

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

In the Matter of a Working Case for)
Commission Review and)
Consideration of Utility Assistance) **Case No. OW-2026-0085**
Programs and Special Alternative)
Residential Customer Rates)

NOTICE

Issue Date: May 14, 2026

The Commission submits its 2025 Annual Residential Customer Disconnection Report into this case.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

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 14th day of May, 2026.

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)

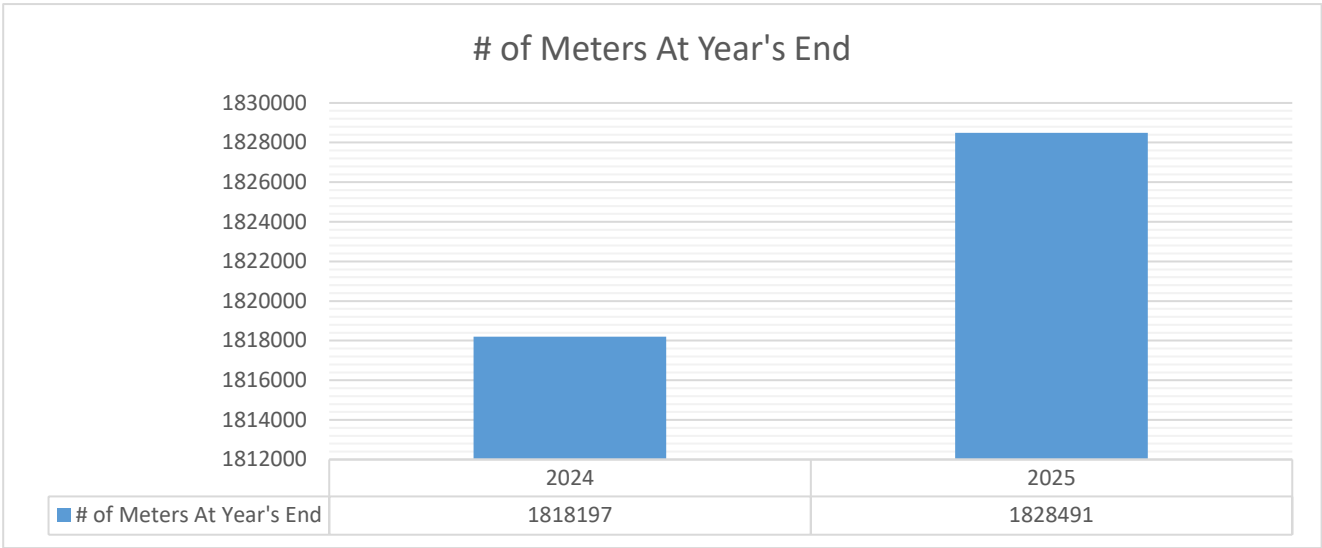
- A. The total number of residential meters actively receiving service as of the first minute on the first calendar day of the calendar month.
- B. The total number of residential meters actively receiving service as of the last minute of the last calendar day of the calendar month.

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





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

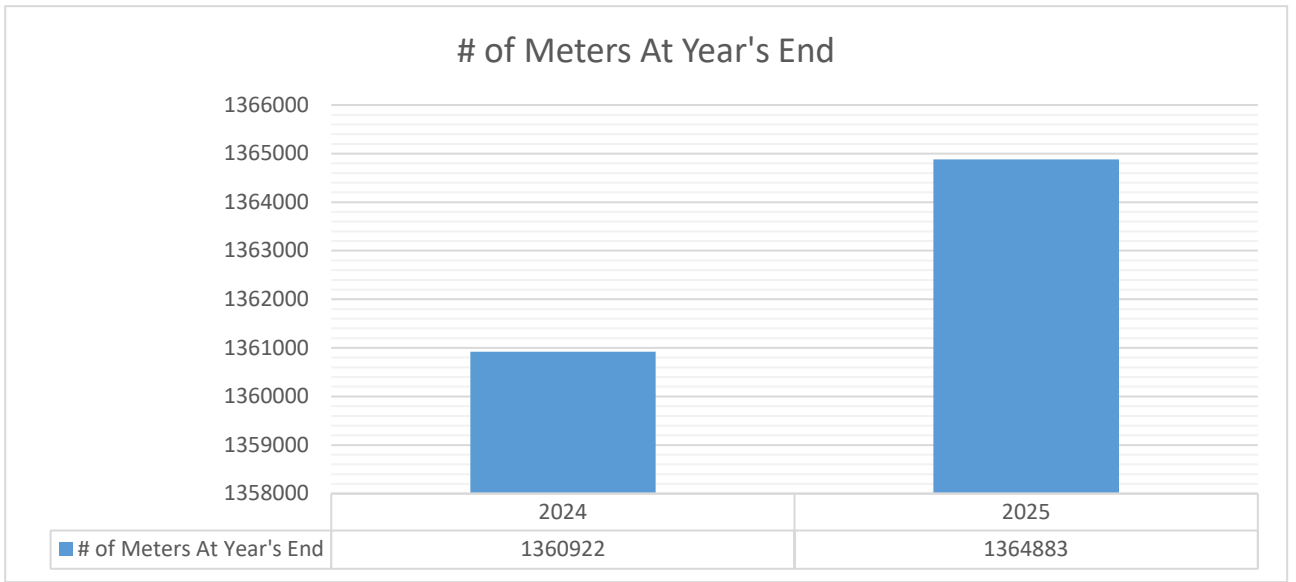
Description The total number of residential meters actively receiving service as of the beginning of the month, and the total number of residential meters receiving active service at the end of the month.

Notes None



	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

	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

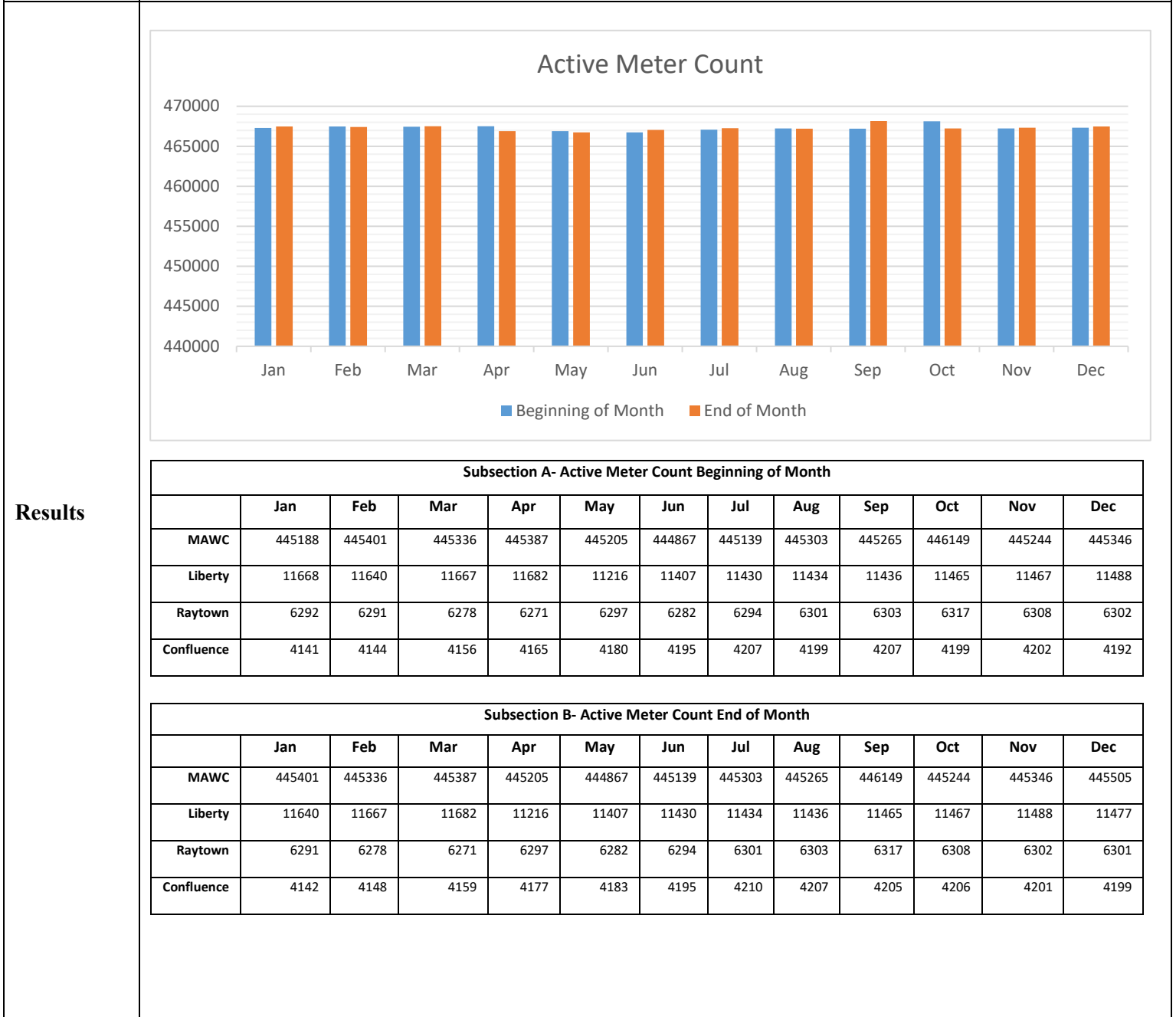


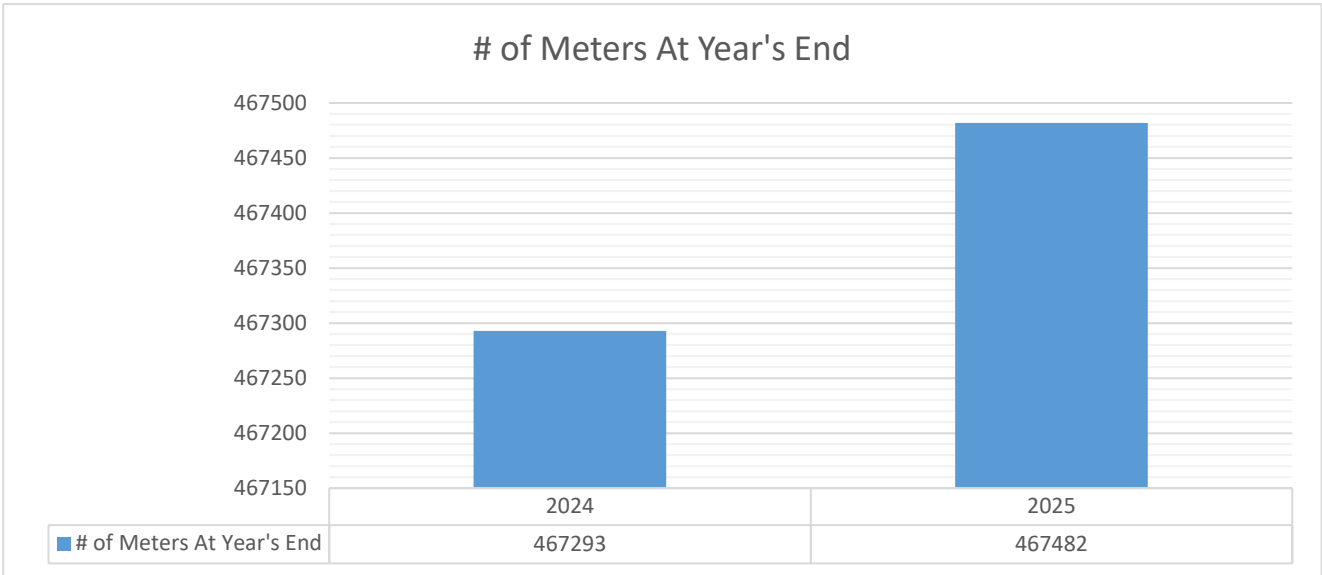
Across all gas utilities, there were a total of 1,364,883 active meters at the end of 2025. This is 3,961 more than the number of active meters at the end of 2024.

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.



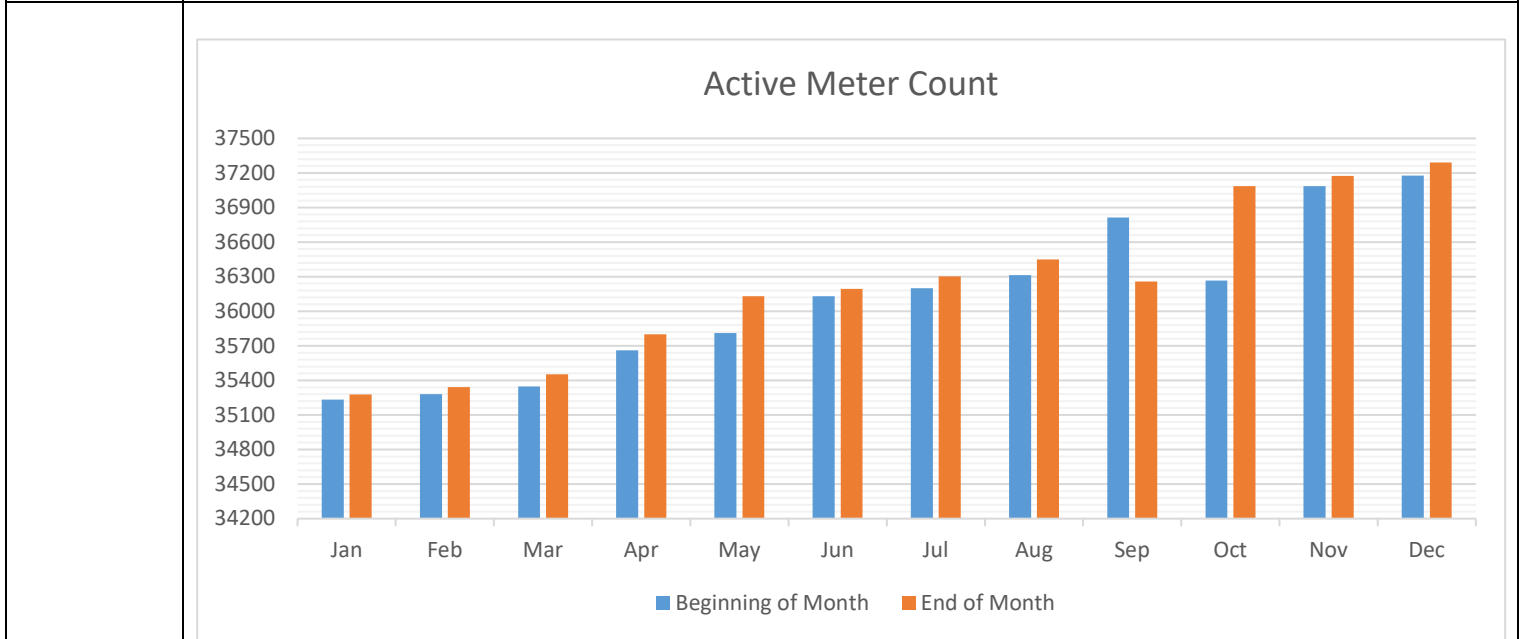


Across water all utilities, there were a total of 467,482 active meters at the end of 2025. This is 189 more than the number of active meters at the end of 2024.

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.

