49	$82.42	$86.58	$86.03	$75.36	$92.25
Summit	$86.76	$158.93	$203.86	$255.93	$239.77	$259.13	$188.58	$156.12	$110.08	$77.53	$70.55	$77.90

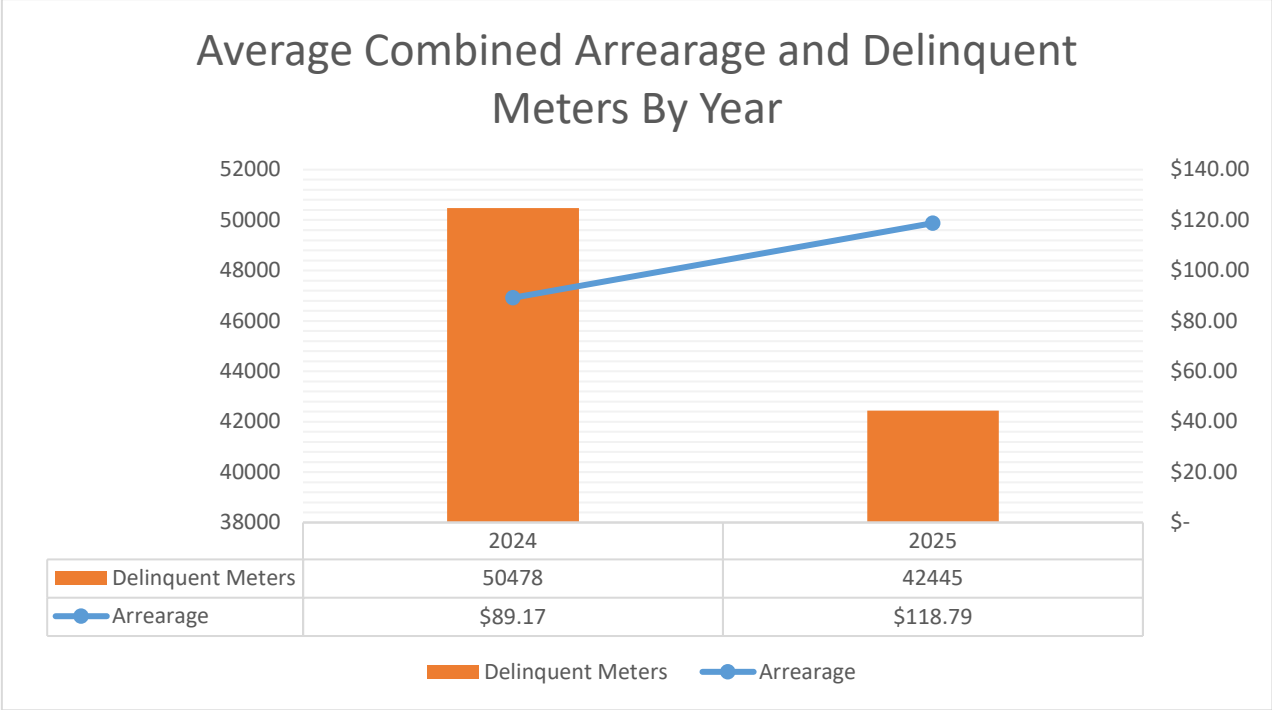


The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of past-due balances. In 2025, across all gas utilities, an average of $209.90 was spread out over an average of 169,643 meters. In comparison, March-December 2024 had a lower average arrearage of $179.57 spread out over a higher average of 180,074 meters.

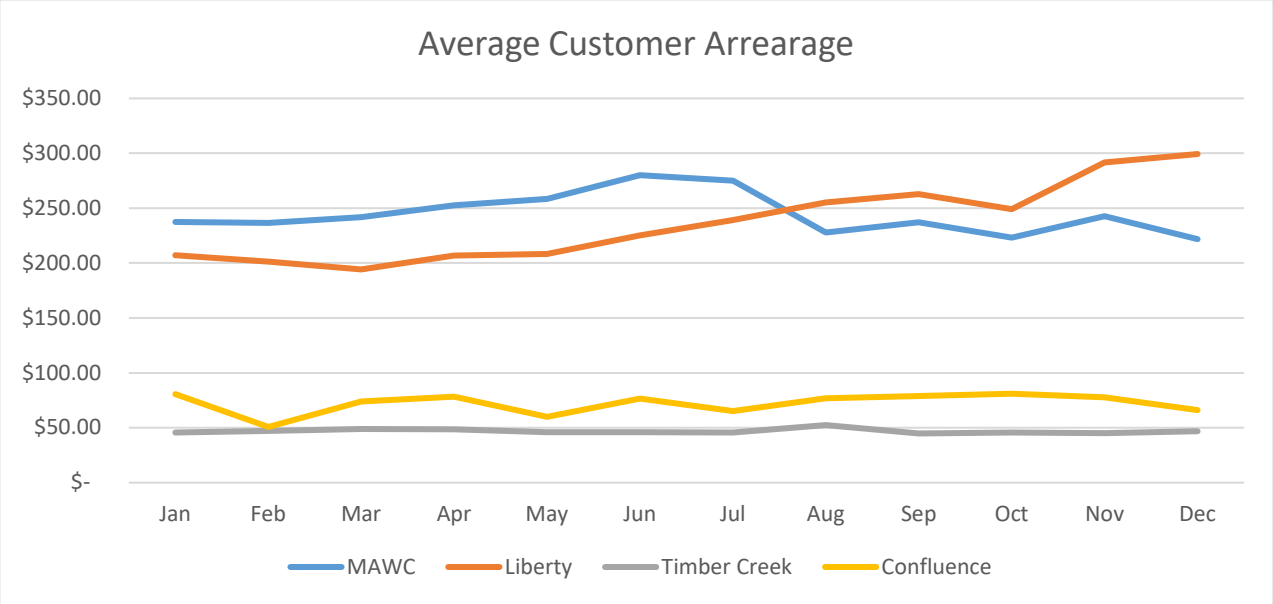
Title	Average Customer Arrearage- Water
Description	The average amount owed for residential customers with a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Missouri American Water- Only include customers with a balance that is 30+ days past due.
Results	

Subsection G- Average Arrearage

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	$179.29	$154.08	$150.84	$152.22	$146.93	$145.29	$141.69	$128.75	$130.78	$133.17	$130.89	$135.18
Liberty	$146.79	$143.49	$138.05	$150.07	$178.06	$199.43	$220.82	$238.14	$260.80	$264.66	$300.59	$316.02
Raytown	$73.87	$70.25	$63.12	$76.77	$68.91	$64.90	$76.64	$77.92	$76.79	$70.09	$74.28	$71.28
Confluence	$59.59	$44.06	$38.81	$42.80	$31.76	$42.45	$36.51	$42.14	$48.00	$52.84	$49.74	$62.39

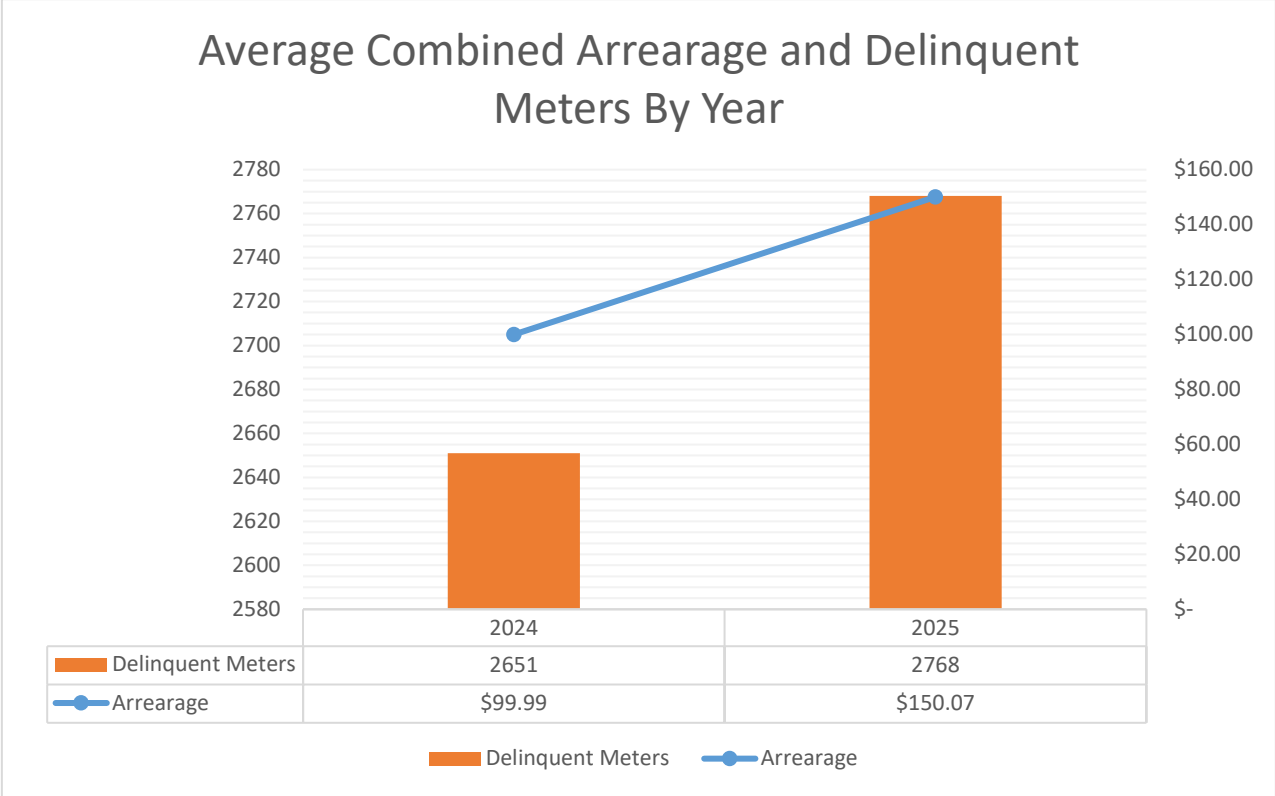


The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of past-due balances. In 2025, across all water utilities, an average of $118.79 was spread out over an average of 42,445 meters. In comparison, March-December 2024 had a lower average arrearage of $89.17 spread out over a higher average of 50,478 meters.

