

**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 December 30, 2025, *Order Directing Filing*, and for its *Status Report* states as follows:

1. On December 29, 2025, Staff filed its fourth *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 no later than February 27, 2026.
2. On December 30, 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 February 27, 2026.
3. Since Staff’s December 29, 2025, *Status Report*, Staff has continued to meet monthly<sup>1</sup> with Liberty Utilities, and the Office of the Public Counsel (OPC) to discuss Liberty Utilities’ past, present, and future status of its customer service and billing practices, conducted further discovery, and states to the Commission that it has completed its investigation.

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<sup>1</sup> The last meeting occurred on January 22, 2026.

4. Staff is currently in the process of drafting its investigation report. However, it will be unable to meet its anticipated filing date; Staff requires a *short* extension to finalize its report and prepare it for filing.

5. Thus, 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 March 6, 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/ 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 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 26<sup>th</sup> day of February, 2026.

/s/ Mark Johnson