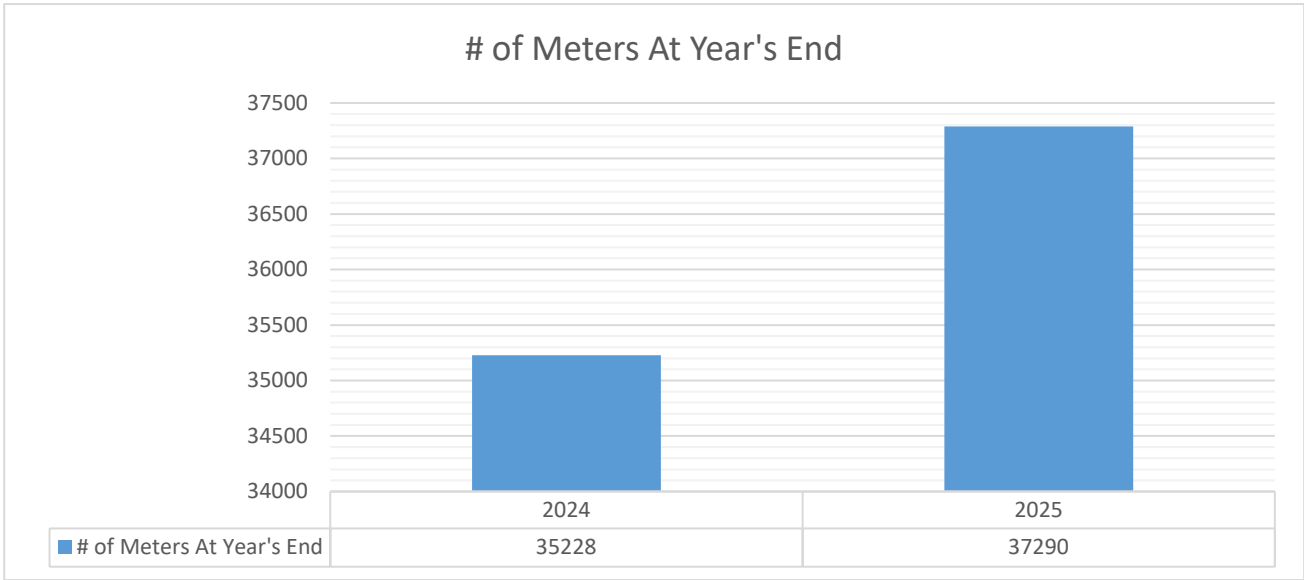
Notes Missouri American Water provides active meters as of the first and last day of the month, but not the first and last minute of the month.
 Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers with water meters. Revisions include 2024 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)

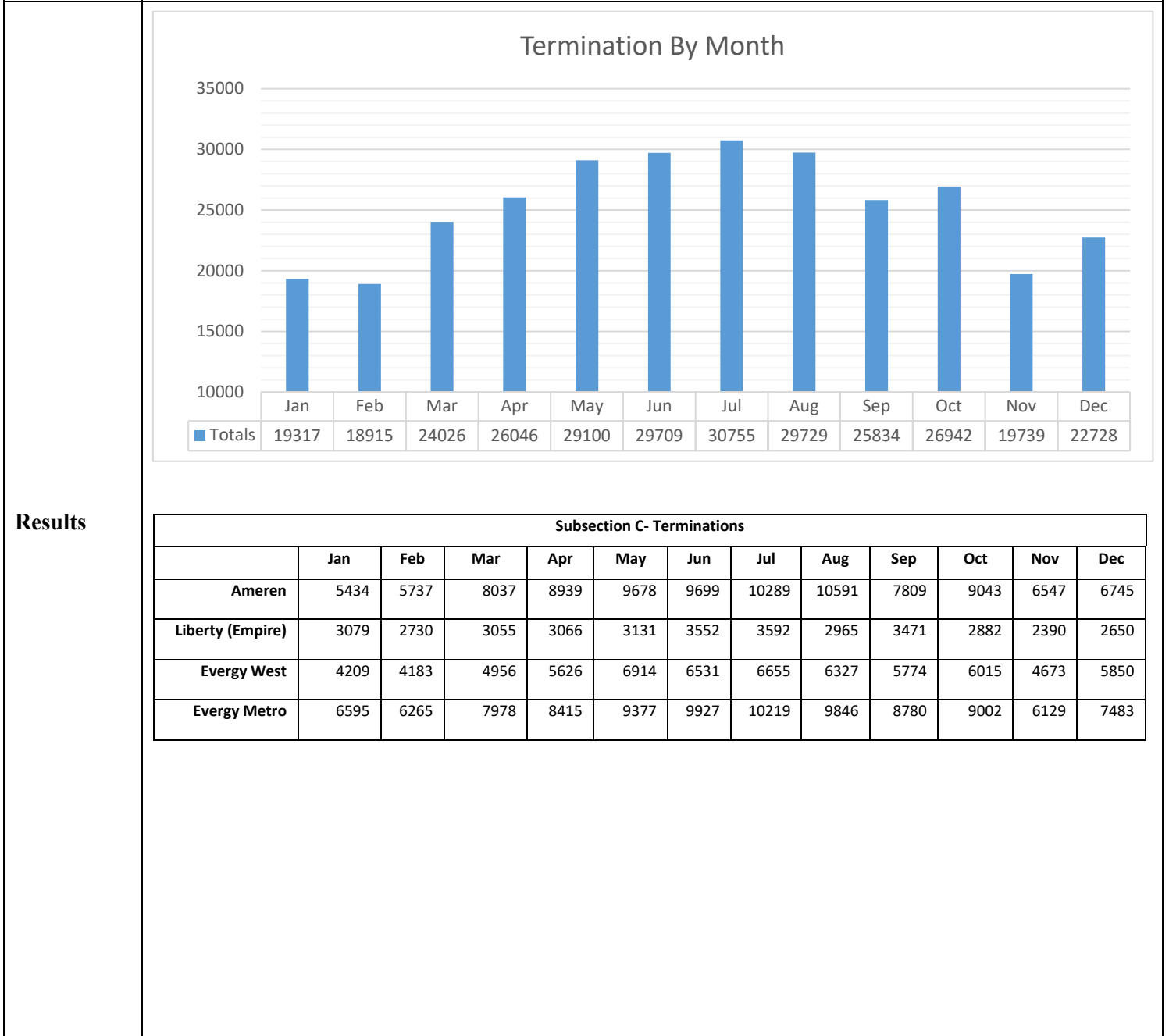
- C. The total number of residential meters for which there was a termination of service, as that term is defined in 20 CSR 4240-13.015(1)(EE), during the calendar month.¹

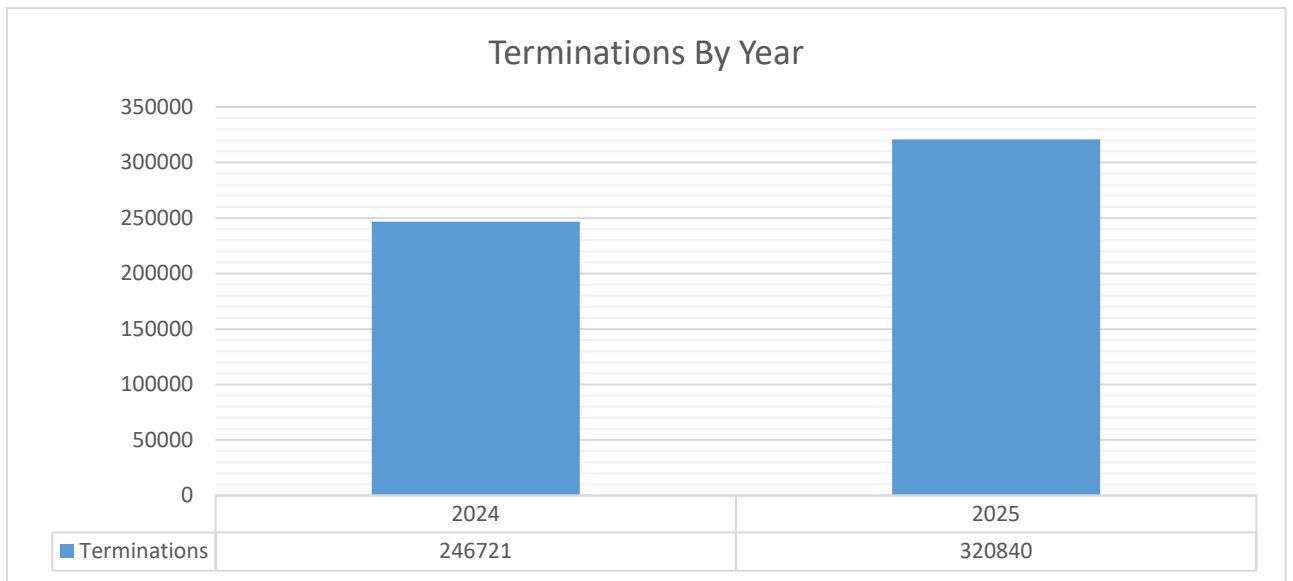
¹ 20 CSR 4240-13.015(1)(EE) states: Termination of service or termination means a cessation of service requested by a customer

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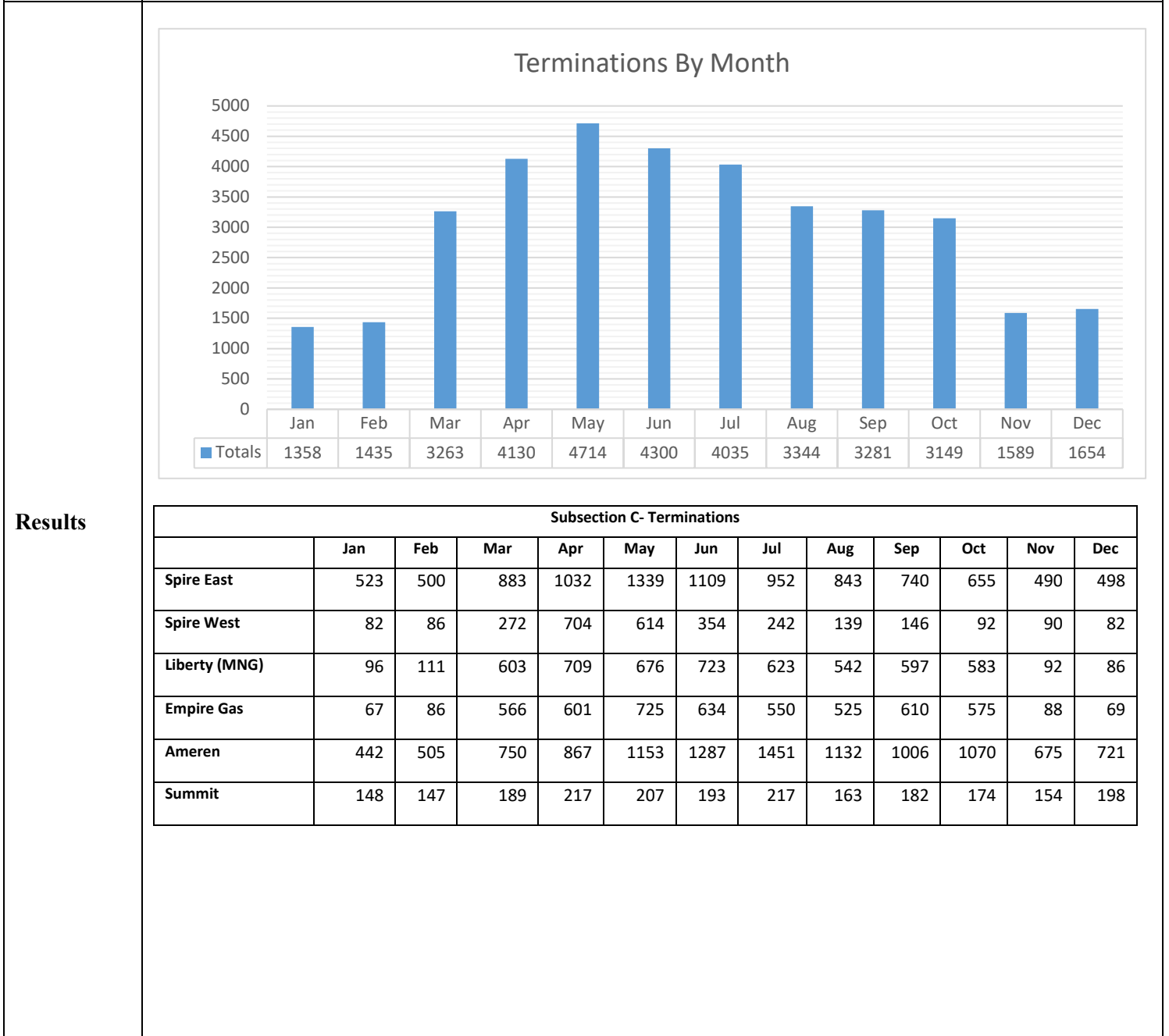


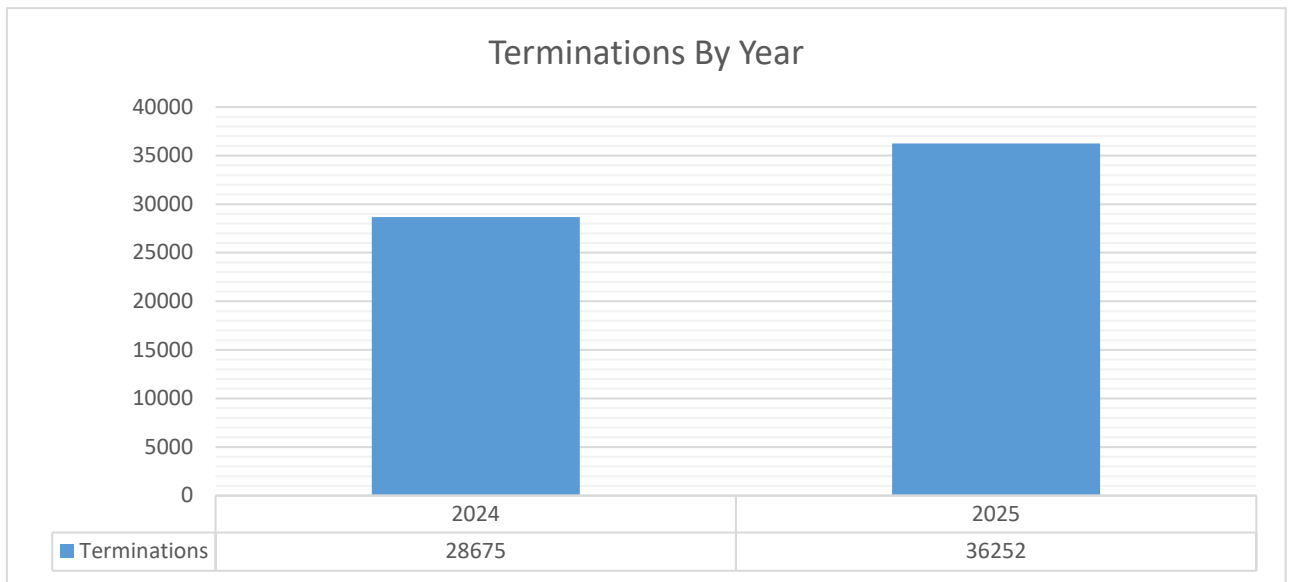
Across all electric utilities, there were 320,840 terminations in 2025. This is 74,119 more than the number of terminations March-December 2024.

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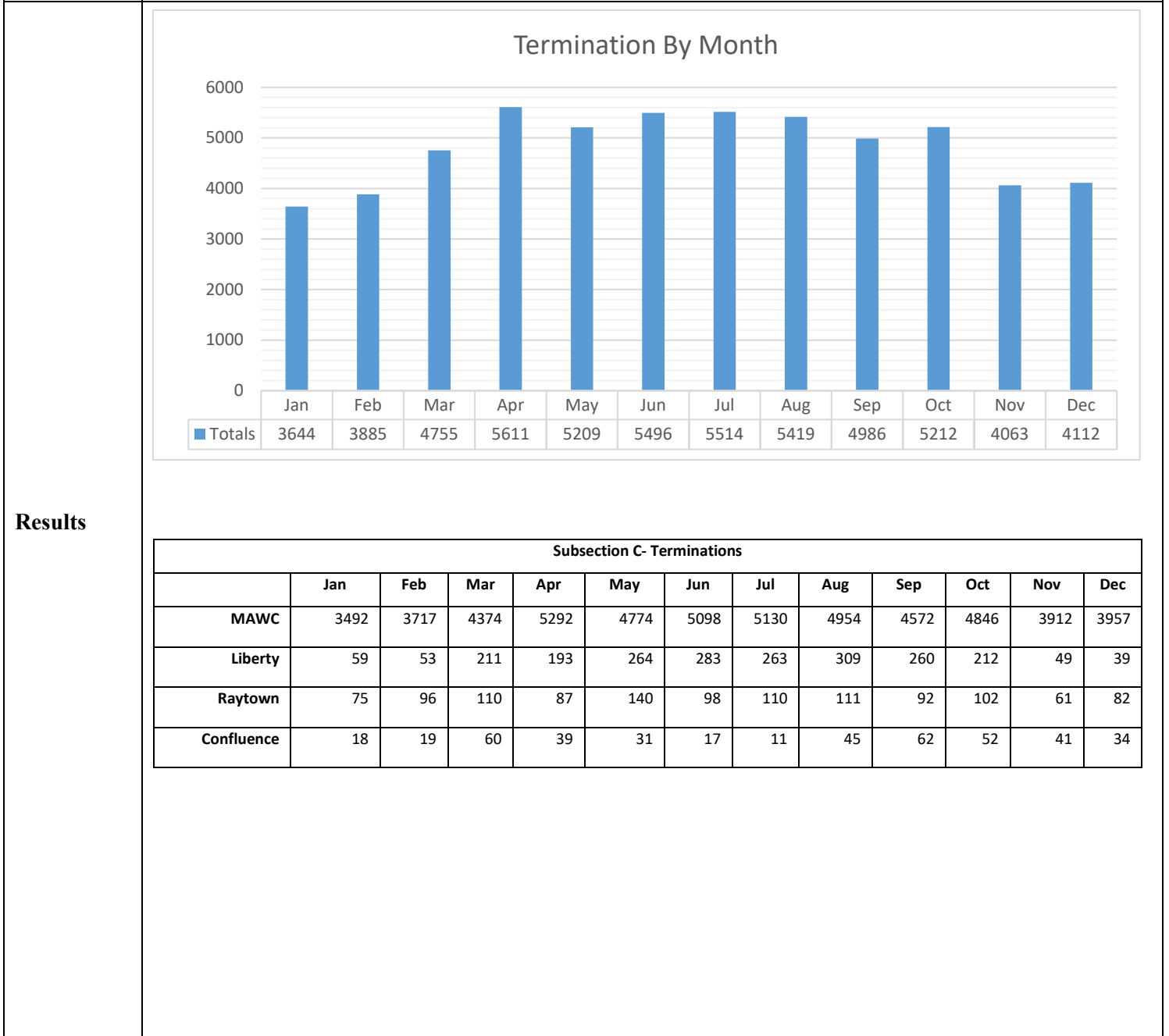


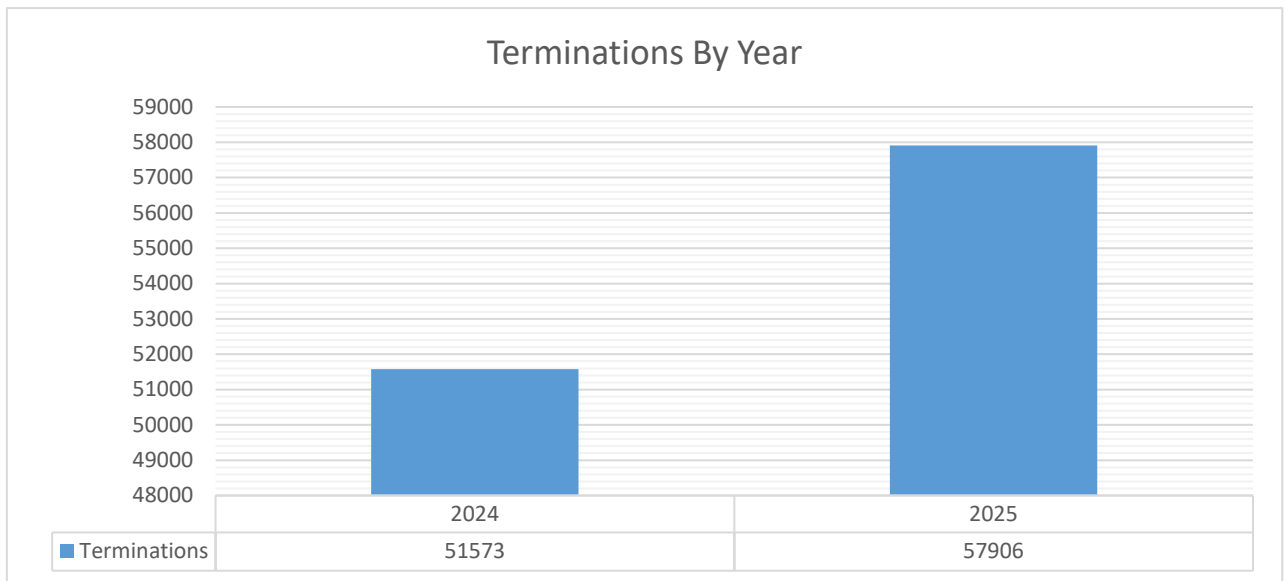
Across all gas utilities, there were 36,252 terminations in 2025. This is 7,577 more than the number of terminations March-December 2024.