Title	Average Customer Arrearage- Sewer
Description	The average amount owed for residential customers with a past-due balance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Missouri American Water- Only include customers with a balance that is 30+ days past due. Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers with water meters. Revisions include 2024 data.
Results	

Subsection G- Average Arrearage

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	$237.52	$236.51	$241.85	$252.49	$258.41	$280.06	$275.06	$227.86	$237.20	$223.21	$242.57	$221.79
Liberty	$207.17	$201.40	$194.22	$206.89	$208.38	$225.27	$239.27	$255.11	$262.89	$249.10	$291.66	$299.31
Timber Creek	$45.58	$47.03	$49.00	$48.68	$45.86	$45.95	$45.67	$52.41	$44.79	$45.67	$45.14	$46.93
Confluence	$80.54	$50.73	$73.96	$78.30	$60.04	$76.54	$65.14	$76.73	$78.99	$81.00	$77.62	$65.94



The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of past-due balances. In 2025, across all sewer utilities, an average of $150.07 was spread out over an average of 2,768 customers. In comparison, March-December 2024 had a lower average arrearage of $99.99 spread out over a lower average of 2,651 customers.

Assistance Program Monies

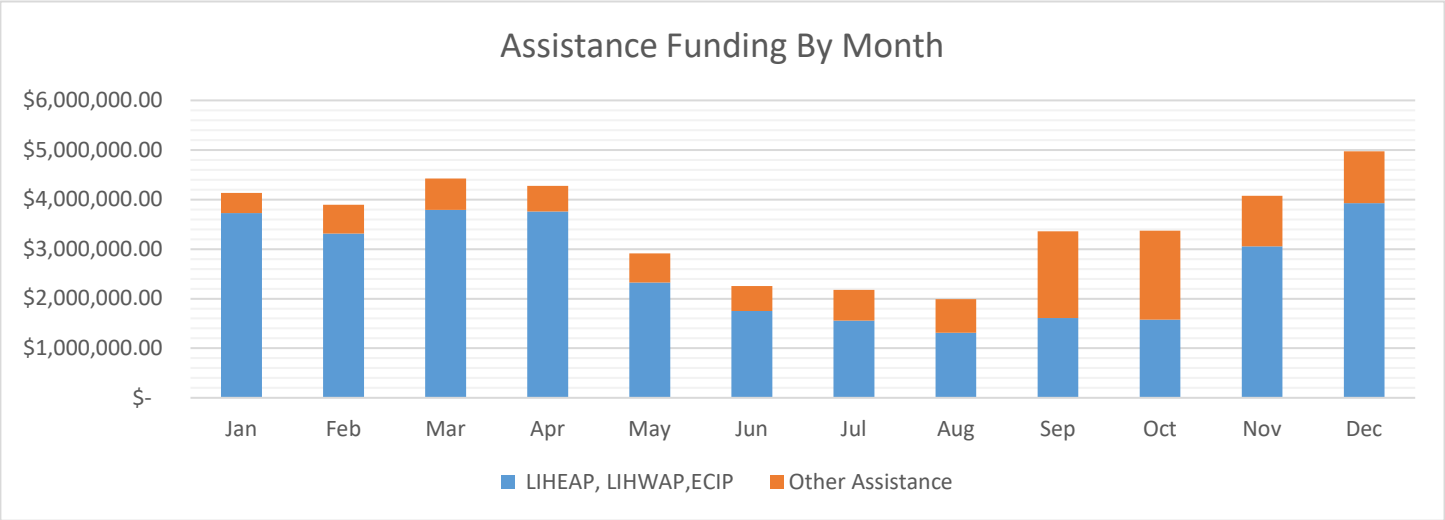
20 CSR 4240-13.075(H) and (I)

H. The total dollar value of any monies received from the Low-Income Home Energy Assistance Program, Low-Income Household Water Assistance Program, or Energy Crisis Intervention Program to pay for a residential meter's delinquent charge, as that term is defined in 20 CSR 4240-13.015(1)(I), during the calendar month.[4]

I. The total dollar value of any monies received from any assistance program other than those referred to in subsection (2)(H) to pay for a residential meter's delinquent charge, as that term is defined in 20 CSR 4240-13.015(1)(I), during the calendar month;

[4] 20 CSR 4240-13.015(1)(I) states: Delinquent charge means a charge for utility service that remains unpaid for at least twenty-one (21) days for a monthly-billed customer and for at least sixteen (16) days by a quarterly billed customer from the date the utility renders the bill, or a charge remaining unpaid after the preferred payment date selected by the customer.

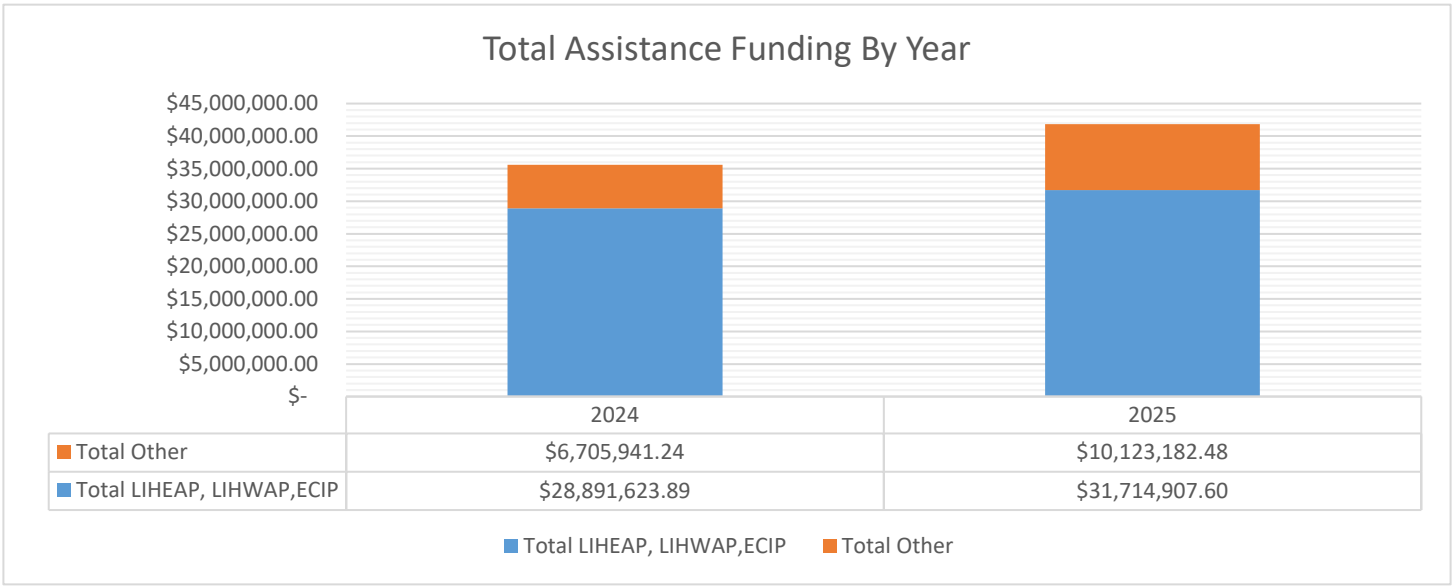
Title	Assistance Program Monies- Electric
Description	The amount of money received by utilities from assistance programs to pay for past-due residential customers' bills. Subsection H combines monies received from the Low-Income Home Energy Assistance Program (LIHEAP), the Low-Income Household Water Assistance Program (LIHWAP), and the Energy Crisis Intervention Program (ECIP) only. Subsection I combines all other types of assistance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Ameren- If an Ameren customer has both electric and gas service, that customer's energy assistance is counted both electric and gas.



Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)

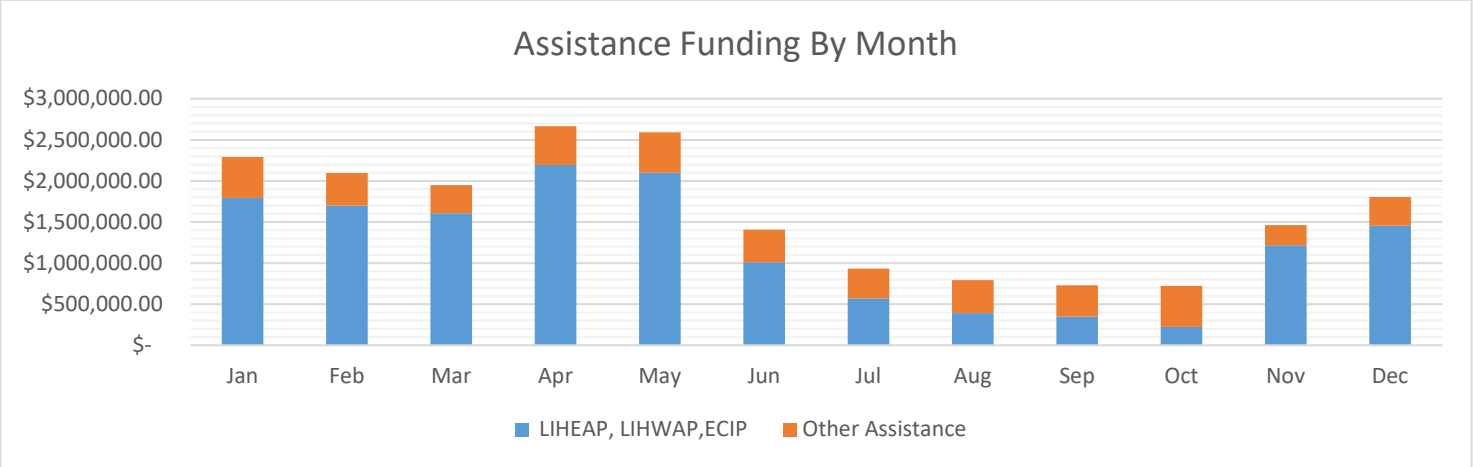
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	$2,165,962.52	$2,085,256.17	$2,033,382.00	$2,257,144.00	$1,308,330.00	$998,928.00	$770,347.00	$786,478.00	$993,786.11	$1,192,158.06	$1,993,782.00	$2,343,164.00
Liberty (Empire)	$591,411.00	$419,868.00	$388,206.00	$488,035.00	$170,903.47	$190,537.00	$184,691.68	$108,766.00	$91,708.00	$71,408.59	$427,361.00	$484,264.00
Evergy West	$486,636.00	$409,097.00	$612,506.00	$497,013.00	$414,355.00	$205,872.00	$305,543.00	$169,699.00	$274,487.00	$108,060.00	$374,117.00	$635,629.00
Evergy Metro	$482,491.00	$402,264.00	$755,753.00	$515,095.00	$434,582.00	$357,708.00	$298,263.00	$250,043.00	$251,329.00	$204,427.00	$259,757.00	$464,304.00

