

3. Respondent's address is:

PO Box 127

(Address of complainant)

Joplin

(City)

MO

(State)

64802

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$

(if your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Complainant requests that the Commission: (1) require Liberty Utilities to allow operation of the solar and battery system upon completion of required inspection/PTO; (2) prohibit Liberty from enforcing non-tariff requirements, including 24/7 unrestricted access, immediate dog restraint demands, and relocation of installed equipment; (3) require reasonable notice and coordinated access; (4) prohibit lockout of customer-owned equipment absent documented safety, reliability, or power-quality concerns; (5) require compliance with Rider NM and 4 CSR 240-20.065; and (6) investigate Liberty's net-metering/interconnection practices.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

Liberty acted beyond its filed tariff. Rider NM requires only reasonable access, not unannounced, immediate, or 24/7 unrestricted access. A Liberty field technician appeared without prior notice and demanded immediate access, including that dogs be put up immediately. Liberty also refused to provide the technician's last name/identification. These requirements and actions are not contained in the NMA or Rider NM.

Continued Section 7: Liberty required a 21-day shutdown/lockout, although the 21-day language is the utility's inspection/notice deadline, not a customer shutdown requirement. Liberty also required relocation outside a fenced area and lockout/tagout without a documented safety issue. Legal references: §§ 386.250 and 393.140 RSMo; 4 CSR 240-20.065; Rider NM Section D(1). See Exhibits A and B.

8. The Complainant has taken the following steps to present this matter to

the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

Complainant communicated with Liberty Utilities by email and attempted to coordinate inspection, testing, and access. Complainant requested clarification regarding system operation, advised that the system was not backfeeding, and attempted to accommodate a scheduled test while addressing dog safety and storm-related property issues. Despite these efforts, Liberty attempted unannounced access, required immediate dog restraint, required shutdown/lockout, imposed conditions not found in the tariff, threatened law-enforcement involvement for access, and has not resolved the matter.

May 4, 2026

Date

Christopher Perkin

Signature of Complainant

Complainant's Phone Number

Christopher Perkin
Complainant's Printed Full Name

N/A

Alternate Contact Number

Complainant's E-mail Address

*Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not** send **originals** of any supporting documentation.*

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