Title	Terminations- Water
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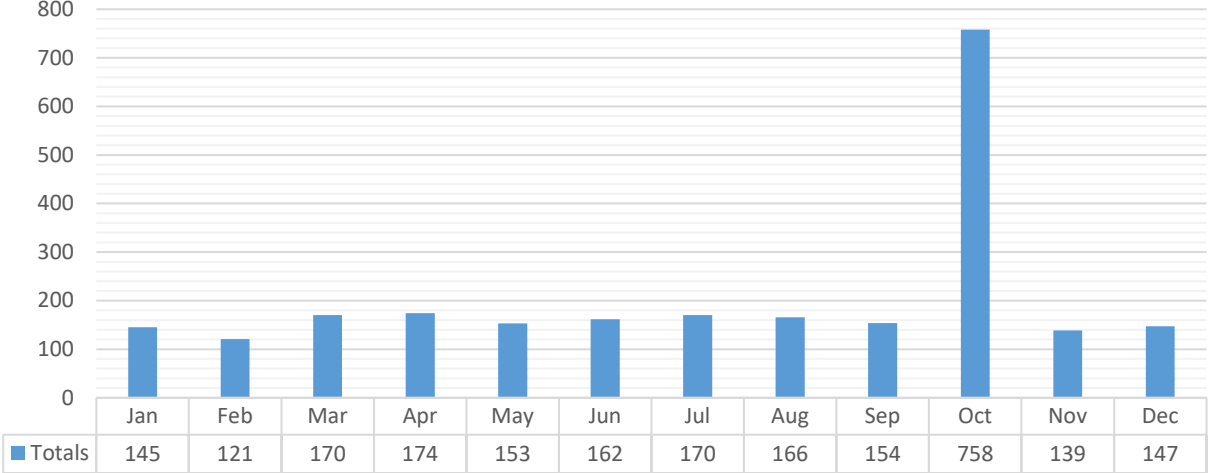
Description	The total number of residential meters that stopped receiving active service at the customer’s request during the month.
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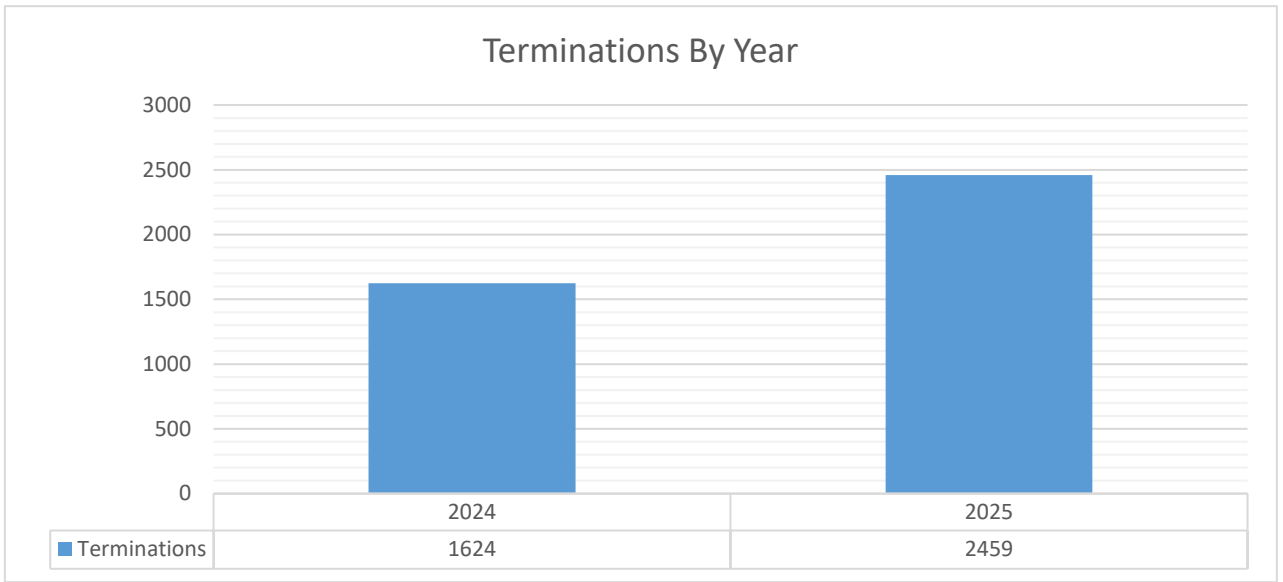
Notes	2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.
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Across all water utilities, there were 57,906 terminations in 2025. This is 6,333 more than the number of terminations March-December 2024.

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.																																																																																											
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Results	<div data-bbox="261 596 1533 1171"> <p style="text-align: center;">Terminations By Month</p>  <table border="1" data-bbox="305 1079 1507 1157"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Totals</td> <td>145</td> <td>121</td> <td>170</td> <td>174</td> <td>153</td> <td>162</td> <td>170</td> <td>166</td> <td>154</td> <td>758</td> <td>139</td> <td>147</td> </tr> </tbody> </table> </div> <div data-bbox="261 1205 1516 1507"> <p style="text-align: center;">Subsection C- Terminations</p> <table border="1" data-bbox="261 1247 1516 1507"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>MAWC</td> <td>144</td> <td>121</td> <td>170</td> <td>165</td> <td>153</td> <td>162</td> <td>170</td> <td>166</td> <td>154</td> <td>758</td> <td>139</td> <td>147</td> </tr> <tr> <td>Liberty</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Timber Creek</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Confluence</td> <td>0</td> <td>0</td> <td>0</td> <td>9</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> </div>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals	145	121	170	174	153	162	170	166	154	758	139	147		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
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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

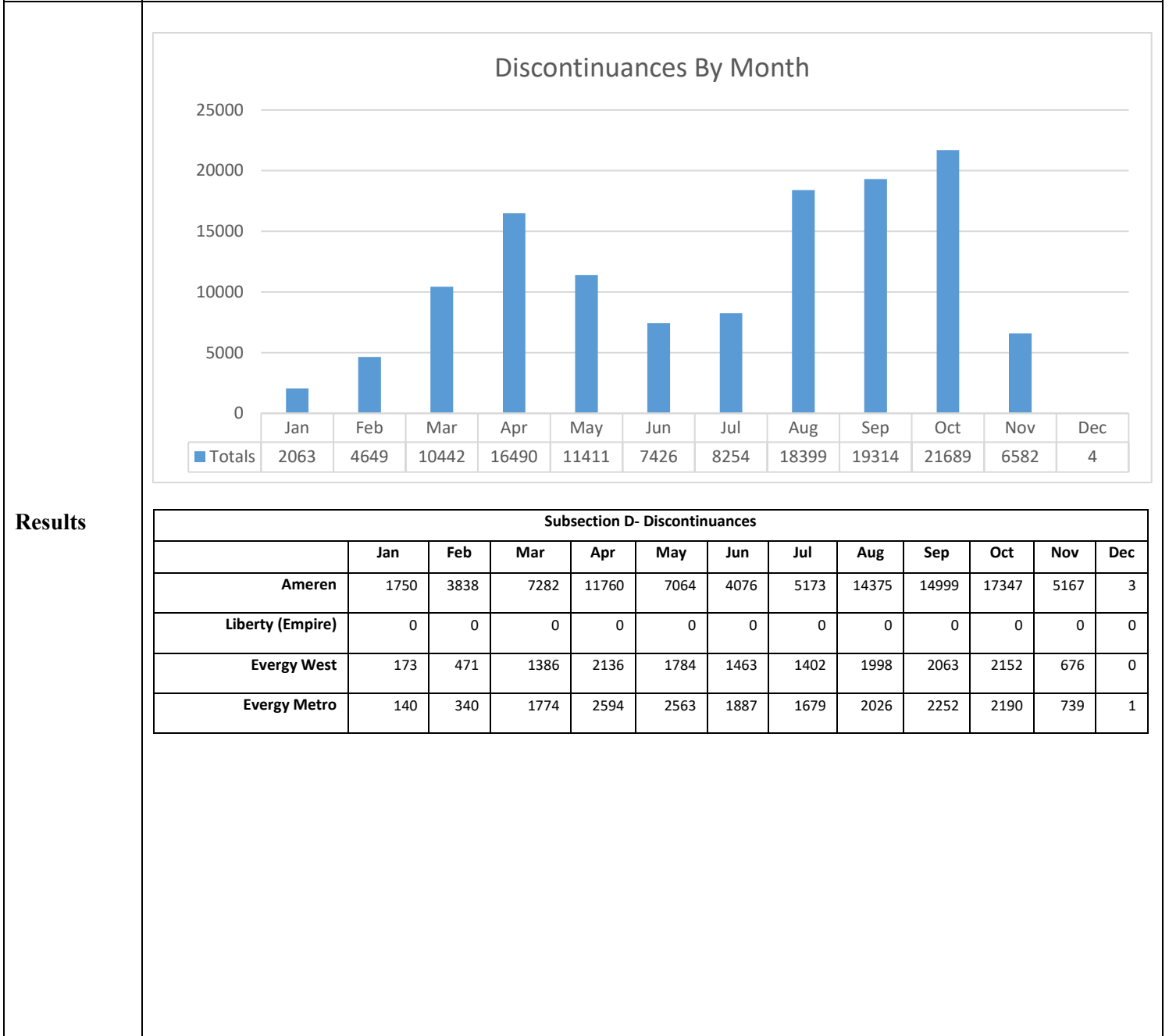
¹20 CSR 4240-13.050 states:

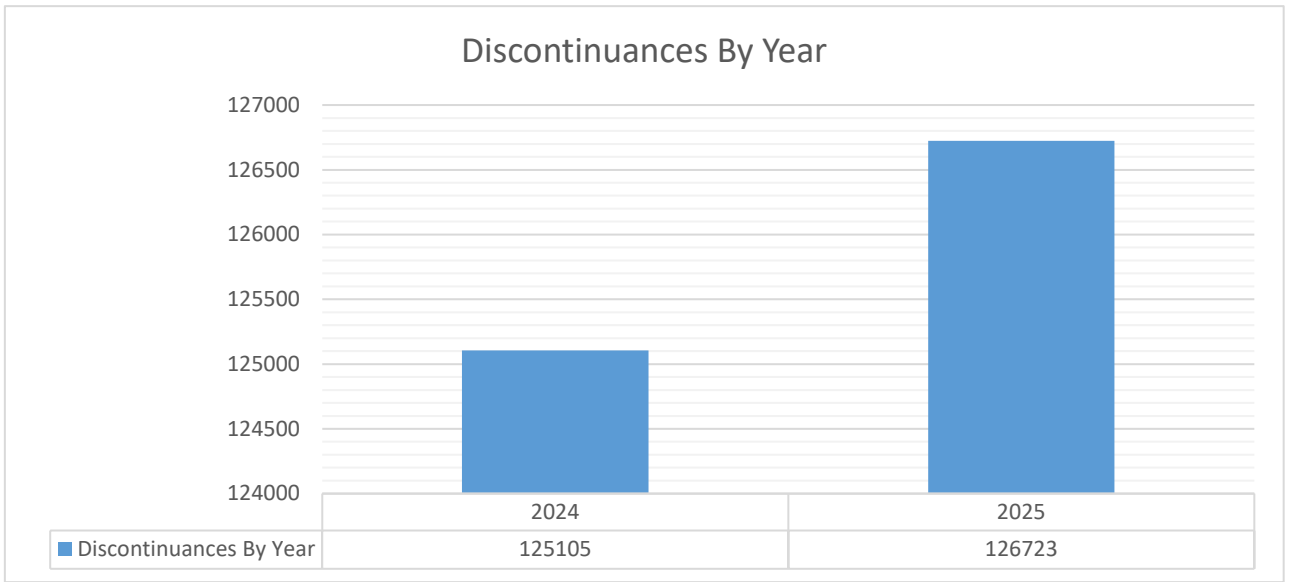
- (1) Service may be discontinued for any of the following reasons:
 - (A) Nonpayment of an undisputed delinquent charge;
 - (B) Failure to post a required deposit or guarantee;
 - (C) Water service may be discontinued for nonpayment of a bill for sewer service, either provided by the water utility if 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
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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.
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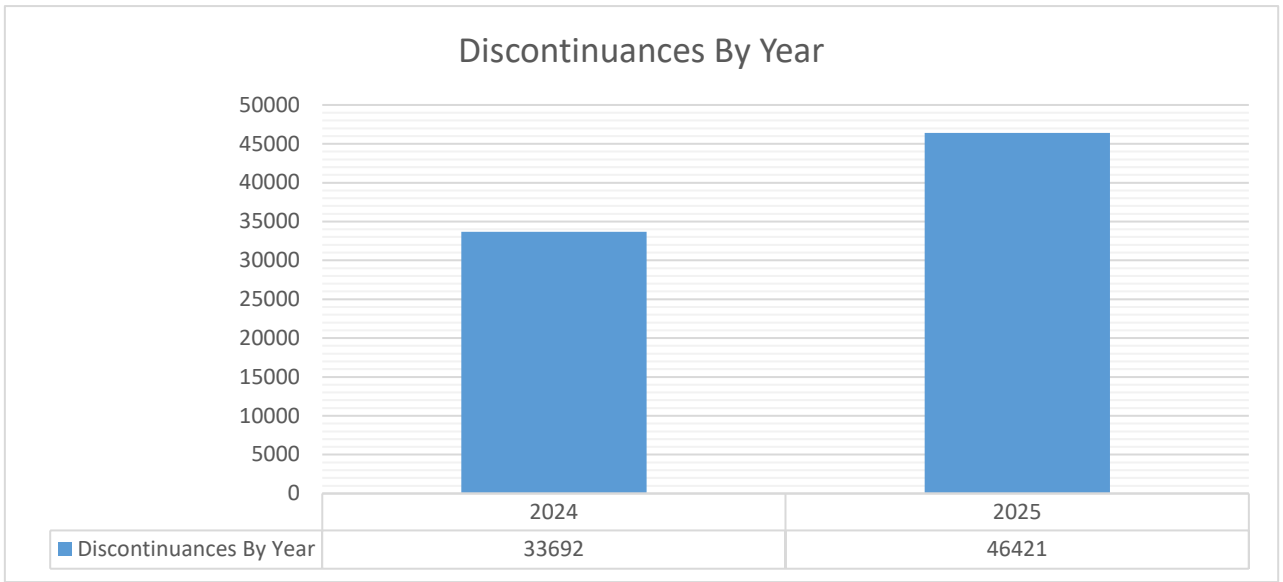
Notes	<p>2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.</p> <p>Starting April 2024, Liberty (Empire) paused disconnections due to the implementation of Customer First and the associated Customer Information System.</p>
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Across 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.																																																																																																																																		
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Results	<div data-bbox="261 590 1516 1129"> <p style="text-align: center;">Discontinuances By Month</p> <table border="1" data-bbox="305 1041 1489 1115"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Totals</td> <td>862</td> <td>2849</td> <td>5710</td> <td>8953</td> <td>3765</td> <td>4955</td> <td>4829</td> <td>2432</td> <td>3382</td> <td>5791</td> <td>2893</td> <td>0</td> </tr> </tbody> </table> </div> <table border="1" data-bbox="261 1205 1516 1591"> <thead> <tr> <th colspan="13" style="text-align: center;">Subsection D- Discontinuances</th> </tr> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Spire East</td> <td>669</td> <td>2281</td> <td>4261</td> <td>6682</td> <td>1200</td> <td>1562</td> <td>1569</td> <td>257</td> <td>738</td> <td>2600</td> <td>1920</td> <td>0</td> </tr> <tr> <td>Spire West</td> <td>193</td> <td>551</td> <td>1378</td> <td>2158</td> <td>2291</td> <td>3031</td> <td>3024</td> <td>2044</td> <td>2315</td> <td>2789</td> <td>930</td> <td>0</td> </tr> <tr> <td>Liberty (MNG)</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Empire Gas</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ameren</td> <td>0</td> <td>17</td> <td>71</td> <td>111</td> <td>219</td> <td>92</td> <td>83</td> <td>90</td> <td>301</td> <td>369</td> <td>42</td> <td>0</td> </tr> <tr> <td>Summit</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> <td>55</td> <td>270</td> <td>153</td> <td>41</td> <td>28</td> <td>33</td> <td>1</td> <td>0</td> </tr> </tbody> </table>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals	862	2849	5710	8953	3765	4955	4829	2432	3382	5791	2893	0	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
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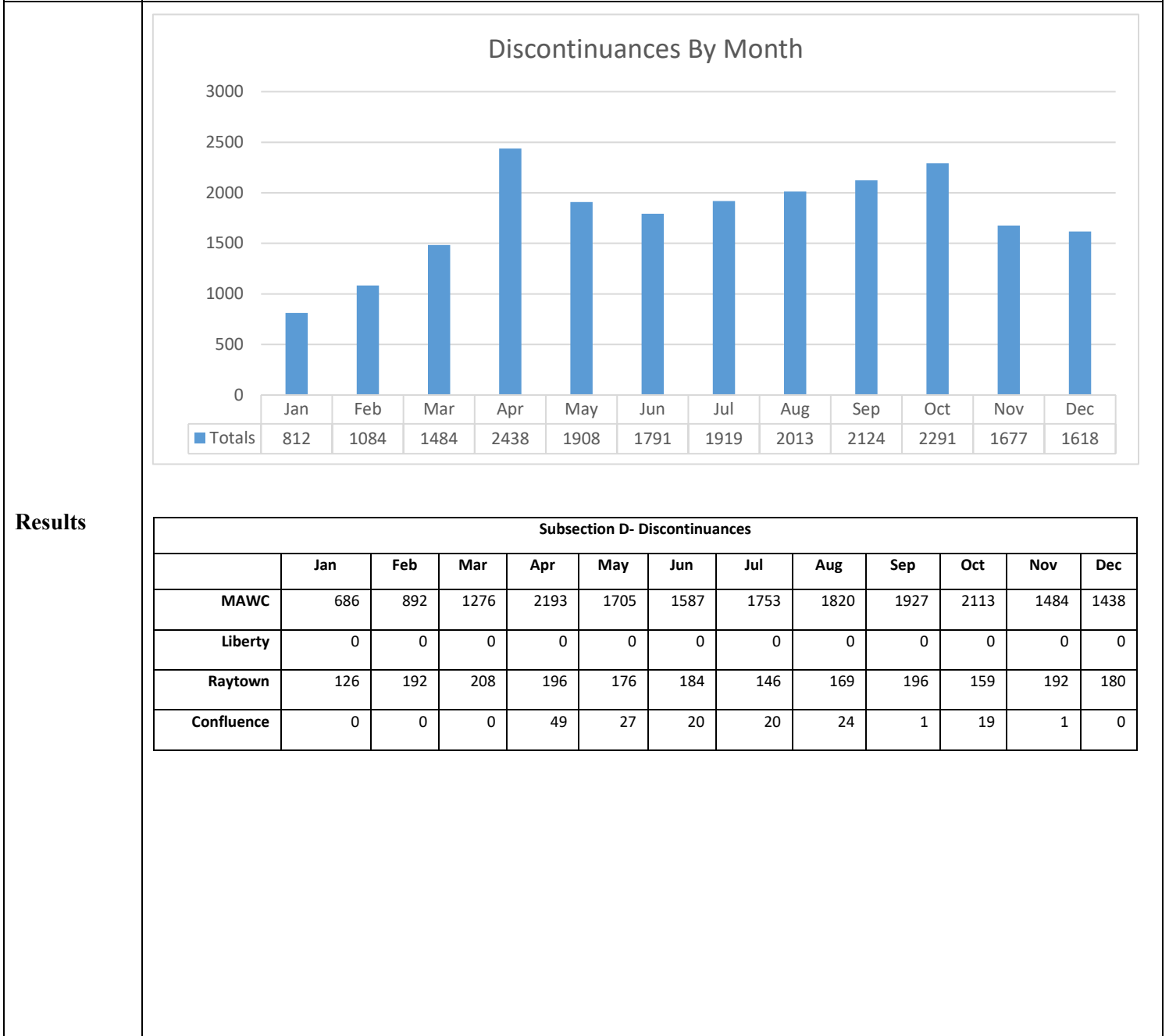