Subsection I- Assistant Monies (all other)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	$317,581.39	$434,615.36	$452,661.18	$345,928.03	$383,758.15	$361,129.62	$461,586.00	$494,414.76	$1,492,180.23	$1,558,017.27	$791,561.54	$858,925.47
Liberty (Empire)	$33,421.02	$34,628.50	$60,363.03	$33,435.78	$40,405.72	$31,100.74	$42,958.86	$53,896.36	$42,360.57	$37,216.54	$26,174.03	$32,346.33
Evergy West	$18,343.00	$35,383.00	$46,035.00	$45,469.00	$57,708.00	$35,513.00	$41,903.00	$41,580.00	$76,678.00	$74,724.00	$76,255.00	$46,757.00
Evergy Metro	$34,911.00	$72,601.00	$75,542.00	$90,562.00	$103,230.00	$71,930.00	$74,979.00	$85,200.00	$135,473.00	$123,712.00	$129,444.00	$108,584.00



Across electric utilities, there was a total of $41,838,090.08 in assistance funding in 2025. This is $6,240,524.95 more than the total amount of assistance funding March-December 2024.

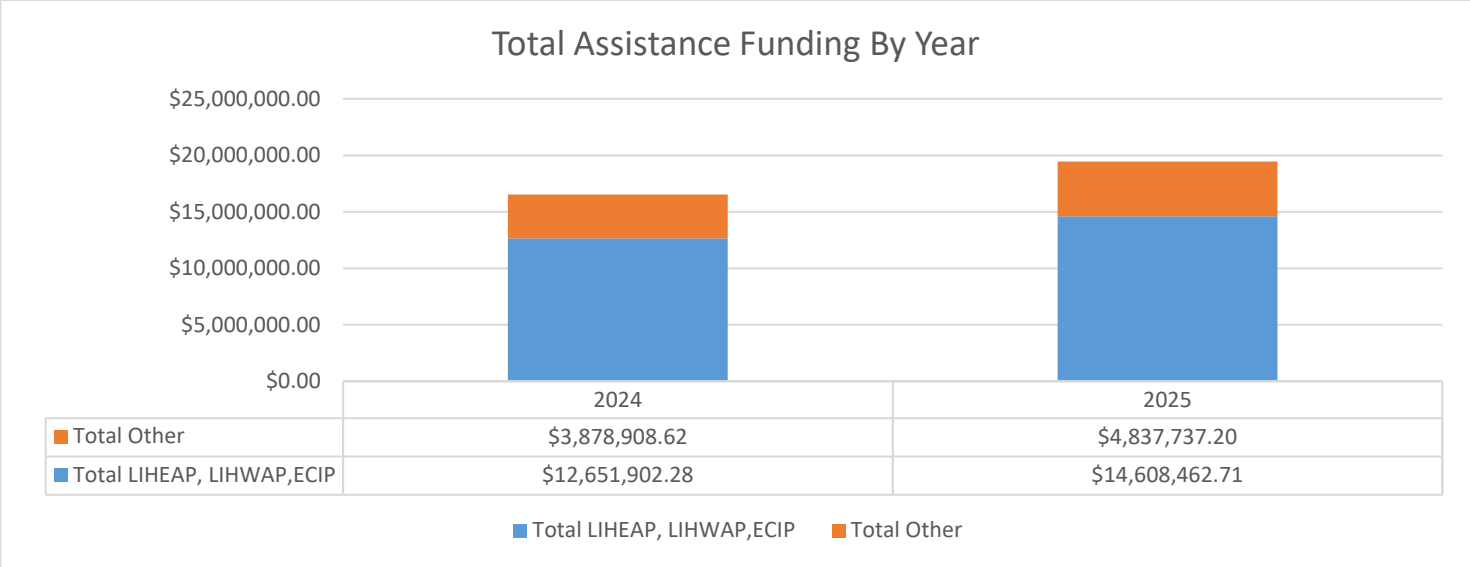
Title	Assistance Program Monies- Gas
Description	The amount of money received by utilities from assistance programs to pay for past-due residential customers' bills. Subsection H combines monies received from the Low-Income Home Energy Assistance Program (LIHEAP), the Low-Income Household Water Assistance Program (LIHWAP), and the Energy Crisis Intervention Program (ECIP) only. Subsection I combines all other types of assistance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. Ameren- If an Ameren customer has both electric and gas service, that customer's energy assistance is counted both electric and gas.



Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)

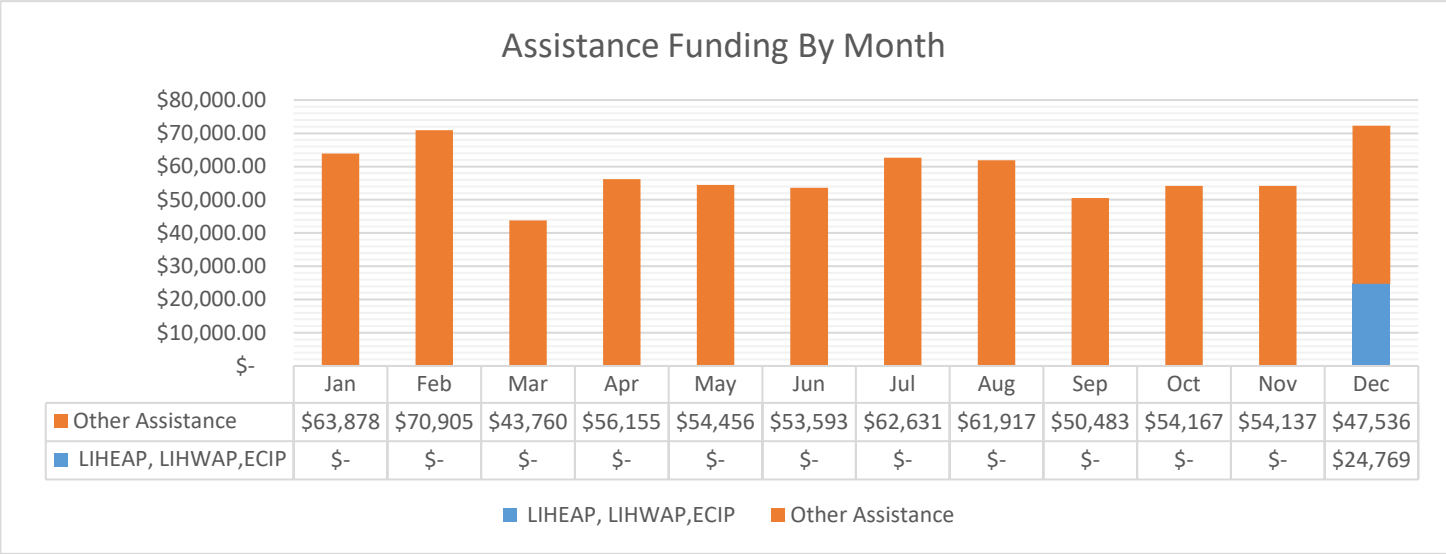
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	$907,507.76	$1,000,557.11	$863,990.97	$814,059.64	$1,155,497.44	$571,652.60	$256,633.77	$174,688.07	$151,729.18	$65,845.19	$278,547.00	$422,810.00
Spire West	$518,861.00	$386,103.00	$327,135.00	$965,832.49	$719,861.06	$285,620.81	$219,699.00	$104,182.00	$108,335.00	$64,360.00	$379,748.04	$566,609.00
Liberty (MNG)	$93,805.30	$64,847.56	$65,525.77	$103,157.30	$53,857.71	$35,048.34	$326.00	$30,492.00	$7,891.00	$1,435.60	$216,862.57	$85,462.43
Empire Gas	$99,871.69	$54,710.11	$70,731.16	$41,971.24	$21,114.00	$20,648.69	$-	$5,302.98	$3,077.35	$3,590.74	$97,678.00	$63,960.96
Ameren	$172,286.00	$192,387.00	$277,475.00	$270,490.29	$148,113.24	$99,164.44	$93,830.00	$76,436.00	$76,217.11	$86,750.00	$216,231.00	$293,081.00
Summit	$-	$2,934.00	$-	$-	$2,282.00	$-	$-	$-	$-	$-	$26,406.00	$23,146.00

Subsection I- Assistant Monies (all other)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	$387,318.89	$240,907.41	$209,619.23	$271,883.97	$327,215.91	$181,788.80	$197,021.76	$285,501.43	$169,905.74	$305,656.26	$117,167.79	$220,545.73
Spire West	$67,041.08	$103,657.38	$73,134.96	$139,216.23	$99,796.61	$160,821.87	$97,491.85	$64,962.49	$104,206.25	$91,931.14	$64,588.99	$75,935.79
Liberty (MNG)	$641.56	$441.59	$703.77	$1,162.17	$580.80	$360.86	$467.19	$192.12	$188.63	$192.51	$172.80	$267.96
Empire Gas	$2,469.57	$2,396.74	$2,528.69	$3,206.20	$2,680.13	$695.69	$2,683.30	$1,625.97	$946.63	$3,136.51	$1,218.50	$1,535.77
Ameren	$42,031.85	$46,703.66	$58,462.83	$54,600.04	$59,101.58	$51,321.23	$65,686.00	$47,926.00	$107,740.80	$100,137.49	$64,543.84	$51,668.66
Summit	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-



Across gas utilities, there was a total of $19,446,199,91 in assistance funding in 2025. This is $2,915,389.01 more than the total assistance funding March-December 2024.

