

From: [Kenan Klein](#)
To: [Missouri Public Service Commission; Consumer Services](#)
Subject: Public Comment – Case No. EA-2025-0299 (Joplin Resident)
Date: Friday, April 3, 2026 10:05:31 PM

To the Missouri Public Service Commission,

Please include this email as part of the official record for Case No. EA-2025-0299.

My name is Kenan Klein, and I am a resident of Joplin, Missouri and a Liberty Utilities customer.

I understand the importance of investing in reliable infrastructure and planning for future energy needs. However, I have serious concerns about the timing, cost burden, and level of risk being placed on customers.

Based on the information provided, this proposed project is not expected to be operational until approximately 2030, with construction beginning around 2028–2029. This creates a significant gap between when customers may be asked to bear increased costs and when they will receive any direct benefit.

This is not a new concern. Similar issues were raised by customers in 2025, and it is important that those concerns are meaningfully addressed before moving forward.

Additionally, recent findings from the Missouri Public Service Commission raise further concern. A year-long investigation identified widespread deficiencies in Liberty Utilities' billing and customer service, affecting tens of thousands of customers. At one point, nearly half of electric customers experienced delayed billing, with some receiving multiple months of charges at once. The report also documented billing errors, overcharges, and violations of commission rules.

In this context, it is difficult to justify placing additional financial burden on customers when current service and systems have not yet been stabilized or improved.

Costs continue to rise, while service quality and customer experience have not consistently improved. This has led to growing frustration and a loss of trust among customers.

In a competitive environment, customers would have the option to seek better service elsewhere. However, as a regulated monopoly, customers do not have that choice. Over time, this dynamic risks making communities like Joplin and Jasper County less attractive compared to nearby areas where utility costs and service reliability may be more favorable.

I respectfully ask the Commission to consider the following:

- What protections are in place for customers during the multi-year gap before this project is operational?
- How will customers be protected from cost overruns or project delays?
- To what extent is Liberty Utilities sharing in the financial risk?
- How is prior customer feedback from 2025 being meaningfully addressed in this

proposal?

Customers should not be placed in a position where they are funding long-term infrastructure while current service issues remain unresolved.

I respectfully request that the Commission ensure strong oversight, accountability, and fairness for customers as this case is reviewed.

Thank you for your time and consideration.

Sincerely,

Kenan Klein

Joplin, Missouri