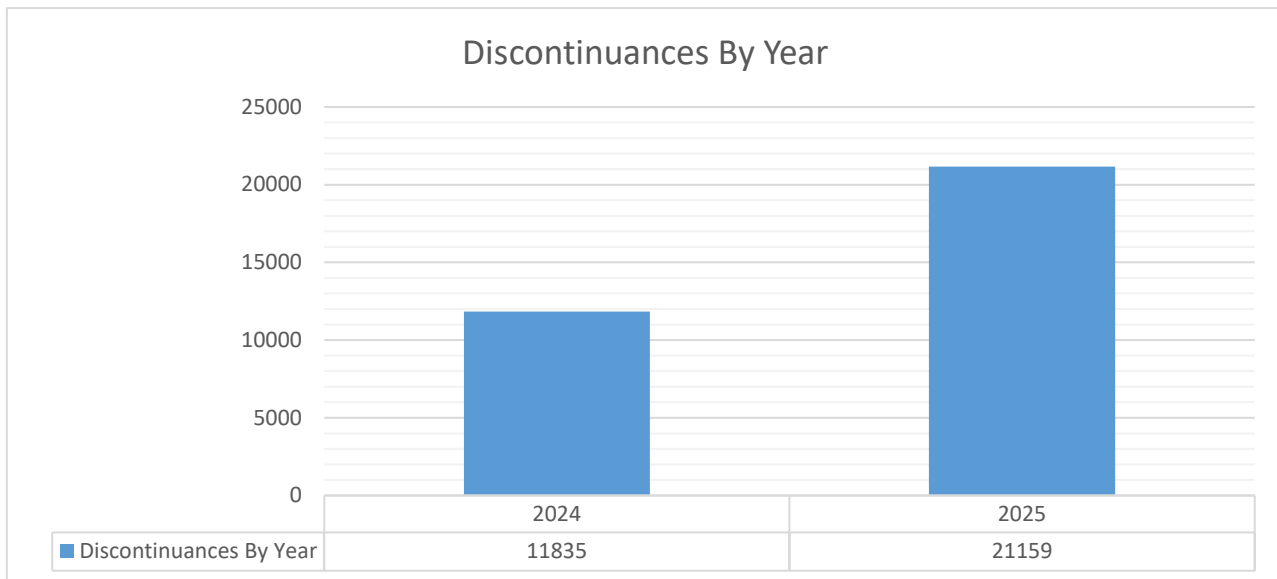
Across all gas utilities, there were 46,421 discontinuances in 2025. This is 12,729 more than the number of discontinuances March-December 2024.

Title	Discontinuances- Water
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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.
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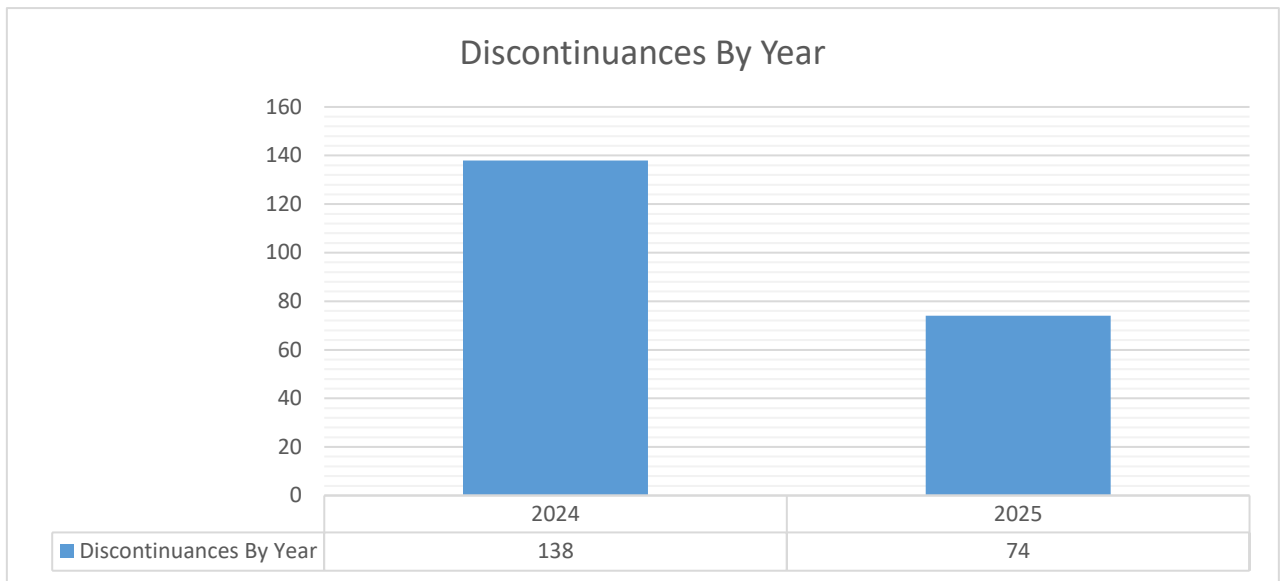
Notes	<p>2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.</p> <p>Starting April 2024, Liberty paused disconnections due to the implementation of Customer First and the associated Customer Information System.</p>
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Across 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	<p>2024 does not reflect a full year's data. Most utilities began reporting in March 2024.</p> <p>Starting April 2024, Liberty paused disconnections due to the implementation of Customer First and the associated Customer Information System.</p> <p>Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers with water meters.</p>																																																																																																								
Results	<div data-bbox="261 590 1528 1167" data-label="Figure"> <table border="1"> <caption>Discontinuances By Month</caption> <thead> <tr> <th>Month</th> <th>Totals</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>2</td></tr> <tr><td>Feb</td><td>9</td></tr> <tr><td>Mar</td><td>3</td></tr> <tr><td>Apr</td><td>1</td></tr> <tr><td>May</td><td>5</td></tr> <tr><td>Jun</td><td>4</td></tr> <tr><td>Jul</td><td>3</td></tr> <tr><td>Aug</td><td>11</td></tr> <tr><td>Sep</td><td>5</td></tr> <tr><td>Oct</td><td>10</td></tr> <tr><td>Nov</td><td>7</td></tr> <tr><td>Dec</td><td>14</td></tr> </tbody> </table> </div> <div data-bbox="261 1203 1516 1518" data-label="Table"> <table border="1"> <thead> <tr> <th colspan="13">Subsection D- Discontinuances</th> </tr> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>MAWC</td> <td>1</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>8</td> <td>2</td> <td>2</td> <td>4</td> <td>12</td> </tr> <tr> <td>Liberty</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Timber Creek</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Confluence</td> <td>0</td> <td>3</td> <td>3</td> <td>1</td> <td>5</td> <td>4</td> <td>2</td> <td>3</td> <td>3</td> <td>8</td> <td>3</td> <td>2</td> </tr> </tbody> </table> </div>	Month	Totals	Jan	2	Feb	9	Mar	3	Apr	1	May	5	Jun	4	Jul	3	Aug	11	Sep	5	Oct	10	Nov	7	Dec	14	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
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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

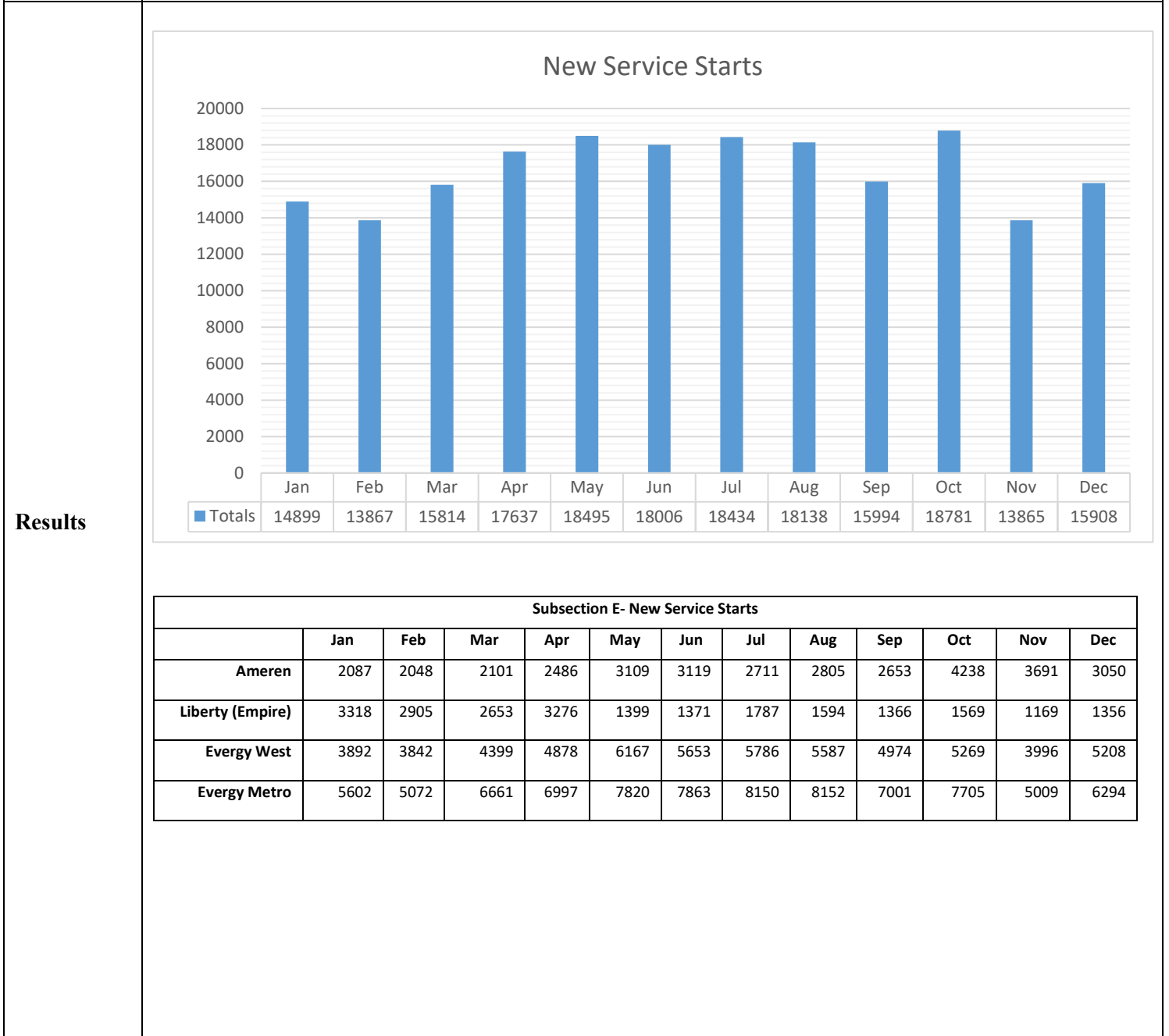
20 CSR 4240-13.075(E)

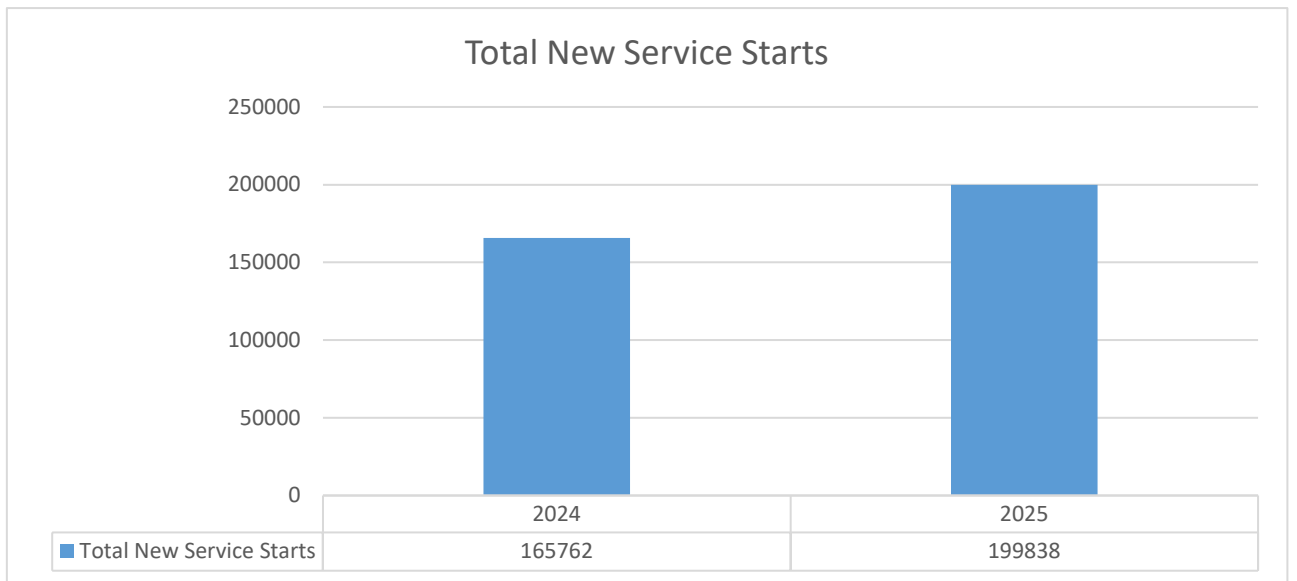
- E. The total number of residential meters that did not receive service as of 00:00 on the first calendar day of the calendar month and began receiving service before 24:00 on the last calendar day of the calendar month.