Title	Assistance Program Monies- Water
Description	The amount of money received by utilities from assistance programs to pay for past-due residential customers' bills. Subsection H combines monies received from the Low-Income Home Energy Assistance Program (LIHEAP), the Low-Income Household Water Assistance Program (LIHWAP), and the Energy Crisis Intervention Program (ECIP) only. Subsection I combines all other types of assistance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. LIHWAP funding ended March 31, 2024. Missouri American Water does not distinguish between assistance money for water vs. sewer service.

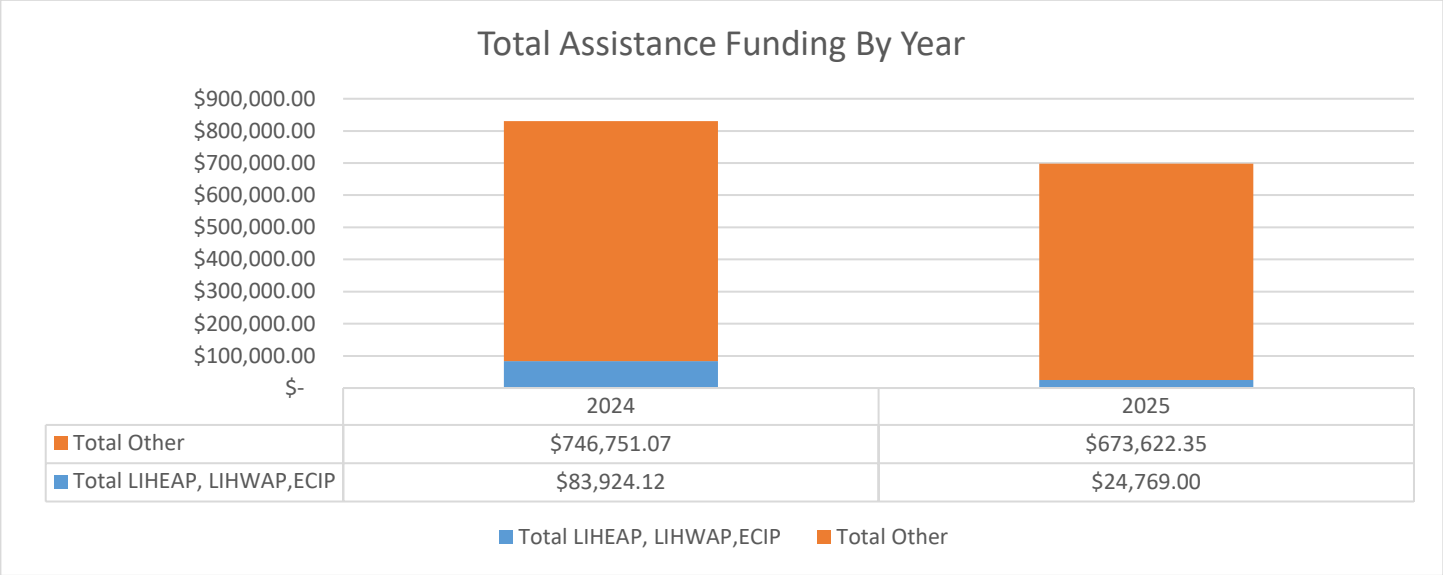


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Other Assistance	$63,878	$70,905	$43,760	$56,155	$54,456	$53,593	$62,631	$61,917	$50,483	$54,167	$54,137	$47,536
LIHEAP, LIHWAP,ECIP	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$24,769

Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)

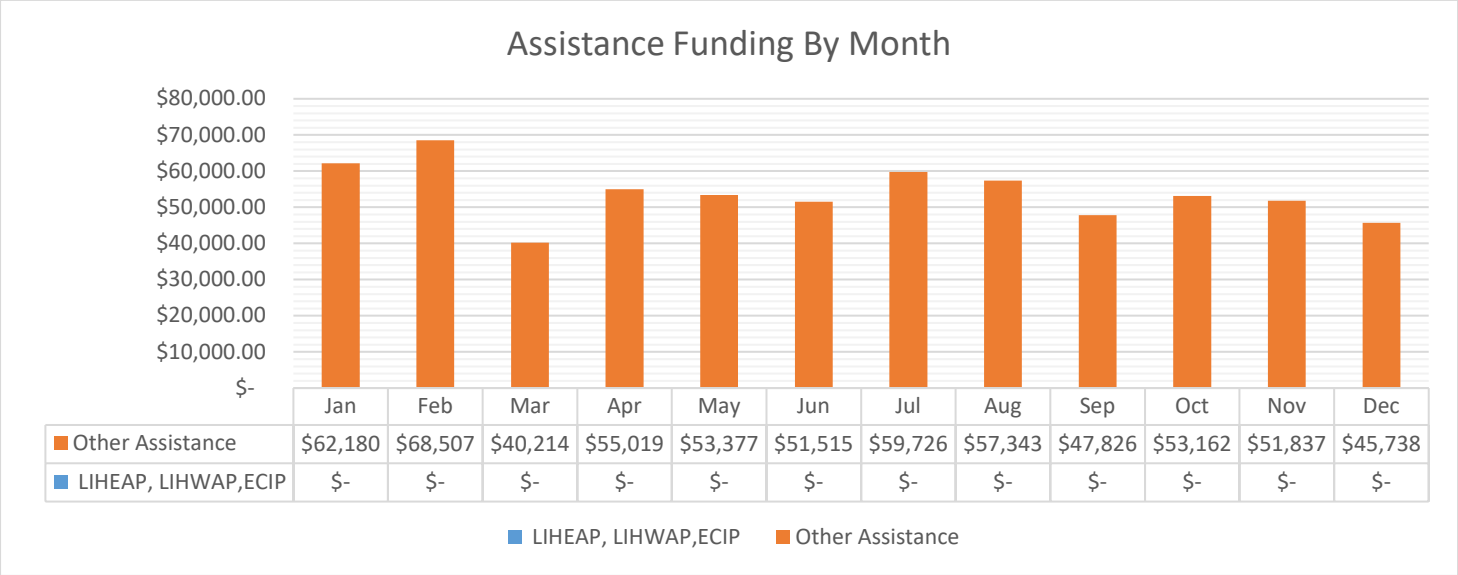
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-
Liberty	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$24,769.00
Raytown	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-
Confluence	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-

Subsection I- Assistant Monies (all other)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	$62,180.55	$68,507.24	$40,214.39	$55,019.60	$53,377.19	$51,515.57	$59,726.48	$57,343.58	$47,826.24	$53,111.33	$51,837.55	$45,738.32
Liberty	$1,527.24	$1,888.44	$3,546.56	$1,136.15	$1,079.05	$1,945.60	$2,566.99	$4,193.62	$2,656.80	$1,056.14	$2,299.46	$1,657.91
Raytown	$170.48	$510.00	$-	$-	$-	$132.00	$337.70	$380.17	$-	$-	$-	$140.00
Confluence	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-



Across water utilities, there was a total of $698,391.35 in assistance funding in 2025. This is $132,283.84 less than the total amount of assistance funding March-December 2024.

Title	Assistance Program Monies- Sewer
Description	The amount of money received by utilities from assistance programs to pay for past-due residential customers' bills. Subsection H combines monies received from the Low-Income Home Energy Assistance Program (LIHEAP), the Low-Income Household Water Assistance Program (LIHWAP), and the Energy Crisis Intervention Program (ECIP) only. Subsection I combines all other types of assistance.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024. LIHWAP funding ended March 31, 2024. Missouri American Water- Does not distinguish between assistance money for water vs. sewer service.

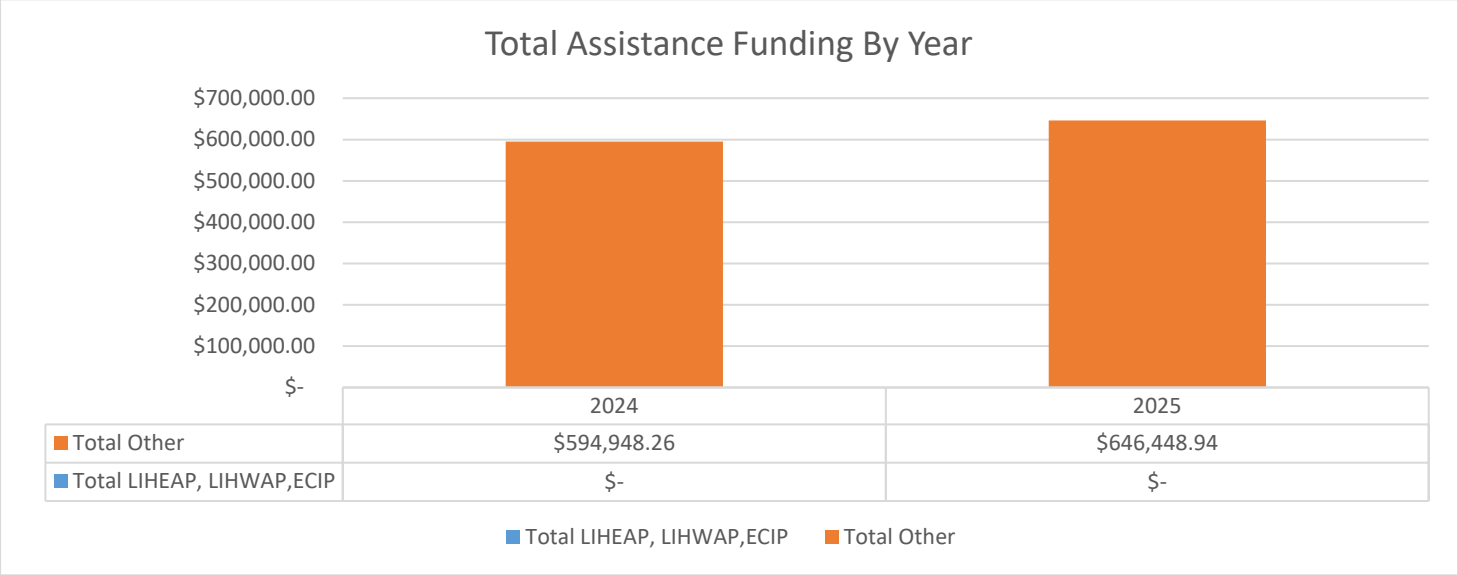


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Other Assistance	$62,180	$68,507	$40,214	$55,019	$53,377	$51,515	$59,726	$57,343	$47,826	$53,162	$51,837	$45,738
LIHEAP, LIHWAP,ECIP	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-

Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-
Liberty	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-
Timber Creek	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-
Confluence	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-

Subsection I- Assistant Monies (all other)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	$62,180.55	$68,507.24	$40,214.39	$55,019.60	$53,377.19	$51,515.57	$59,726.48	$57,343.58	$47,826.24	$53,111.33	$51,837.55	$45,738.32
Liberty	$-	$-	$-	$-	$-	$-	$-	$-	$-	$50.90	$-	$-
Timber Creek	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-
Confluence	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-	$-



Across sewer utilities, there was a total of $646,448.94 in assistance funding in 2025. This is $51,500.68 more than the total amount of assistance funding March-December 2024.

