

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of the Application of Ryan)
Edwards for Change of Electric Supplier to)
Ozark Electric Cooperative, Inc. from The) **Case No. EO-2026-0306**
Empire District Electric Company d/b/a)
Liberty)

ORDER DIRECTING NOTICE, ADDING PARTIES, AND DIRECTING RESPONSES TO APPLICATION

Issue Date: May 5, 2026

Effective Date: May 5, 2026

On May 4, 2026, Ryan Edwards filed an application with the Commission requesting a change of electric supplier from Ozark Electric Cooperative (Ozark Electric) to The Empire District Electric Company d/b/a Liberty.

The Commission will direct its Data Center to send notice of the application to Liberty and Ozark Electric. Because they are necessary parties, Liberty and Ozark Electric will be joined as parties to this proceeding and will be directed to file responses to the application. The Commission will also direct the Staff of the Commission to file a recommendation.

THE COMMISSION ORDERS THAT:

1. The Data Center of the Missouri Public Service Commission shall send this order, with a copy of the application, to Liberty and Ozark Electric.
2. Liberty and Ozark Electric are made parties to this proceeding and shall each file a response to the application no later than May 26, 2026.
3. The Staff of the Commission shall file a pleading no later than June 3, 2026, stating a date by which it can submit a recommendation about the application.

4. This order is effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Ronald D. Pridgin, Deputy Chief
Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 5th day of May, 2026.

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

FILED
May 4, 2026
Missouri Public
Service Commission

In the matter of the application of)
Ryan Edwards) Case No: _____
(Name of Applicant))
for change of electric supplier.)

APPLICATION FOR CHANGE OF ELECTRIC SERVICE PROVIDER

1. Applicant's address is: 6406 W Farm Rd 94, Springfield, MO 65803

2. The name of Applicant's current electric service provider is:
Liberty Utilities

3. Applicant requests the Missouri Public Service Commission to order a
change of electric supplier to the address indicated above.

4. Applicant requested the Commission to order a change of electric supplier
from Liberty Utilities
to Ozark Electric Cooperative (Current)
(Requested)

5. Applicant requests the Missouri Public Service Commission to order a change
of electric provider for the following reasons:*

Customer service & payment/billing issues that have caused confusion, financial
disruption, and loss of confidence. I have experienced missing and duplicate bills,
multiple charges at once, and a duplicate payment after a processing error. Most
recently, a \$0.00 autopay triggered a shutoff notice and canceled my balanced
Billing. Ozark Electric Cooperative have confirmed service on my road.

6. Applicant has taken the following steps in an attempt to work out electric service problems with the electric service provider:
I have made multiple attempts to resolve these issues directly with Liberty Utilities to determine what had happened, clarify the status of my account, and understand what actions were needed to correct the issue. The billing and payment information available to me was often unclear or inconsistent, requiring direct contact with customer service to make sense of the situation.

WHEREFORE, Applicant requests the Missouri Public Service Commission to issue an Order which changes the current electric service provider.

4-27-26

(Date)

Rtea41@gmail.com

(E-mail Address)


Signature of Applicant

573-418-7790

(Phone Number)

*If reason for change is poor service, outages, low voltage, etc., applicant should submit a record of service problems covering at least 90 days, including dates and times of problems to the extent possible. Applicant should also attempt to determine reasons for any service problems. For instance, if electric service was out or you are experiencing blinking lights, you should contact the supplier of electric service to determine the problem, and include this information with the application. (If the reasons from the supplier was a storm, car hitting pole, trees in line, conductor fell down, or whatever the supplier states for the problem, this should be noted.)

STATE OF MISSOURI)
)
COUNTY OF Greene) SS.
Lawrence

VERIFICATION

Ryan Edwards, on oath, states that he/she has read the foregoing application and is familiar with its contents and the matters set forth therein are true to the best of his/her knowledge, information and belief.

R Edwards
(Signature of Applicant)

SWORN TO BEFORE ME, the undersigned Notary Public on this the 29th day of April, 2026.

Emma Hankins
Notary Public

My Commission Expires: April 30, 2027

EMMA HANKINS
Notary Public - Notary Seal
STATE OF MISSOURI
Lawrence County
My Commission Expires Apr. 30, 2027
Commission #23603199

RYAN EDWARDS
6406 W. FARM 94
Springfield, MO 65803

SPRINGFIELD MO 658

30 APR 2026 AM 3 L



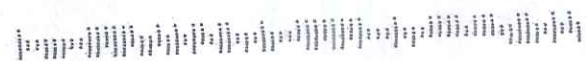
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-

RECEIVED

MAY 04 2026

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

65102-036060



STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

Pursuant to 386.290, RSMo., 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 5th day of May, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

May 5, 2026

Case No: EO-2026-0306

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

**Office of the Public Counsel Liberty (Empire)
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Legal Department
602 S. Joplin Avenue
P.O. Box 127
Joplin, MO 64801
diana.carter@libertyutilities.com

Ozark Electric Cooperative, Inc. Ryan Edwards

Legal Department
Highway 39 N.
P.O. Box 420
Mt. Vernon, MO 65712

Ryan Edwards
6406 W. Farm Rd. 94
Springfield, MO 65803
rtea41@gmail.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



**Nancy Dippell
Secretary**

¹

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