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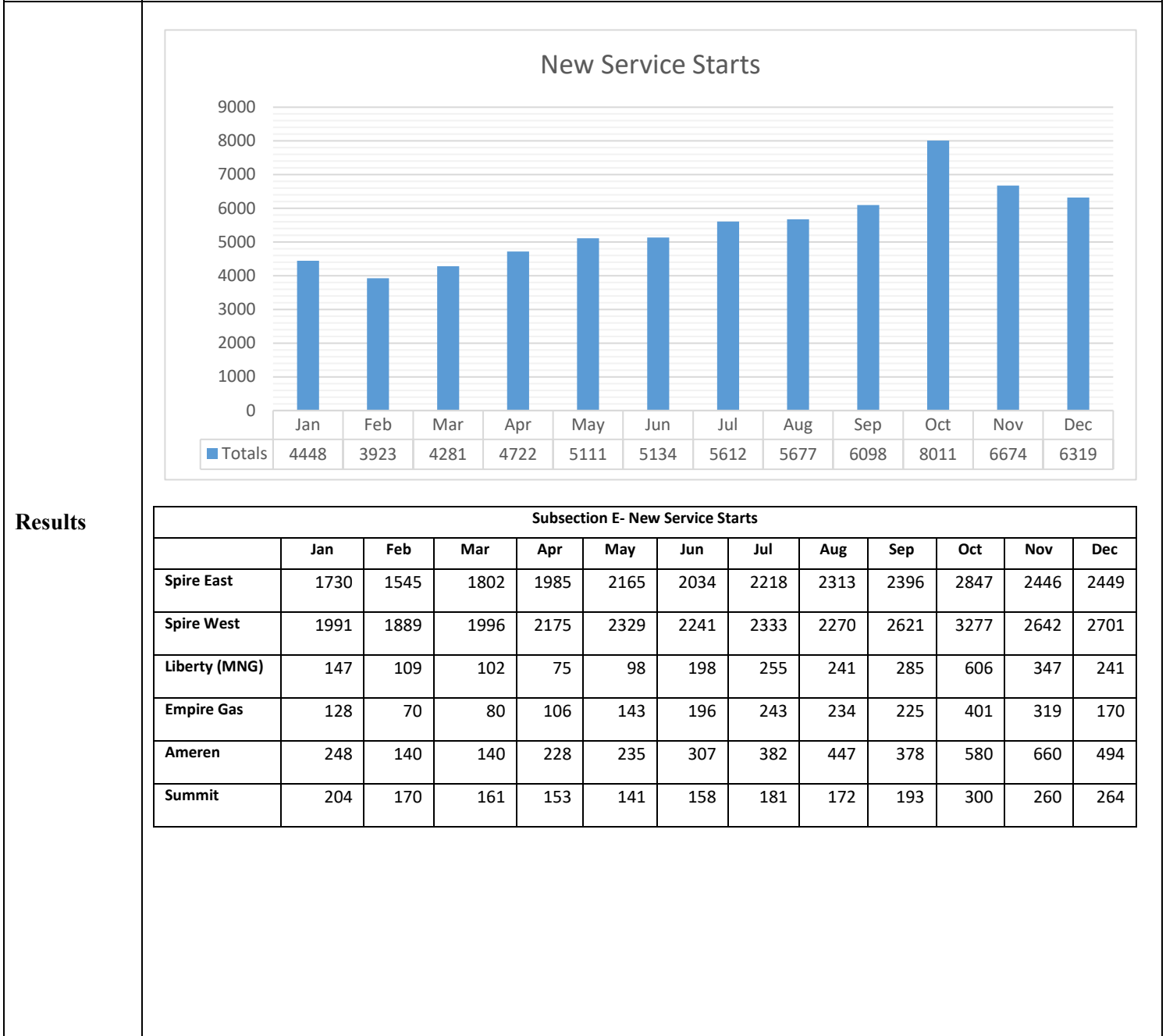


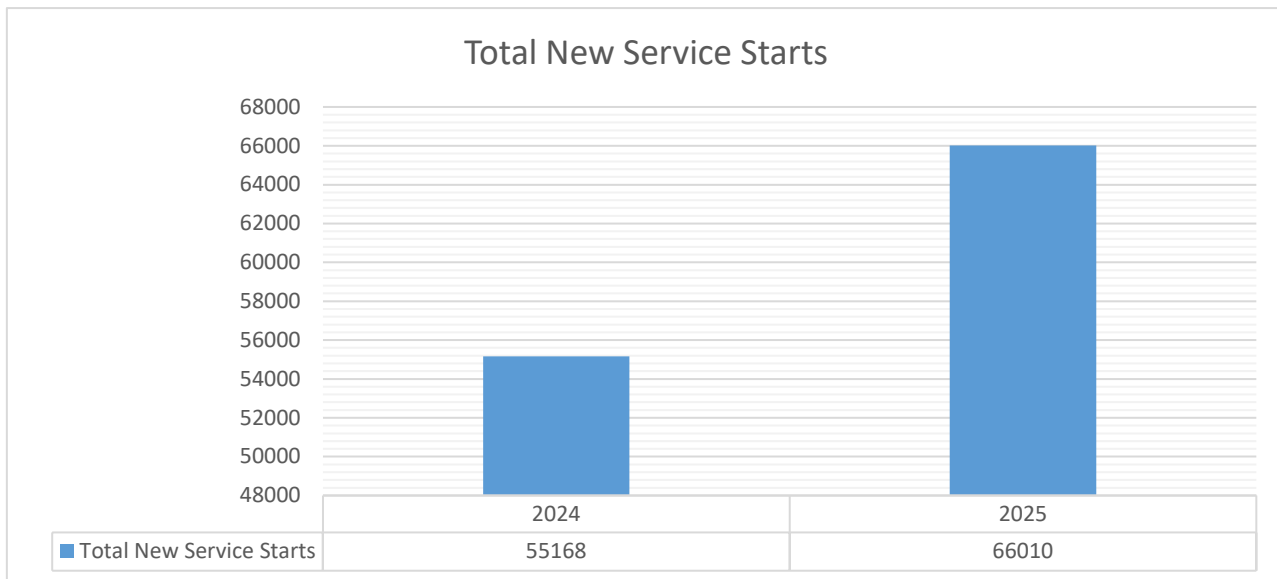
Across all electric utilities, there were 199,838 new service starts in 2025. This is 34,076 more than the number of new service starts March-December 2024.

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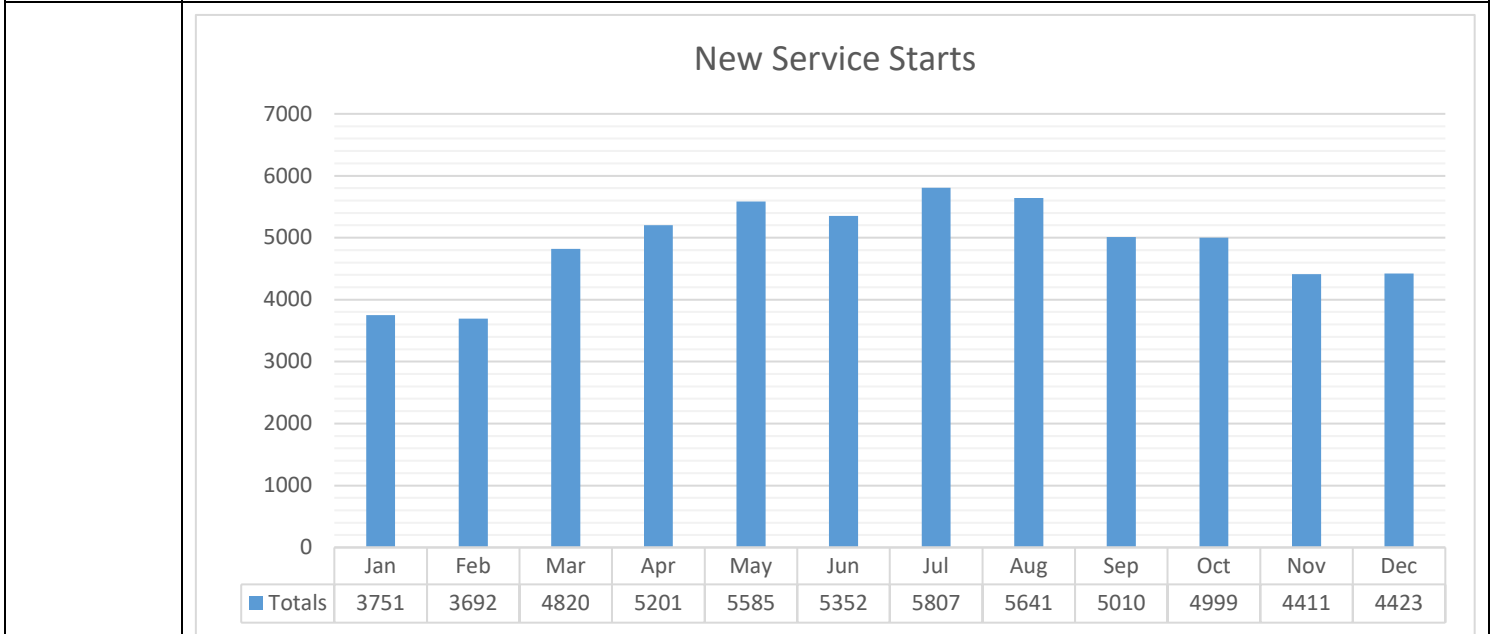


Across all gas utilities, there were 66,010 new service starts in 2025. This is 10,842 more than the number of new service starts March-December 2024.

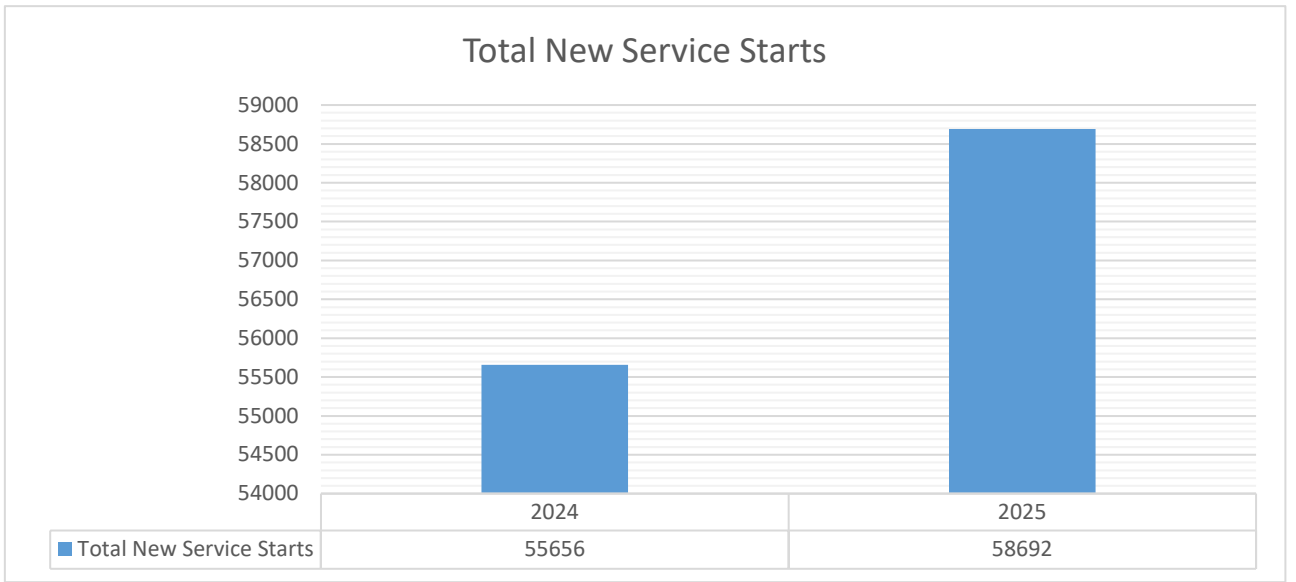
Title	New Service Starts- Water
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Description	The total number of residential meters that began receiving active service during the month.
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Notes	2024 does not reflect a full year's data. Most utilities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

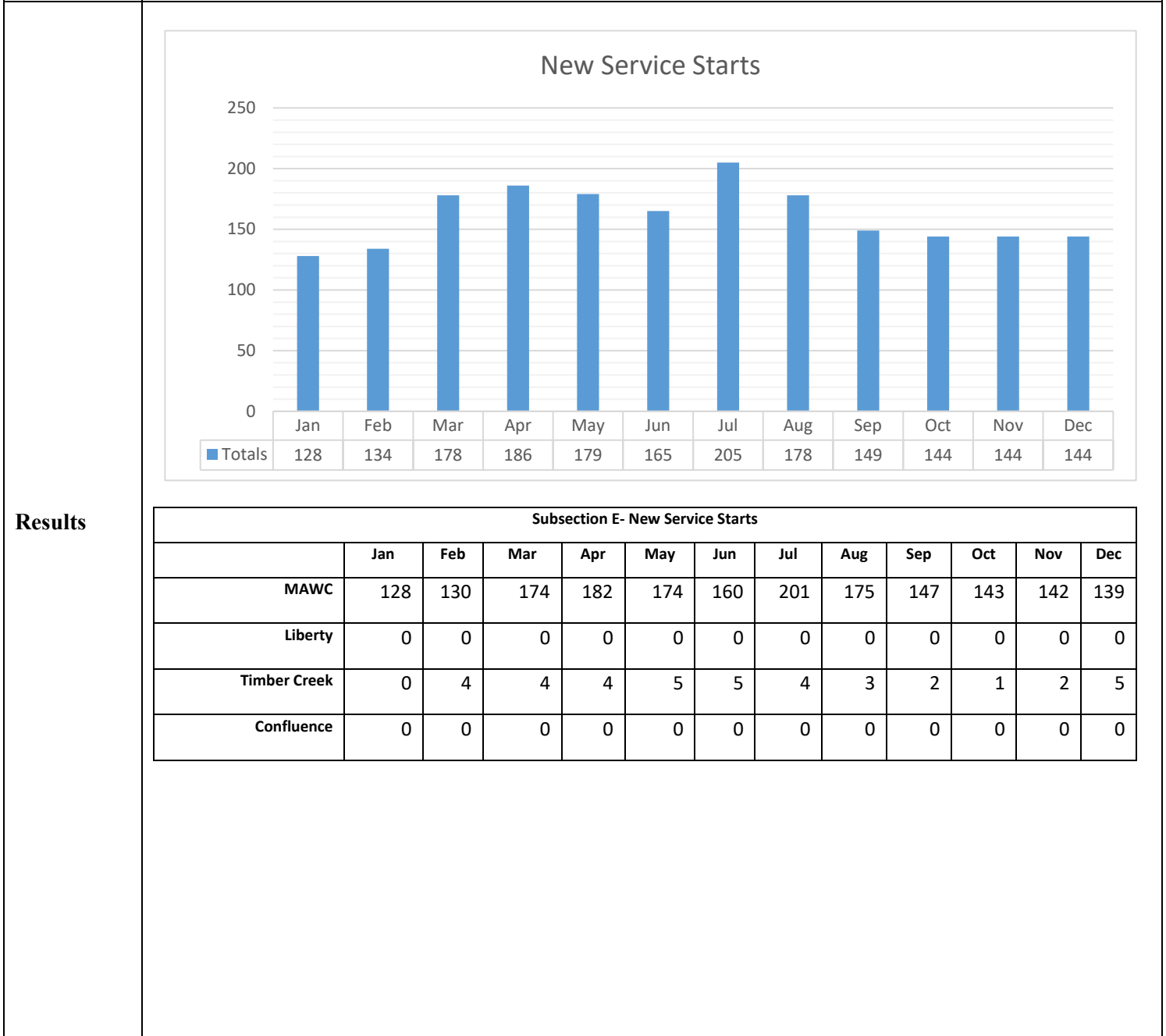


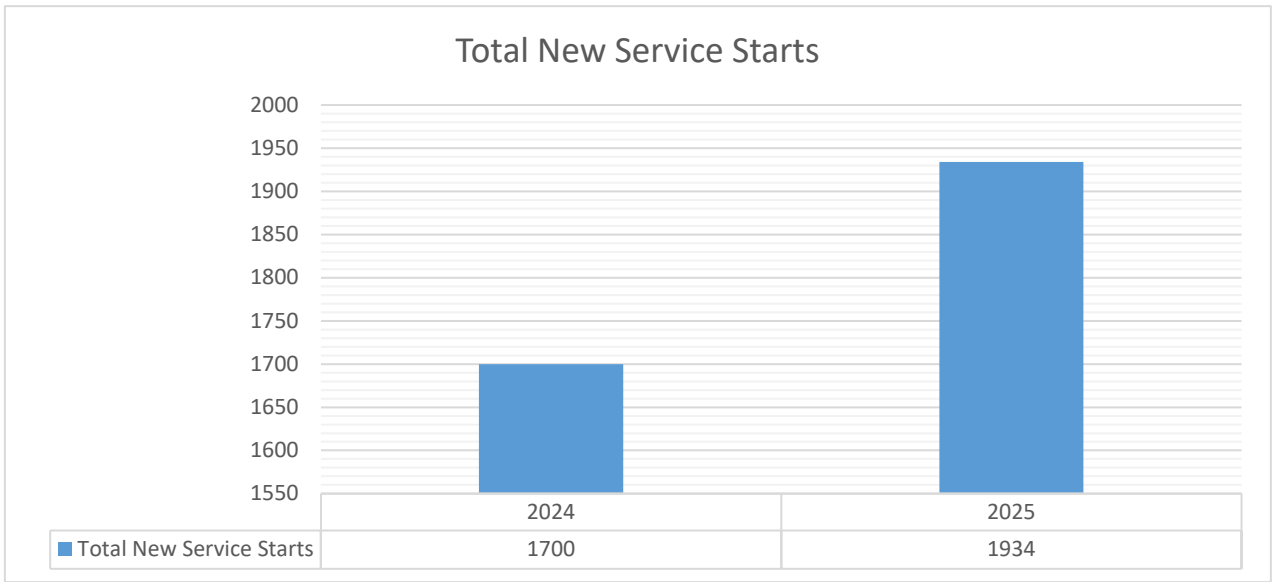
Across all water utilities, there were 58,692 new service starts in 2025. This is 3,036 more than the number of new service starts March-December 2024.