Payment Agreements

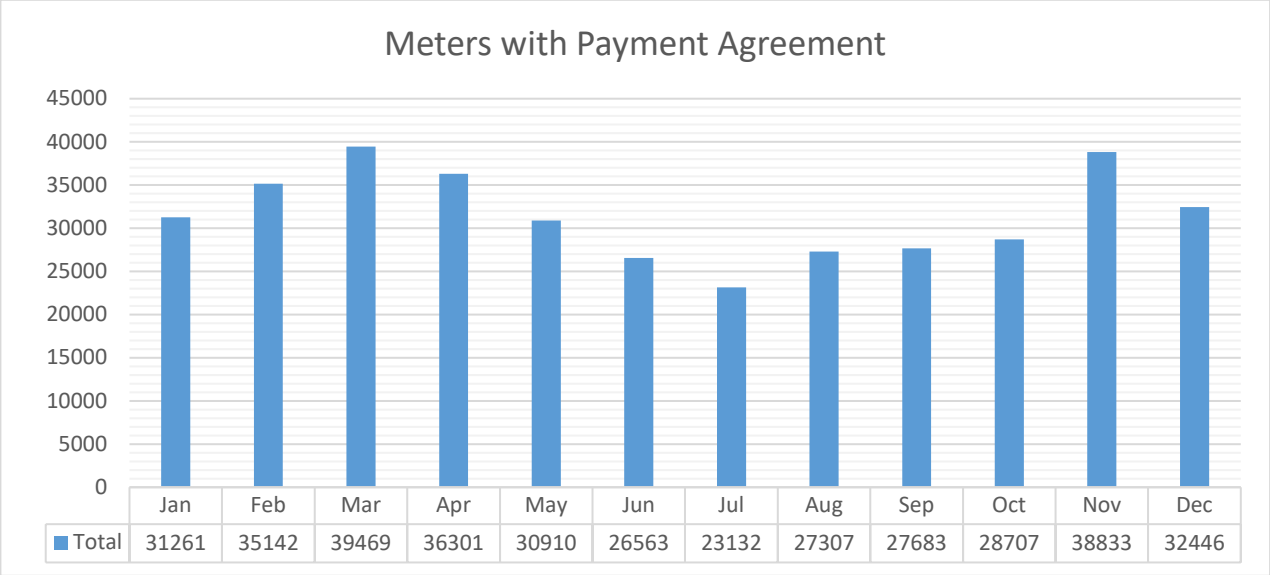
20 CSR 4240-13.075(J)

J. The total number of residential meters for which payment is made for utility services under a payment agreement, as that term is defined in 20 CSR 4240-13.015(1)(W)[5]; settlement agreement, as that term is defined in 20 CSR 4240-13.015(1)(CC)[6]; or payment agreement, as that term is used in 20 CSR 4240-13.055(10)[7], as of the last minute on the last day of the calendar month.

[5] 20 CSR 4240-13.015(1)(W) states: Payment agreement means a payment plan entered into by a customer and a utility.

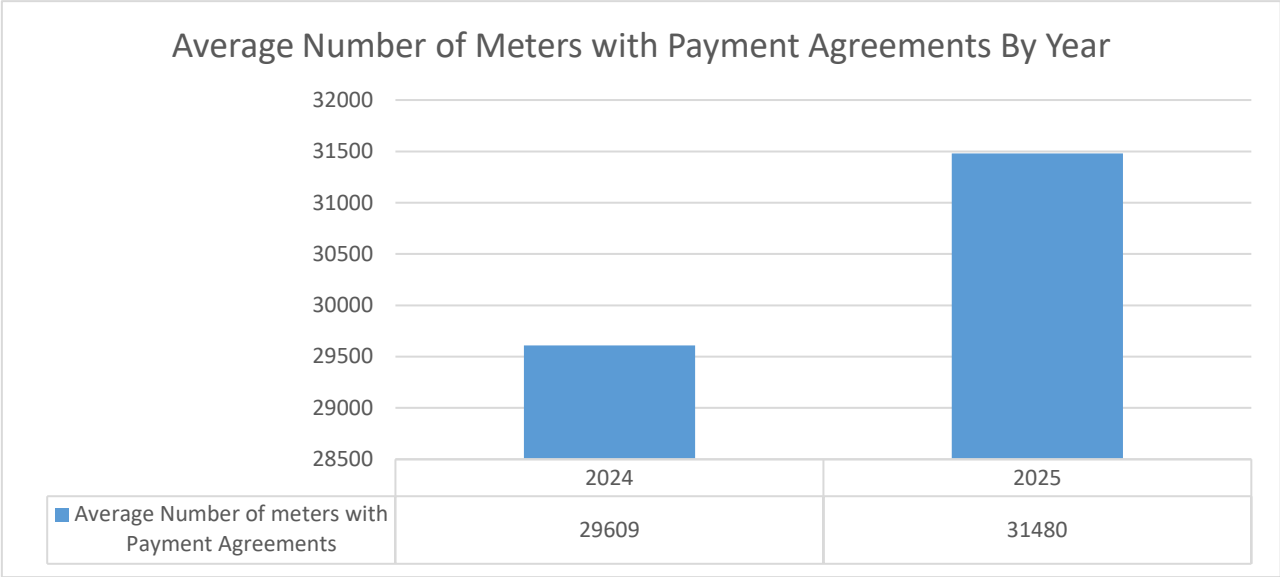
[6] 20 CSR 4240-13.015(1)(CC) states: Settlement agreement means an agreement between a customer and a utility which resolves any matter in dispute between the parties or provides for the payment of undisputed charges over a period longer than the customer's normal billing period.

[7] 20 CSR 4240-13.055(10) specifies payment agreements for service under the Cold Weather Rule.

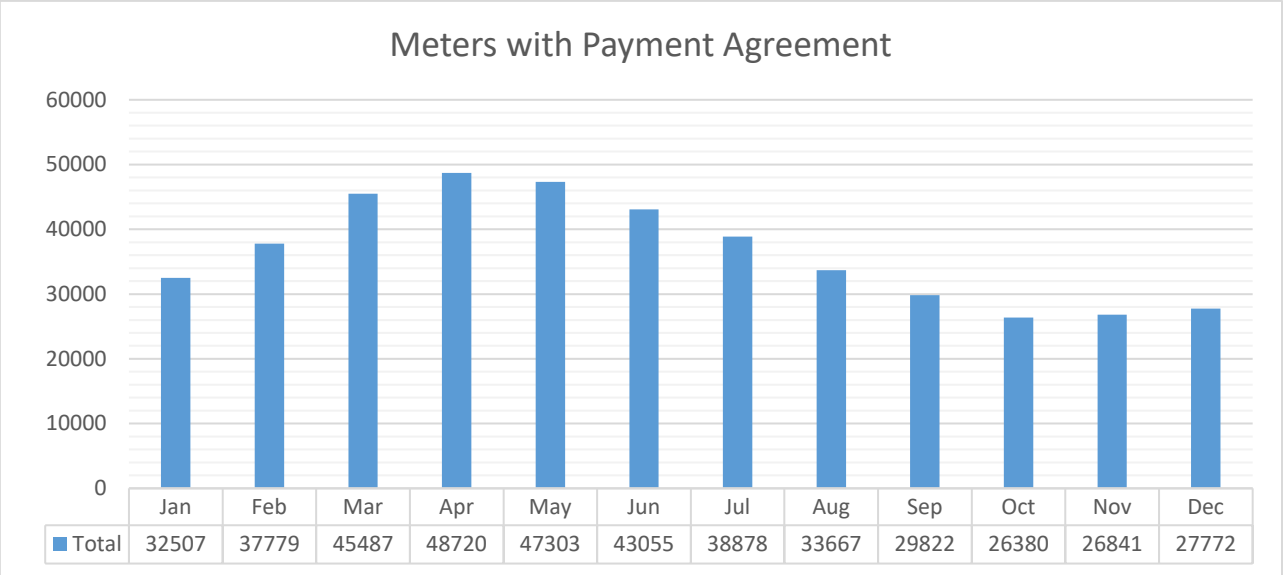
Title	Payment Agreements- Electric
Description	The number of residential meters where service is paid for under terms of a payment agreement or a settlement agreement.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