Title	New Service Starts- Sewer
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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.
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Notes	2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.
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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.

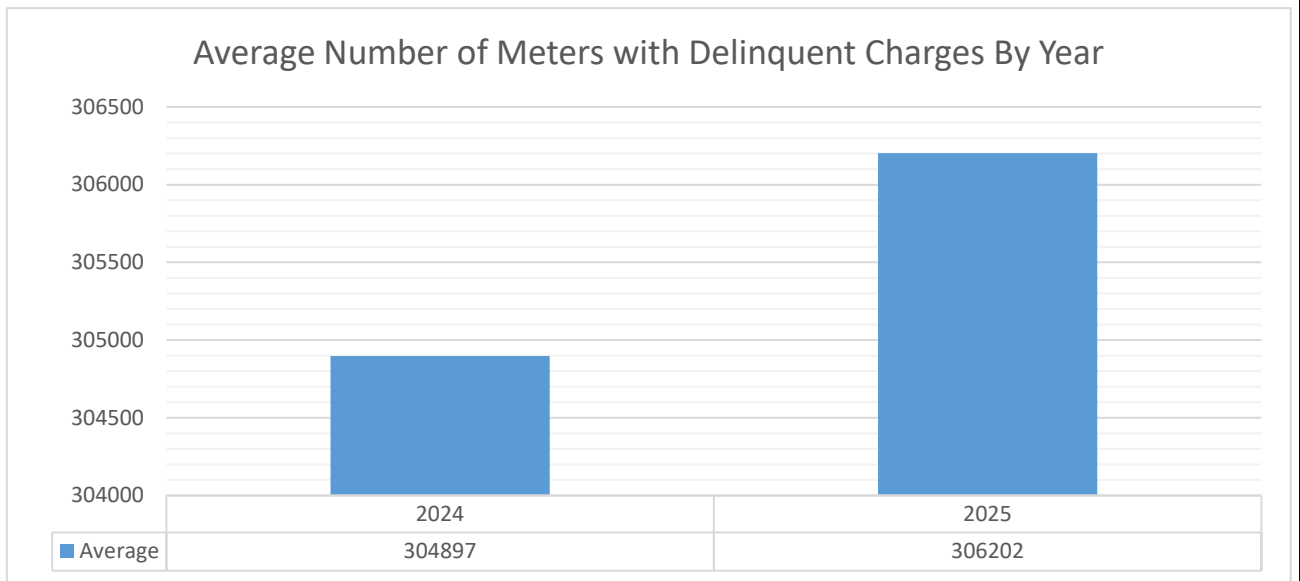
Delinquent Meter Count

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

²20 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	<p>2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.</p> <p>Evergy- A balance that is over 22 days old is considered past due.</p> <p>Ameren- If an Ameren customer has both electric and gas service, that customer is counted in both the electric and gas tallies.</p>																																																																																																																			
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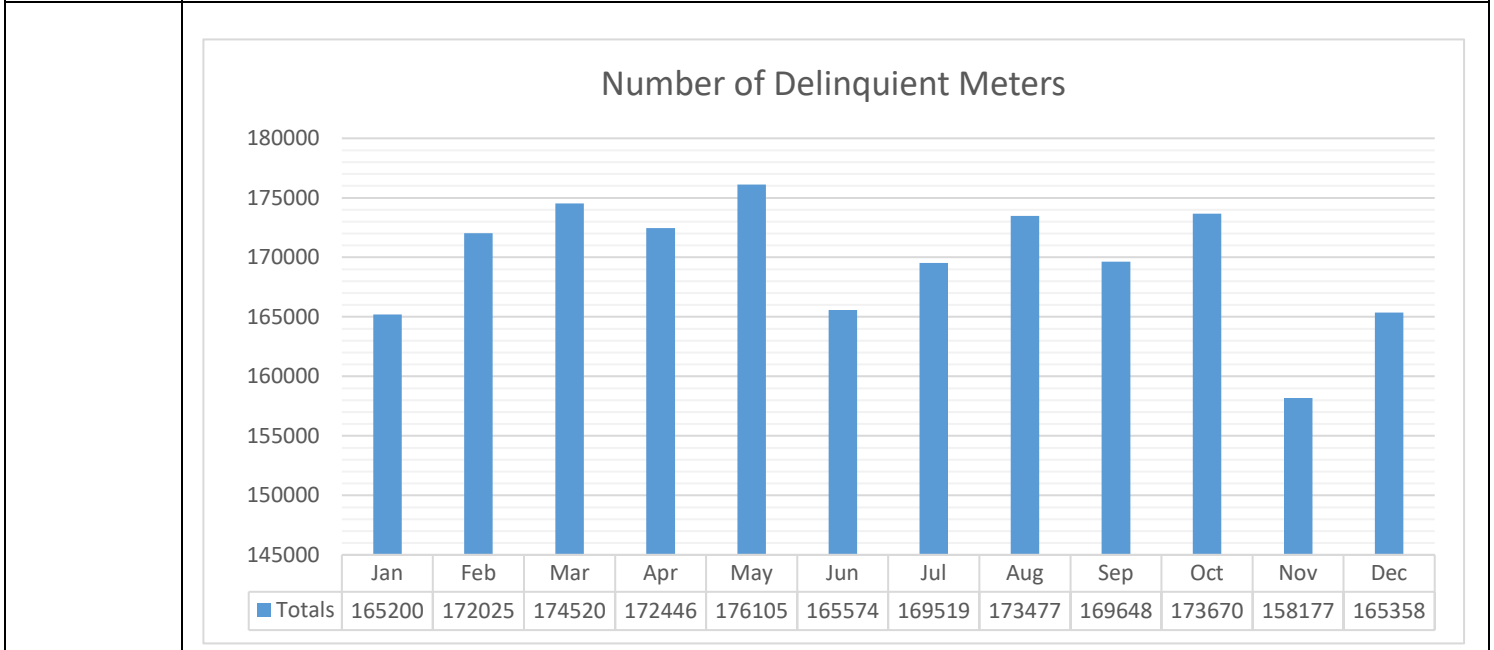


Across all electric utilities, there was an average of 306,202 meters with delinquent charges in 2025. This is 1,305 more than the average number of meters with delinquent charges March-December 2024.

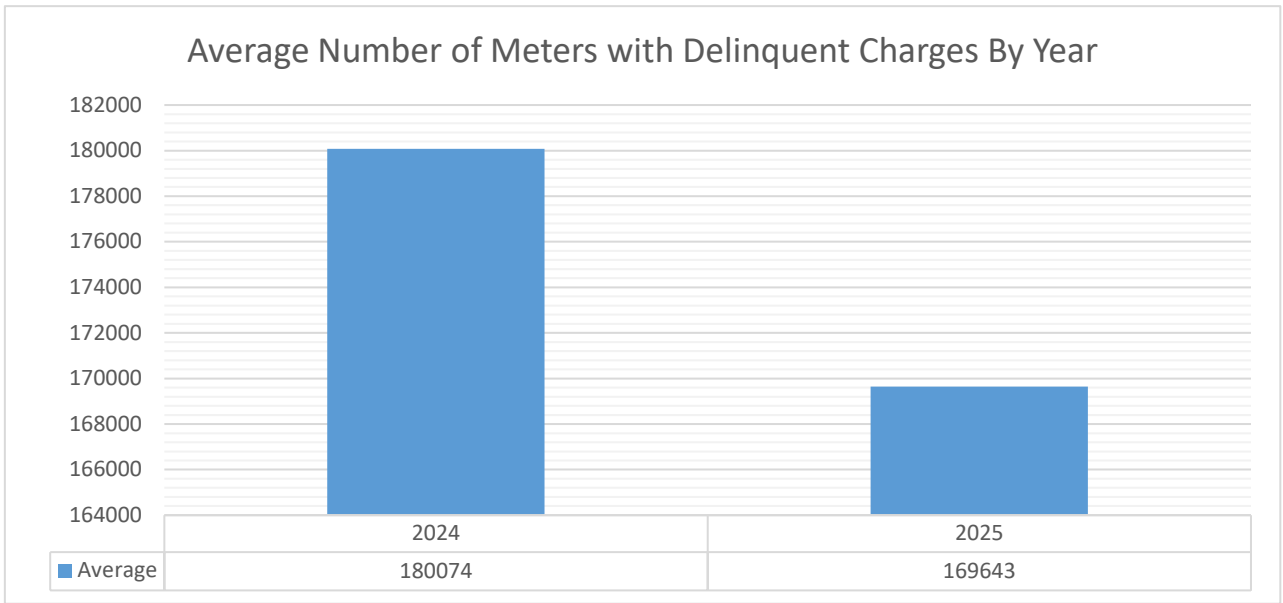
Title	Delinquent Meter Count- Gas
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Description	The total number of residential meters actively receiving service for which there is a past-due balance.
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Notes	<p>2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.</p> <p>Ameren- If an Ameren customer has both electric and gas service, that customer is counted in both the electric and gas tallies.</p> <p>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.</p>
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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

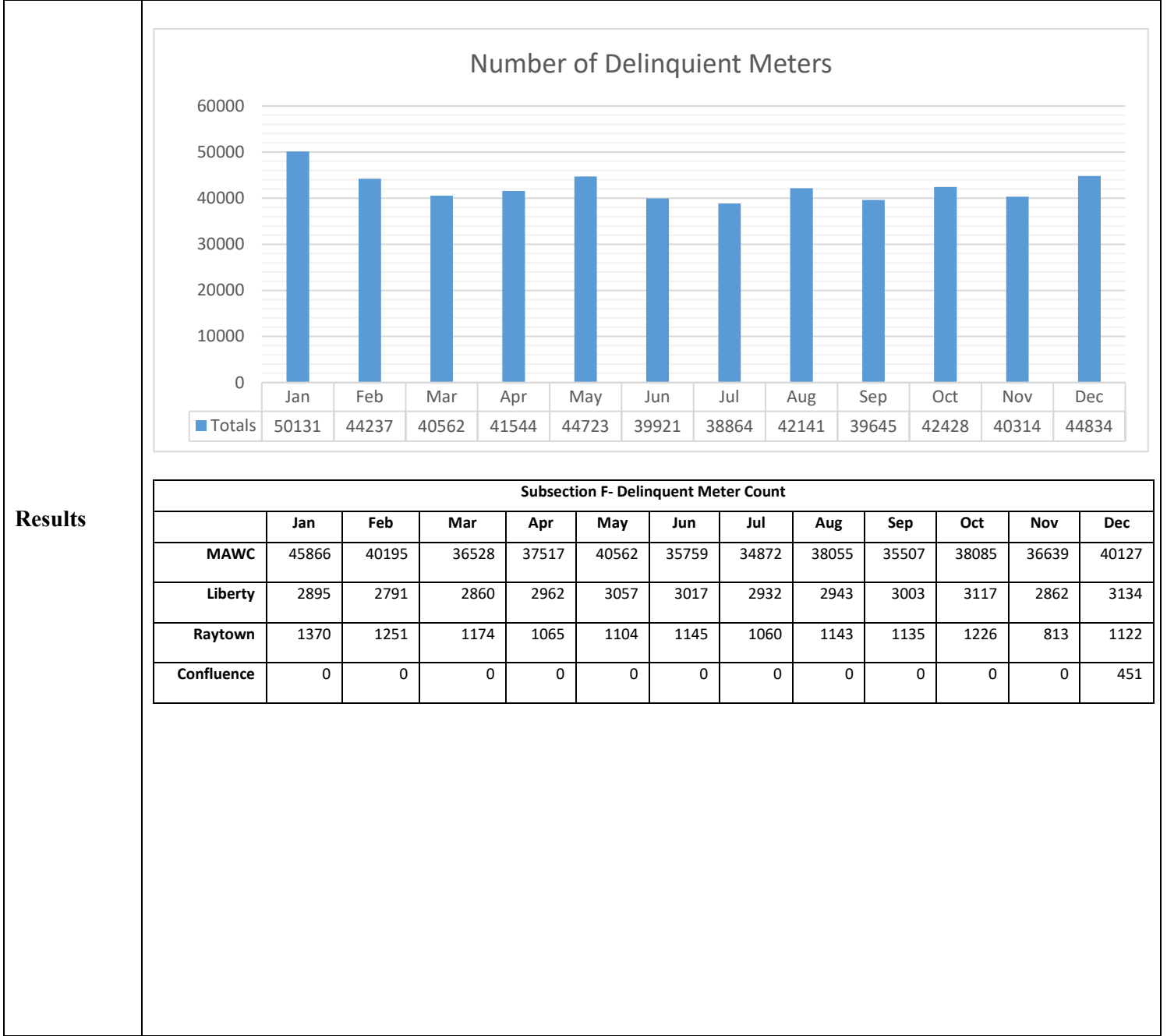


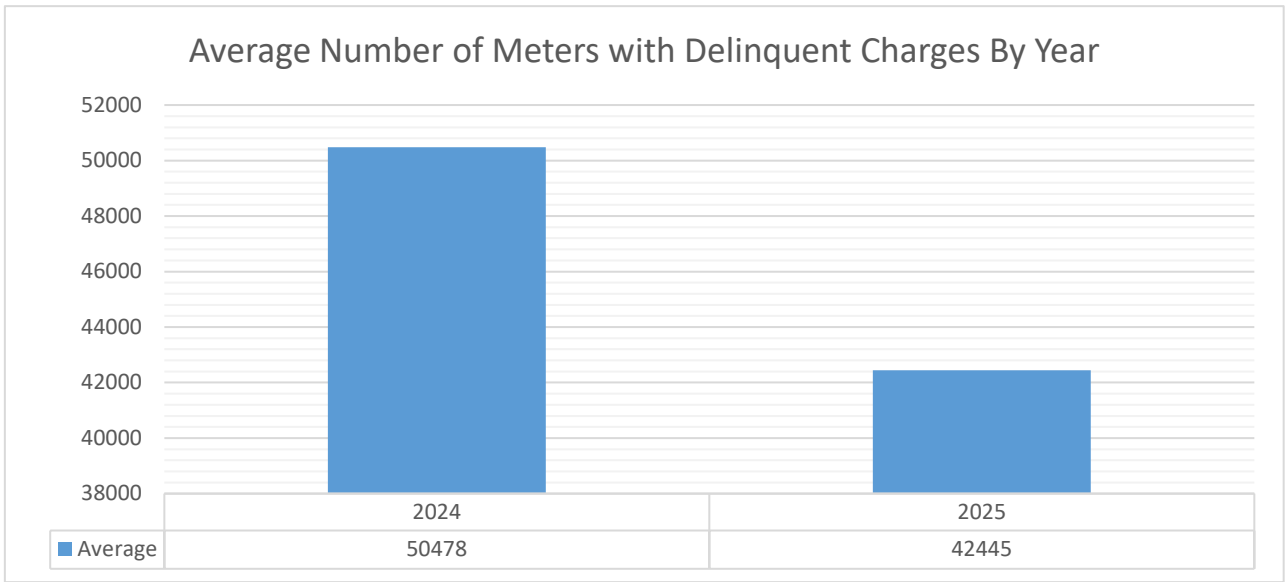
Across all gas utilities, there was an average of 169,643 meters with delinquent charges in 2025. This is 10,431 less than the average number of meters with delinquent charges March-December 2024.

Title	Delinquent Meter Count- Water
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Description	The total number of residential meters actively receiving service for which there is a past-due balance.
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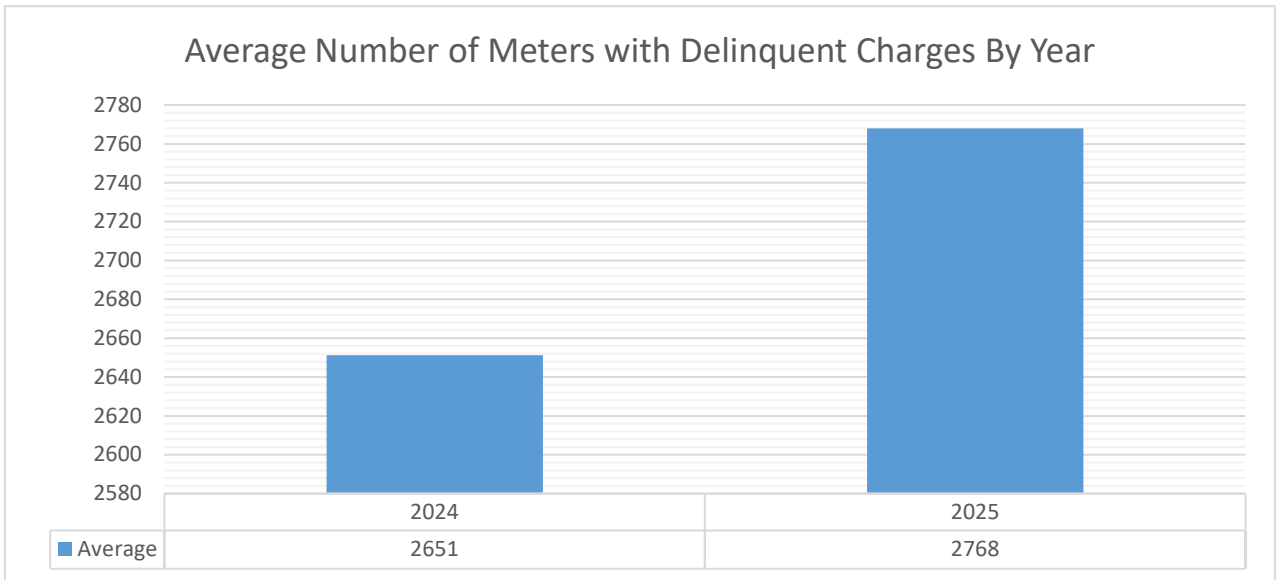
Notes	<p>2024 does not reflect a full year's data. Most utilities began reporting in March 2024.</p> <p>Missouri American Water- Only include customers with a balance that is 30+ days past due.</p> <p>Prior to December 2025, Confluence counted this statistic based on the number of customers with late 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.</p>
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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	<p>2024 does not reflect a full year's data. Most utilities began reporting in March 2024.</p> <p>Missouri American Water- Only include customers with a balance that is 30+ days past due.</p> <p>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.</p>																																																																																																								
Results	<div data-bbox="261 594 1528 1171"> <table border="1"> <caption>Number of Delinquent Meters</caption> <thead> <tr> <th>Month</th> <th>Totals</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>2774</td></tr> <tr><td>Feb</td><td>2713</td></tr> <tr><td>Mar</td><td>2553</td></tr> <tr><td>Apr</td><td>2694</td></tr> <tr><td>May</td><td>2878</td></tr> <tr><td>Jun</td><td>2150</td></tr> <tr><td>Jul</td><td>2101</td></tr> <tr><td>Aug</td><td>2896</td></tr> <tr><td>Sep</td><td>2846</td></tr> <tr><td>Oct</td><td>3589</td></tr> <tr><td>Nov</td><td>2901</td></tr> <tr><td>Dec</td><td>3119</td></tr> </tbody> </table> </div> <div data-bbox="261 1209 1523 1507"> <table border="1"> <thead> <tr> <th colspan="13">Subsection F- Delinquent Meter Count</th> </tr> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>MAWC</td> <td>1311</td> <td>1205</td> <td>1078</td> <td>1194</td> <td>1315</td> <td>611</td> <td>596</td> <td>1415</td> <td>1333</td> <td>1913</td> <td>1327</td> <td>1479</td> </tr> <tr> <td>Liberty</td> <td>1056</td> <td>1082</td> <td>1095</td> <td>1079</td> <td>1150</td> <td>1107</td> <td>1093</td> <td>1073</td> <td>1102</td> <td>1269</td> <td>1100</td> <td>1147</td> </tr> <tr> <td>Timber Creek</td> <td>175</td> <td>170</td> <td>137</td> <td>157</td> <td>155</td> <td>163</td> <td>162</td> <td>136</td> <td>160</td> <td>146</td> <td>118</td> <td>126</td> </tr> <tr> <td>Confluence</td> <td>232</td> <td>256</td> <td>243</td> <td>264</td> <td>258</td> <td>269</td> <td>250</td> <td>272</td> <td>251</td> <td>261</td> <td>356</td> <td>367</td> </tr> </tbody> </table> </div>	Month	Totals	Jan	2774	Feb	2713	Mar	2553	Apr	2694	May	2878	Jun	2150	Jul	2101	Aug	2896	Sep	2846	Oct	3589	Nov	2901	Dec	3119	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
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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)

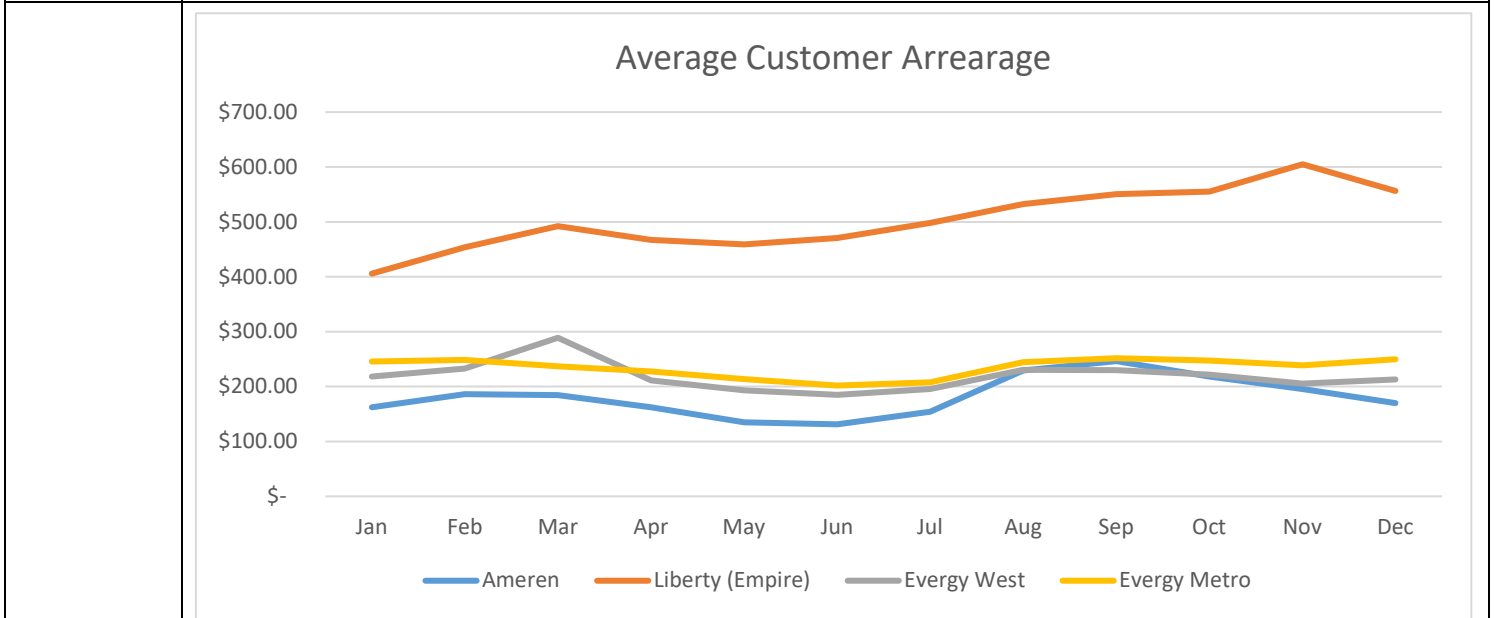
G. The average customer arrearage.³

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
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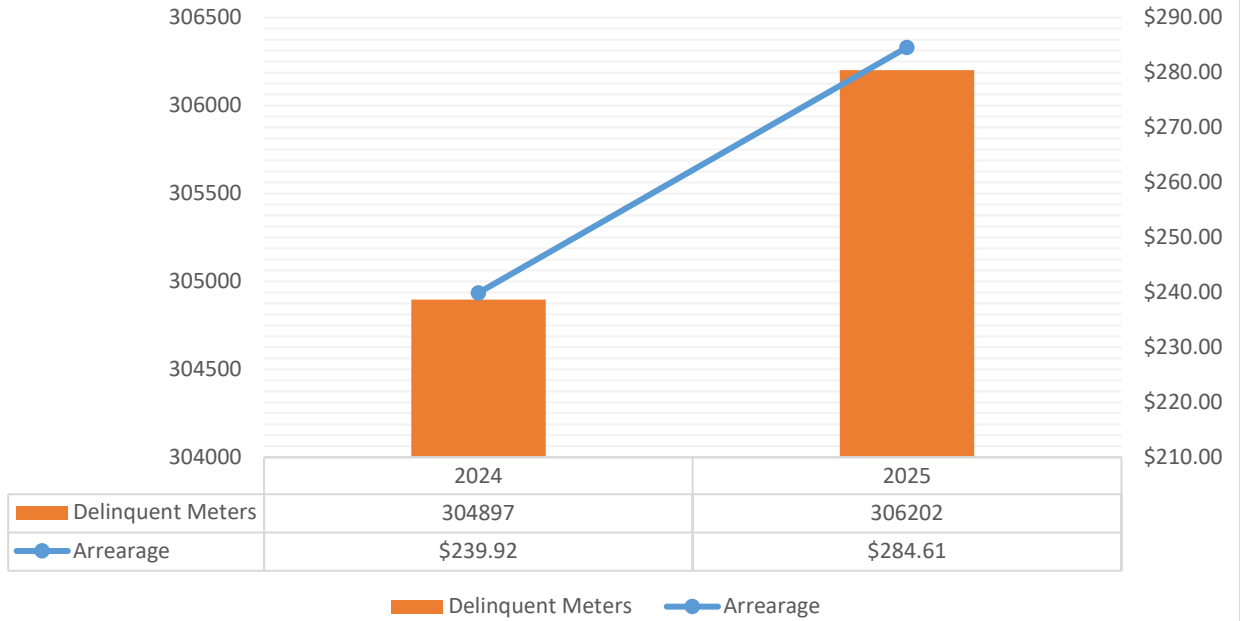
Description	The average amount owed for residential customers with a past-due balance.
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Notes	<p>2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.</p> <p>Evergy- A balance that is over 22 days old is considered past due.</p>
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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

Average Combined Arrearage and Delinquent Meters By Year

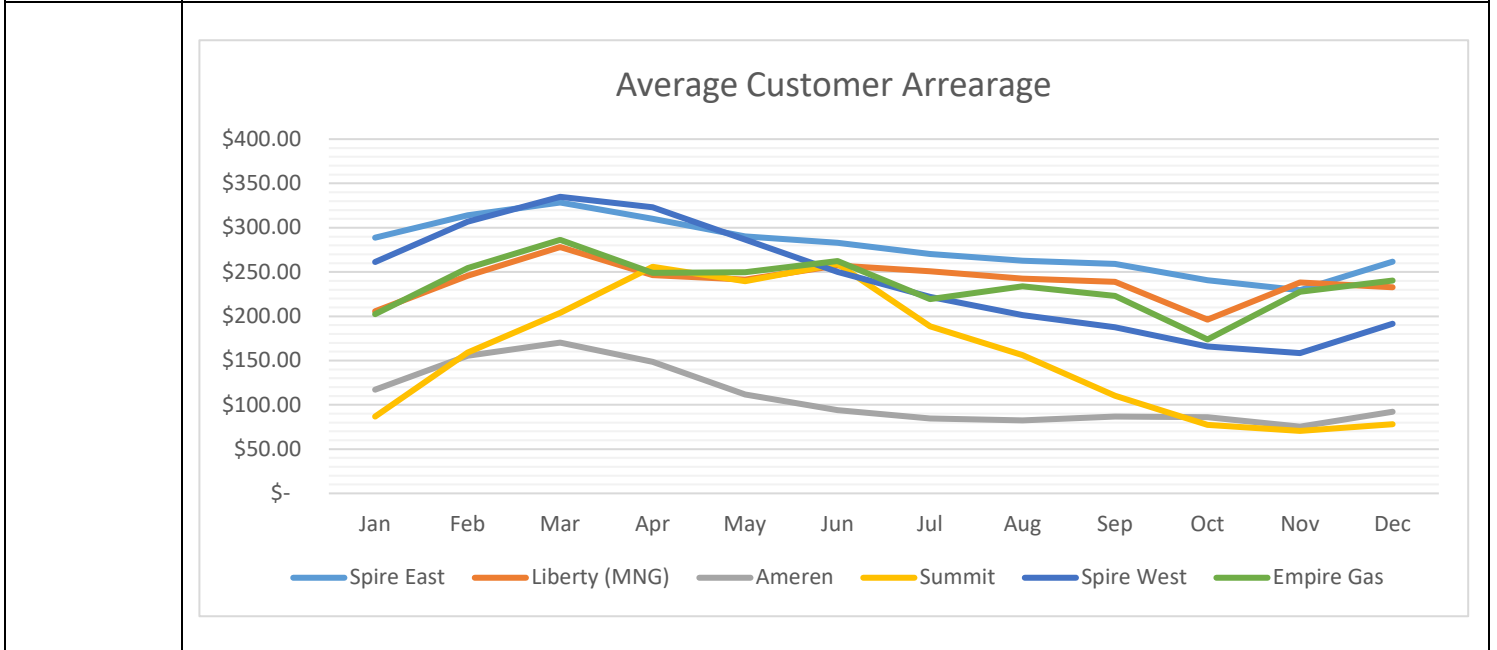


The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of 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
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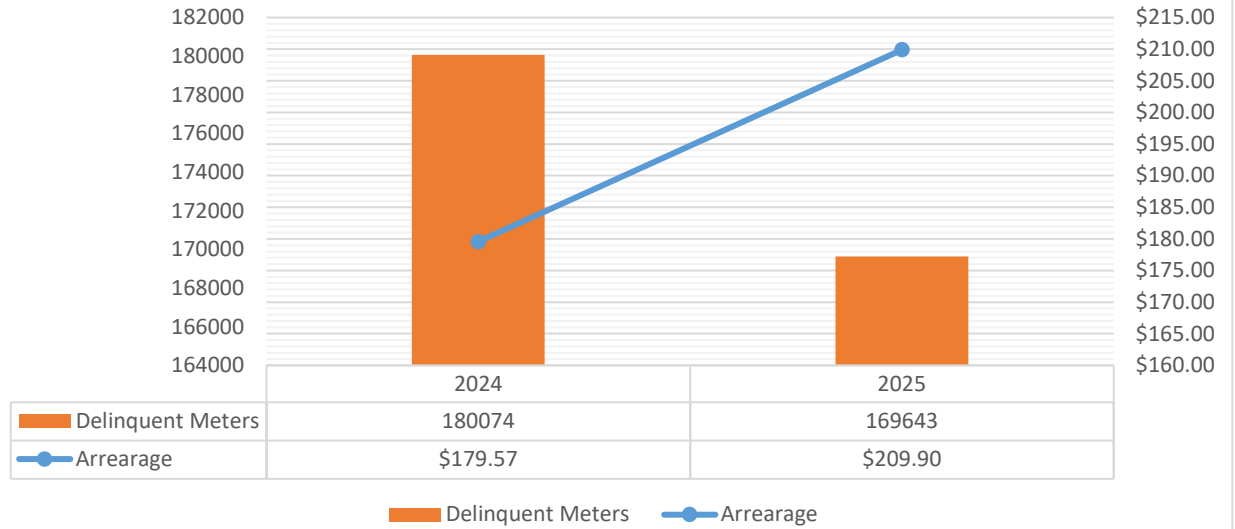
Description	The average amount owed for residential customers with a past-due balance.
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Notes	<p>2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.</p> <p>Spire East and Spire West discovered an error in its tally of Delinquent Meters that incorrectly increased the count. This error decreased the Average Customer Arrearage. Data has been corrected going back to 2024.</p>
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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

Average Combined Arrearage and Delinquent Meters By Year

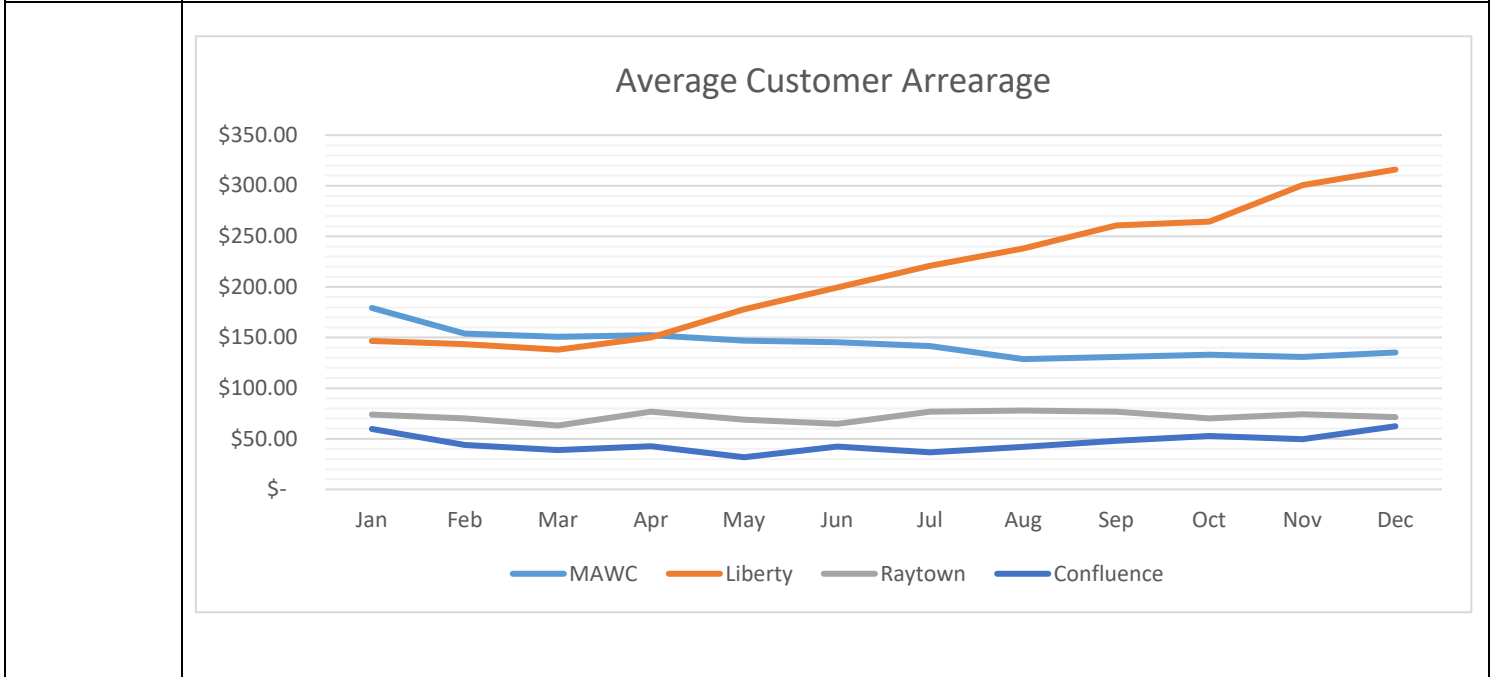


The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of 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.