Subsection J- Payment Agreements

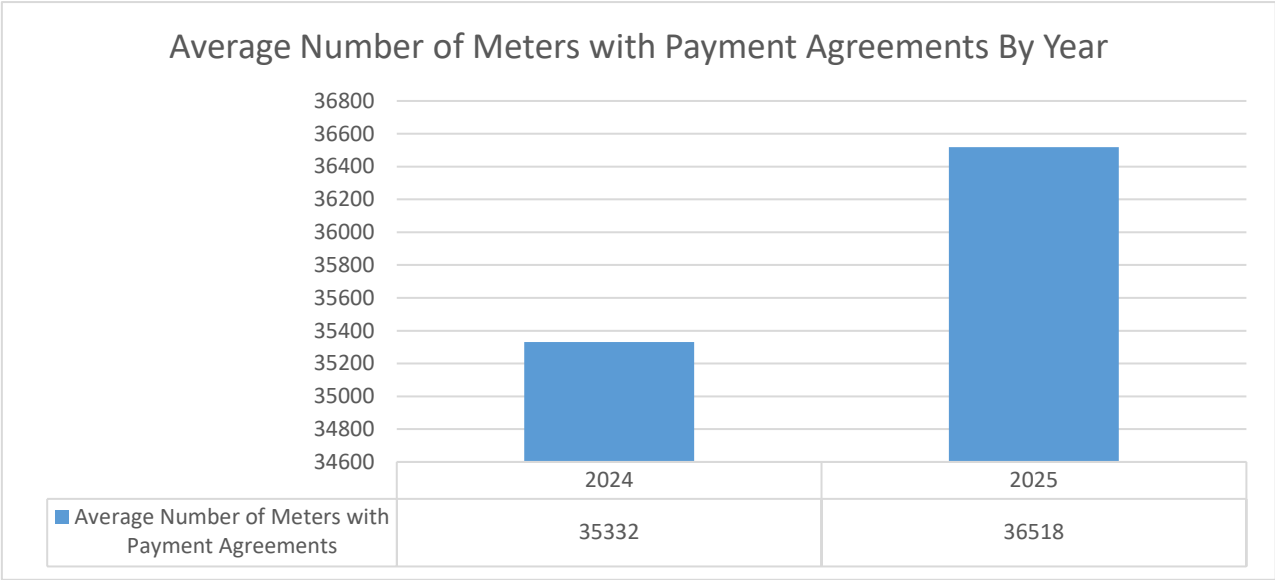
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	8506	9069	9452	7041	5298	4572	6056	9678	8486	5620	11731	9104
Liberty (Empire)	1392	1406	1726	1868	1891	1691	1677	1652	1807	1740	1628	1676
Evergy West	9497	10979	12333	12138	10501	8893	6794	7198	7898	9450	11229	9332
Evergy Metro	11866	13688	15958	15254	13220	11407	8605	8779	9492	11897	14245	12334



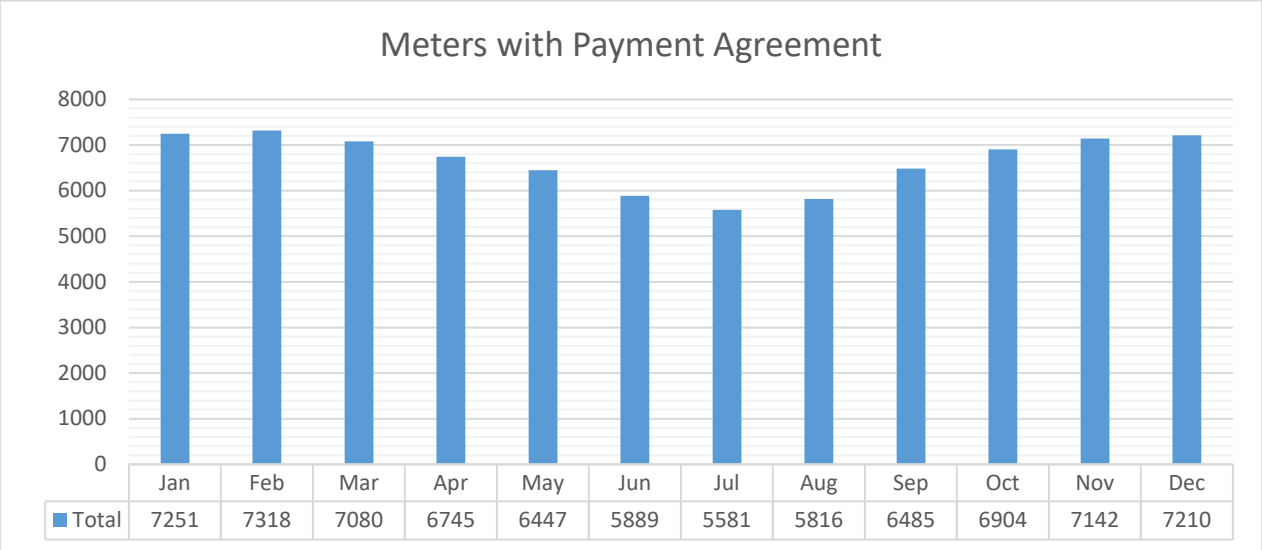
Across electric utilities, there was an average of 31,480 active payment agreements in 2025. This is 1,871 more than the average number of active payment agreements March-December 2024.

Title	Payment Agreements- Gas
Description	The number of residential meters where service is paid for under terms of a payment agreement or a settlement agreement.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

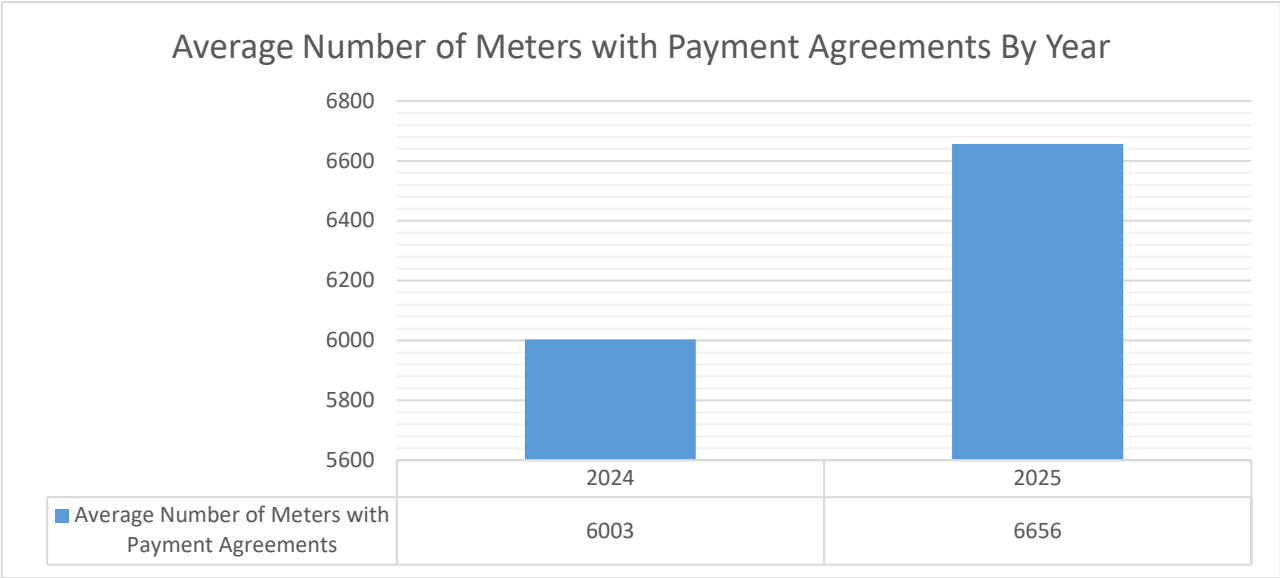
Subsection J- Payment Agreements												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Spire East	16743	19519	23659	25240	24532	22148	20125	17179	15065	13395	13570	13977
Spire West	14757	17035	20420	22196	21673	19932	17682	15329	13782	12303	12269	12928
Liberty (MNG)	221	212	277	344	372	346	366	330	261	209	154	155
Empire Gas	108	112	131	130	129	127	139	113	101	90	89	66
Ameren	664	876	960	751	525	422	510	673	582	346	741	634
Summit	14	25	40	59	72	80	56	43	31	37	18	12



Across gas utilities, there was an average of 36,518 active payment agreements in 2025. This is 1,186 more than the average number of active payment agreements March-December 2024.

Title	Payment Agreements- Water
Description	The number of residential meters where service is paid for under terms of a payment agreement or a settlement agreement.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

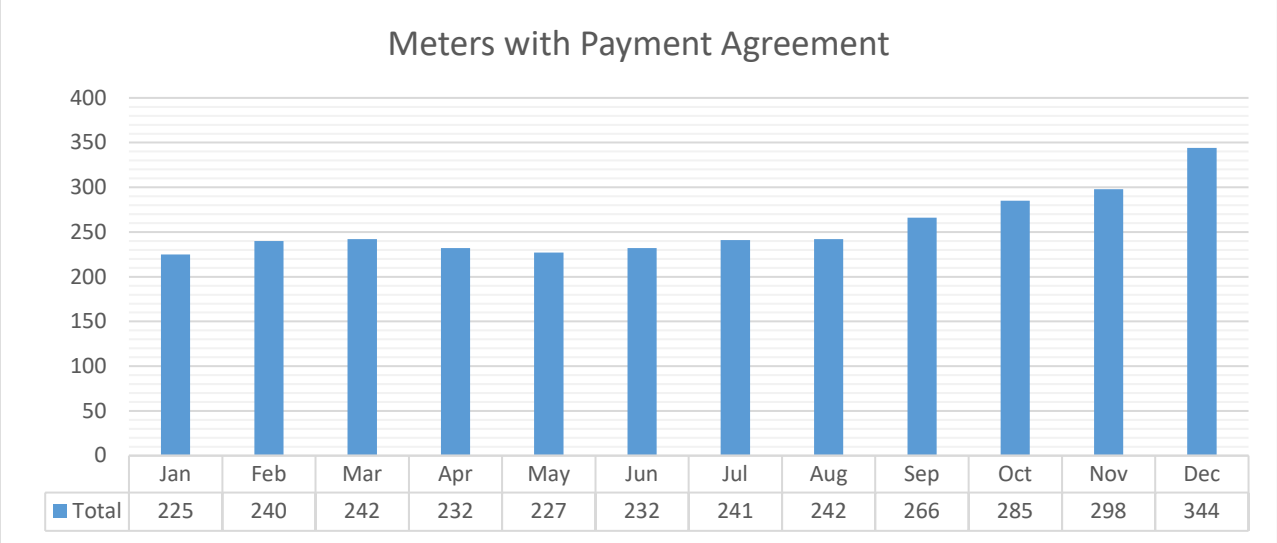
Subsection J- Payment Agreements												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
MAWC	7136	7205	6928	6628	6306	5778	5456	5699	6338	6746	6984	7024
Liberty	80	78	104	100	94	101	113	106	135	133	137	165
Raytown	7	6	4	4	4	4	4	4	5	5	5	5
Confluence	28	29	44	13	43	6	8	7	7	20	16	16



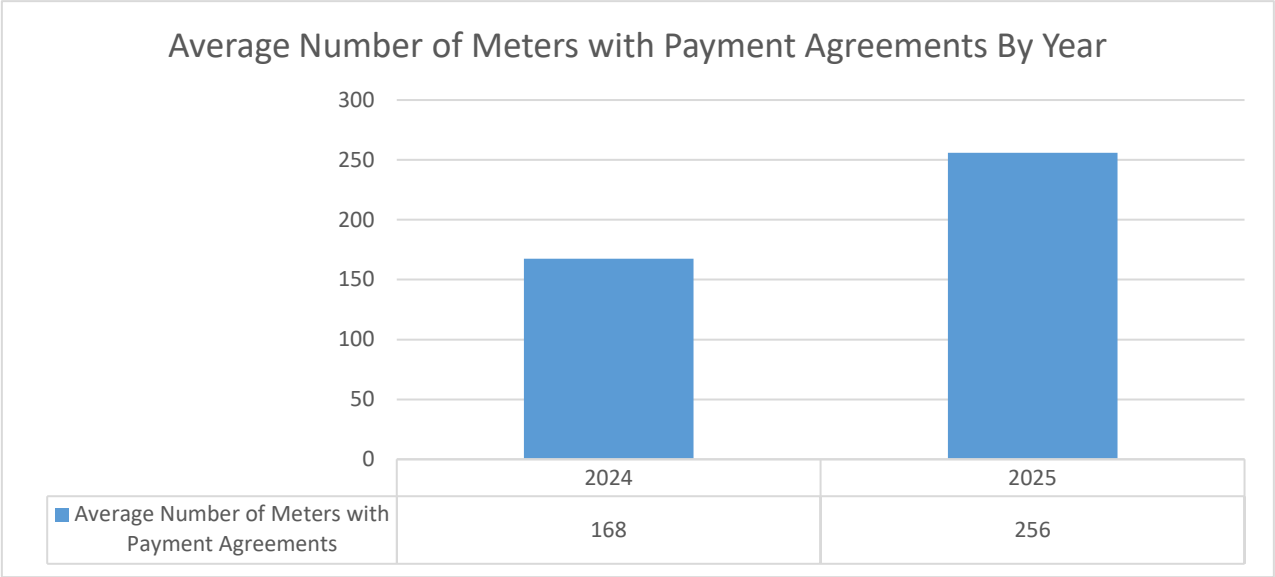
Across water utilities, there was an average of 6,656 active payment agreements in 2025. This is 653 more than the average number of active payment agreements March-December 2024.

Title	Payment Agreements- Sewer
Description	The number of residential sewer connections where service is paid for under terms of a payment agreement or a settlement agreement. Most sewer customers are not metered specifically for sewer service.
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.

Results



Subsection J- Payment Agreements												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
MAWC	199	211	208	203	199	201	196	205	227	249	260	285
Liberty	26	29	34	29	28	31	45	33	39	36	38	47
Timber Creek	0	0	0	0	0	0	0	0	0	0	0	0
Confluence	0	0	0	0	0	0	0	4	0	0	0	12

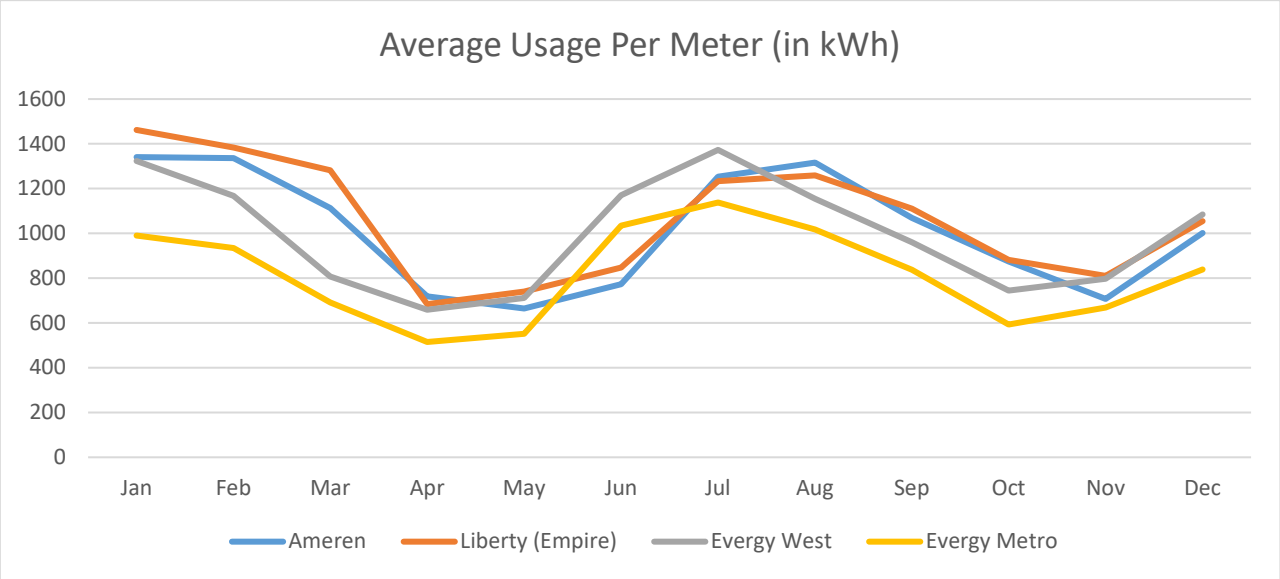


Across sewer utilities, there was an average of 256 active payment agreements in 2025. This is 88 more than the average number of active payments agreements March-December 2024.

Average Usage

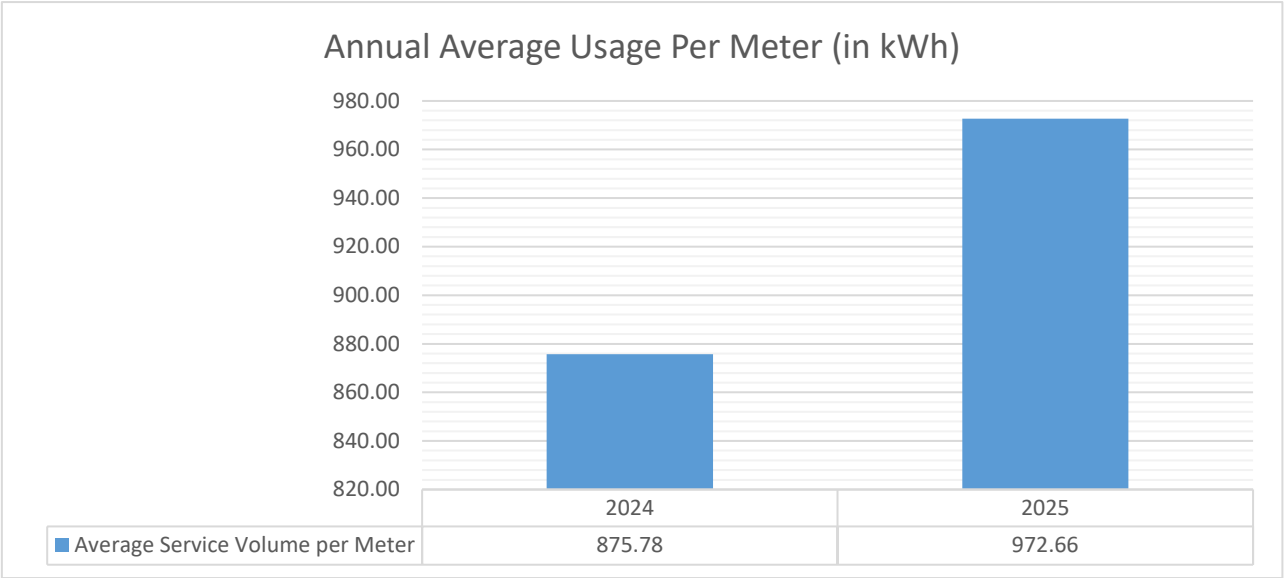
20 CSR 4240-13.075(K)

K. The mean average volume of services billed to each residential meter recorded during the calendar month in kilowatt-hours for electric services, centrum cubic feet for gas services, and thousand gallons of water for water services.

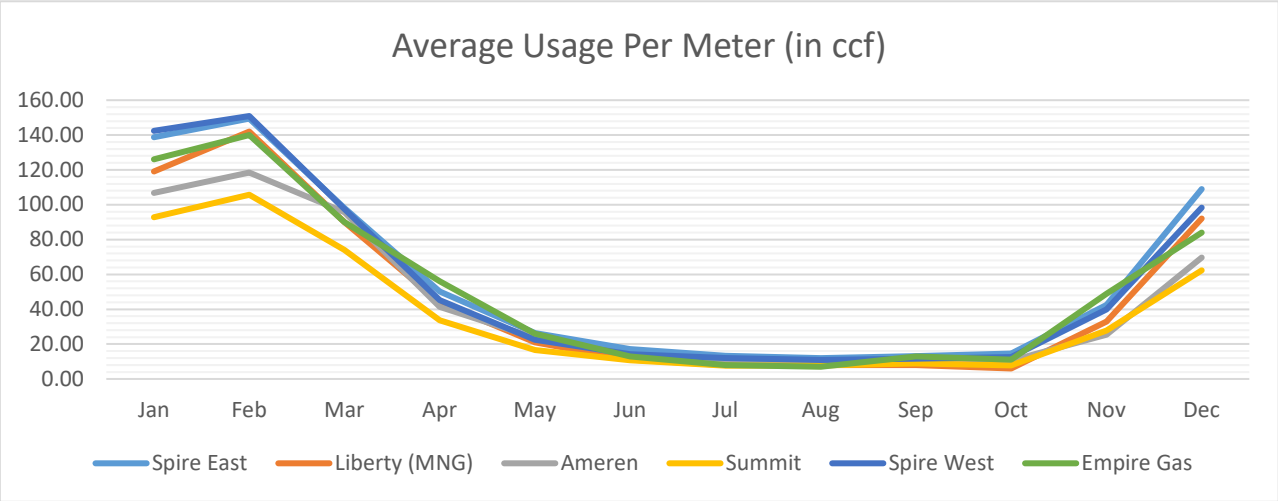
Title	Average Usage- Electric
Description	The average residential electric usage per meter for the given month, in kilowatt-hours (kWh).
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

Subsection K- Average Usage

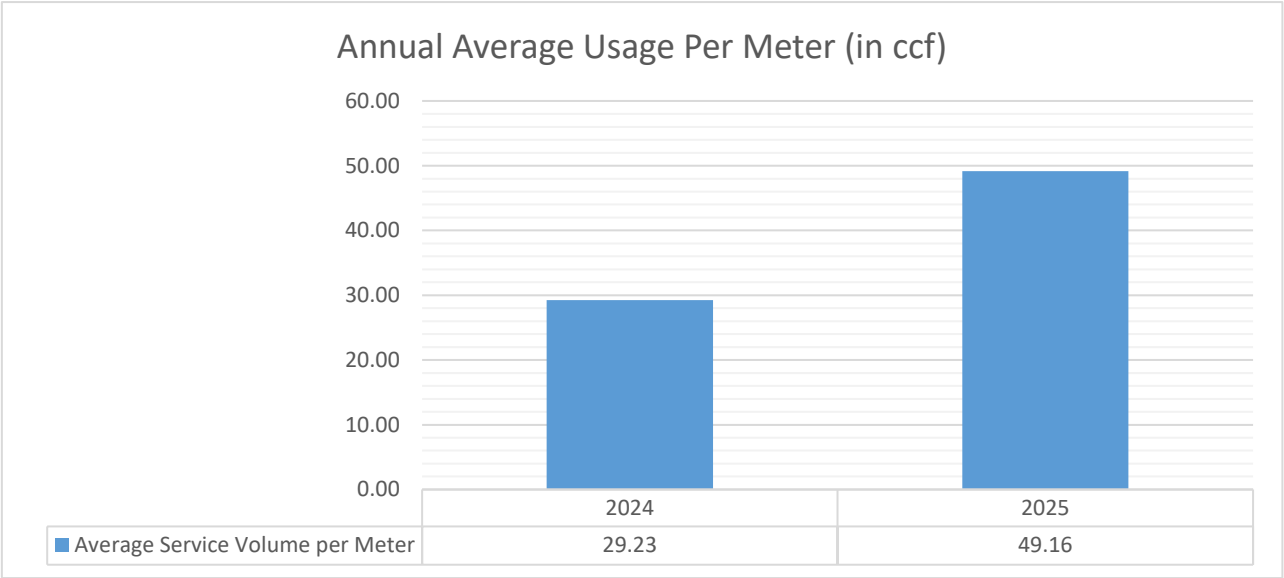
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	1340.81	1336.71	1112.83	718.56	664.58	773.67	1253.38	1316.48	1068.93	874.38	707.94	1002.42
Liberty (Empire)	1462	1384	1282	684	740	847	1233	1259	1110	882	810	1055
Evergy West	1323	1168	808	659	712	1171	1373	1155	960	744	798	1084
Evergy Metro	991	935	692	515	551	1035	1138	1018	838	593	669	839



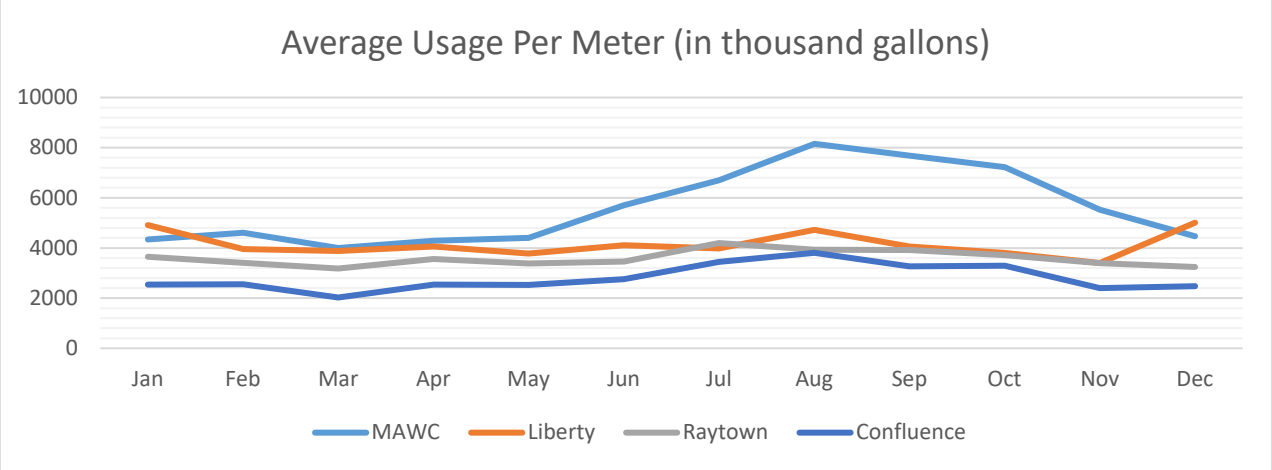
Across electric utilities, the average amount of electricity used was 972.66 kWh. This is 96.88 kWh more than the average amount of electricity used March-December 2024.

Title	Average Usage- Gas
Description	The average residential gas usage per meter for the given month, in centrum cubic feet (CCF).
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

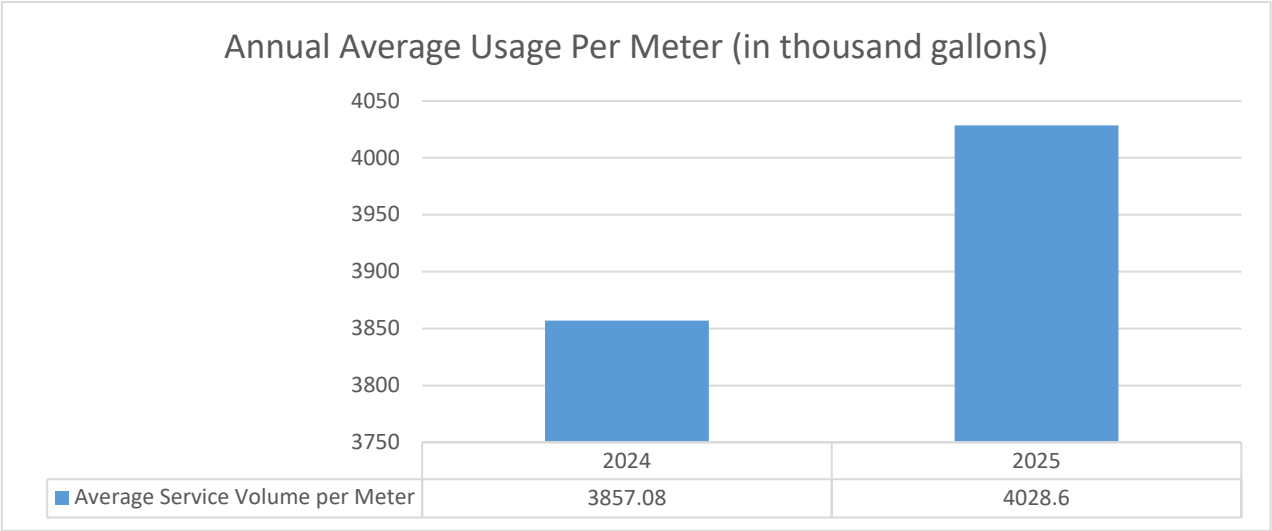
Subsection K- Average Usage												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
Spire East	138.79	149.44	98.07	50.16	26.36	17.06	13.35	11.95	13.10	14.60	42.50	108.90
Spire West	142.47	150.90	97.65	45.20	22.41	14.26	12.04	10.89	11.60	12.60	39.90	98.40
Liberty (MNG)	119.00	142.00	90.00	44.00	21.00	11.00	8.00	8.00	8.00	6.00	33.00	92.00
Empire Gas	126.00	140.00	90.00	56.00	26.00	13.00	8.00	7.00	13.00	11.00	49.00	84.00
Ameren	106.74	118.46	95.84	41.38	23.50	13.78	11.15	9.79	10.31	10.48	25.33	69.64
Summit	92.77	105.73	74.12	33.67	16.57	10.70	7.62	7.71	8.88	7.86	27.88	62.34



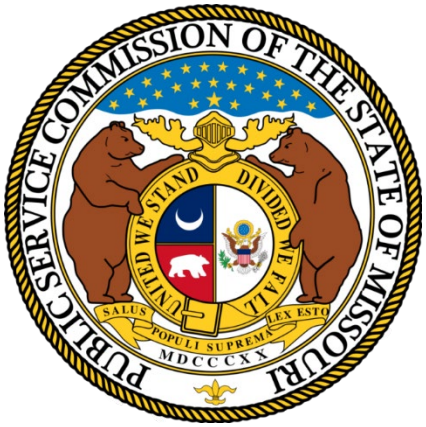
Across gas utilities, the average amount of gas used was 49.16 ccf in 2025. This is 19.93 ccf more than the average amount of gas used March-December 2024.

Title	Average Usage- Water
Description	The average residential water usage per meter for the given month, in thousands of gallons (g).
Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
Results	

Subsection K- Average Usage												
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
MAWC	4340	4608	3999	4290	4402	5700	6696	8153	7680	7223	5520	4464
Liberty	4909	3953	3878	4061	3773	4106	3982	4728	4052	3798	3401	5008
Raytown	3648	3412	3180	3565	3385	3461	4197	3926	3914	3710	3397	3239
Confluence	2546	2549	2025	2539	2526	2753	3441	3807	3267	3287	2394	2481



Across water utilities, the average amount of water used was 4,028.6 g in 2025. This is 171.52 g more than the average amount of water used March-December 2024.



Missouri Public Service Commission

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