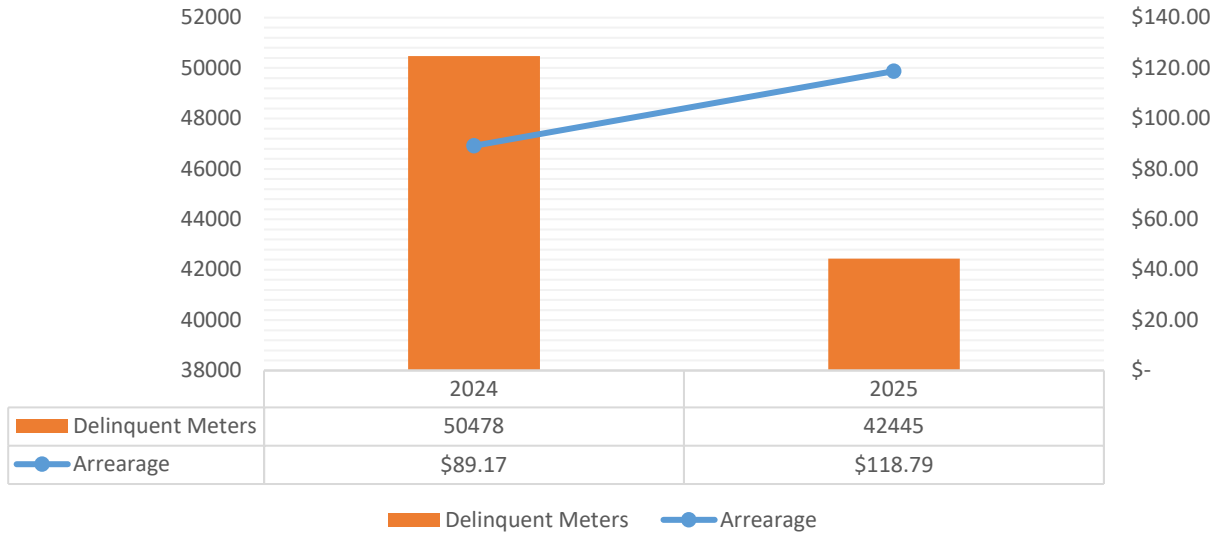
Notes 2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.
Missouri American Water- Only include customers with a balance that is 30+ days past due.



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

Average Combined Arrearage and Delinquent Meters By Year

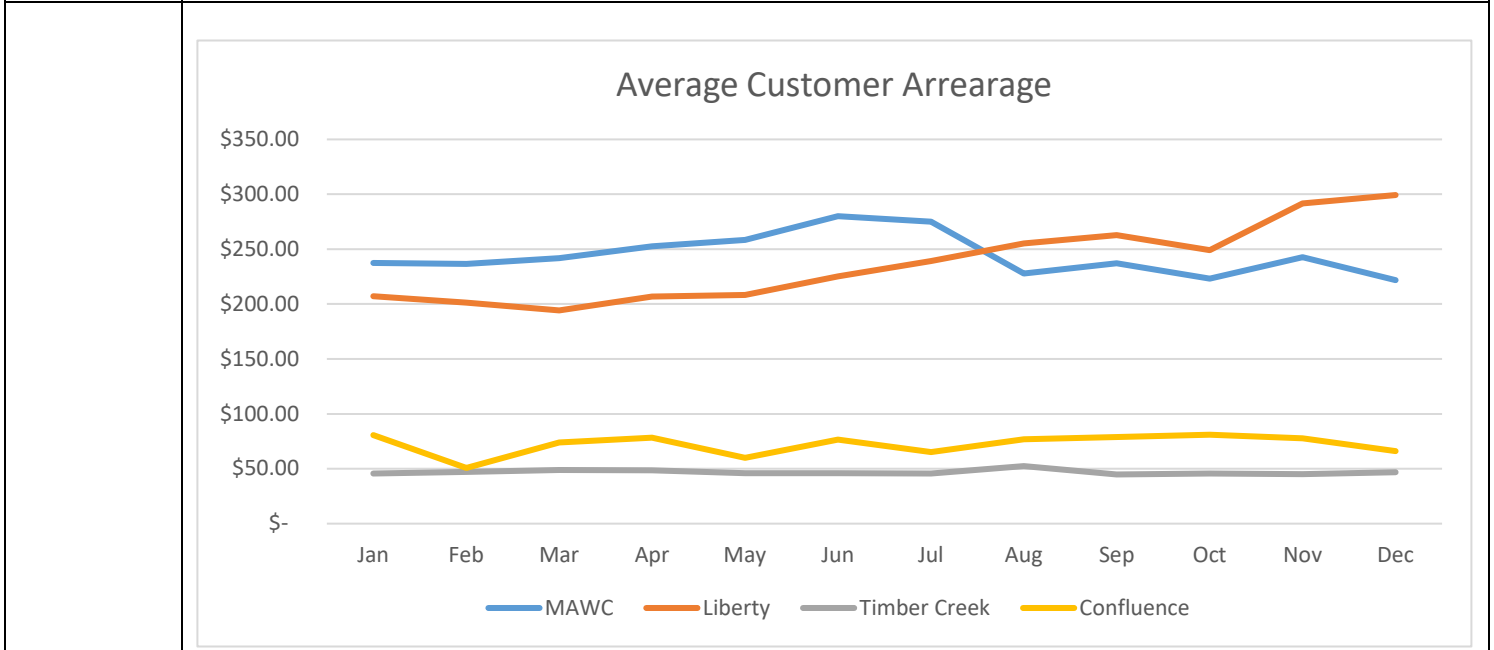


The graph above compares the average number of delinquent meters over the course of the year with the average arrearage over the course of the year. Comparing between years, this will show any changes in the relationship between the number of customers with past-due balances and the dollar amount of 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.

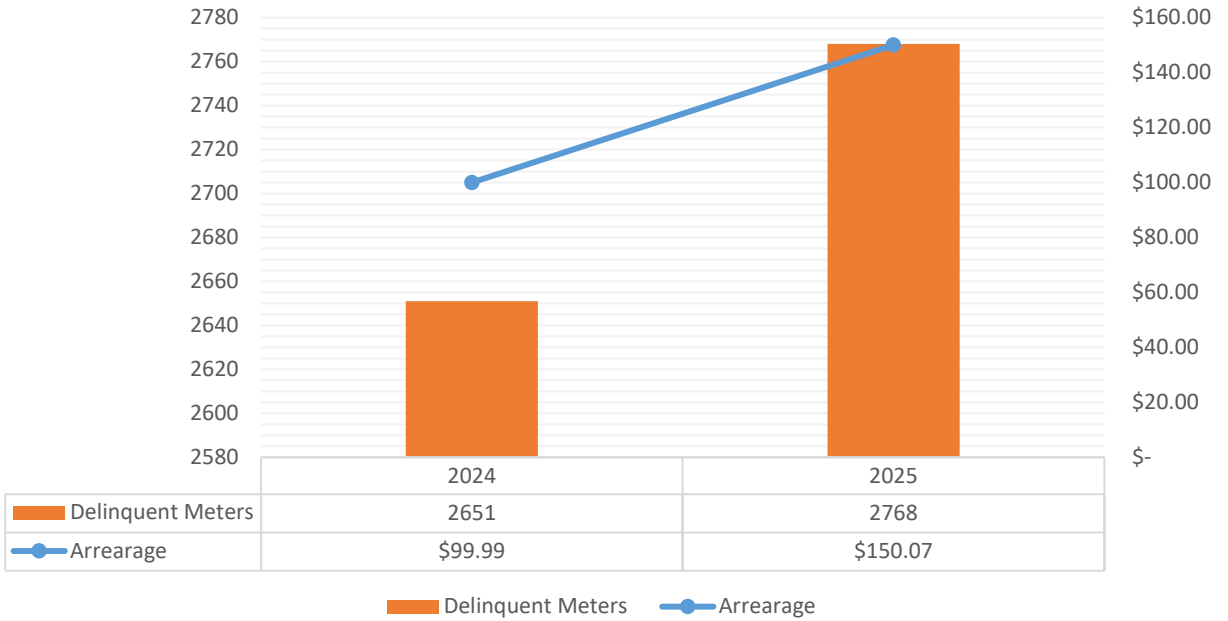
Notes
 2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.
 Missouri American Water- Only include customers with a balance that is 30+ days past due.
 Confluence- Data has been revised to reflect the number of sewer customers instead of the number of sewer customers 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

Average Combined Arrearage and Delinquent Meters By Year



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.

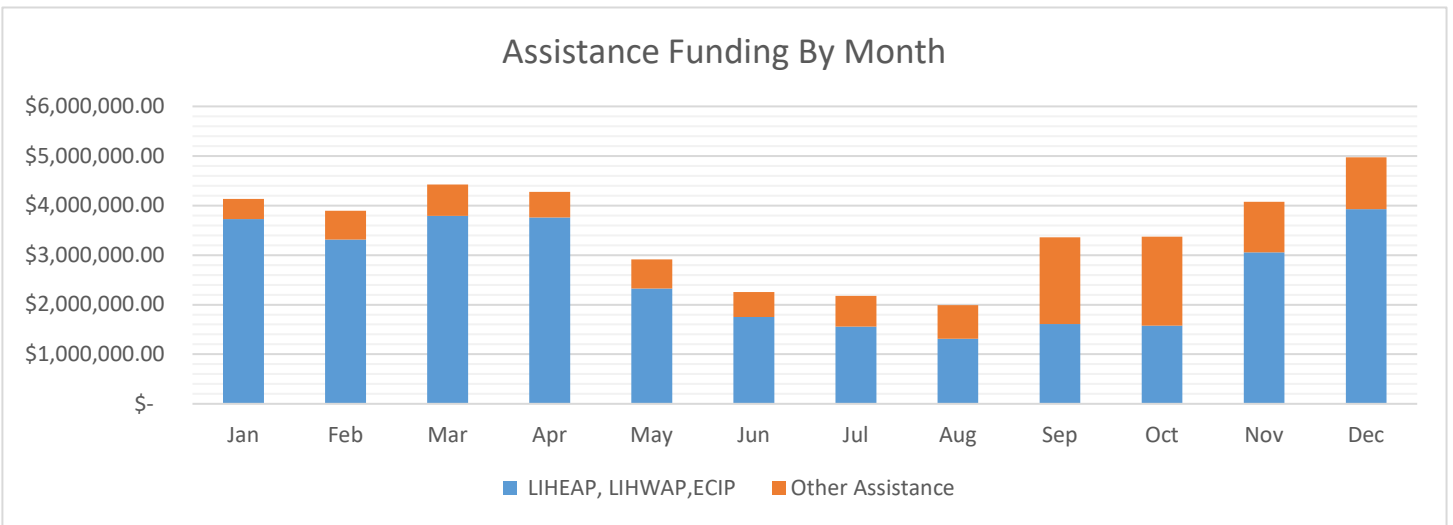
Assistance Program Monies

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.

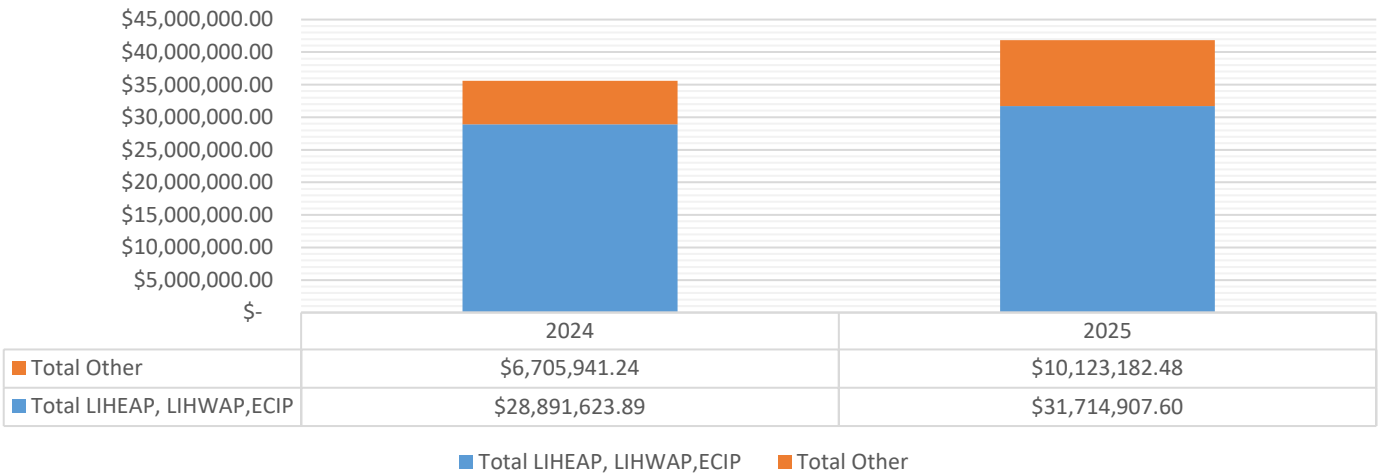


Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	\$2,165,962.52	\$2,085,256.17	\$2,033,382.00	\$2,257,144.00	\$1,308,330.00	\$998,928.00	\$770,347.00	\$786,478.00	\$993,786.11	\$1,192,158.06	\$1,993,782.00	\$2,343,164.00
Liberty (Empire)	\$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)

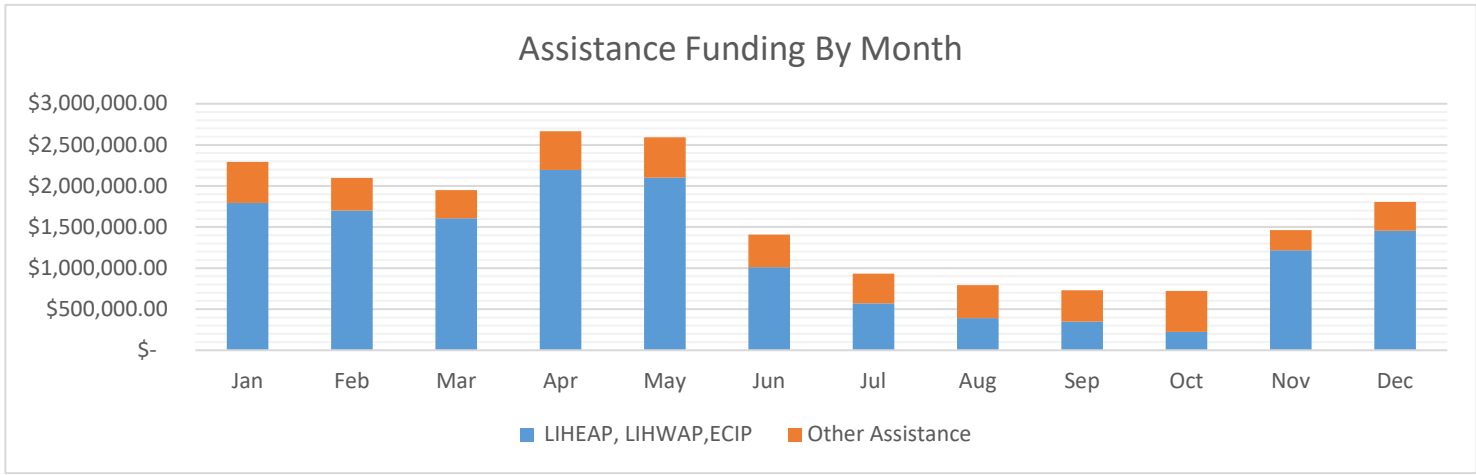
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ameren	\$317,581.39	\$434,615.36	\$452,661.18	\$345,928.03	\$383,758.15	\$361,129.62	\$461,586.00	\$494,414.76	\$1,492,180.23	\$1,558,017.27	\$791,561.54	\$858,925.47
Liberty (Empire)	\$33,421.02	\$34,628.50	\$60,363.03	\$33,435.78	\$40,405.72	\$31,100.74	\$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

Total Assistance Funding By Year



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
Descrip tion	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.

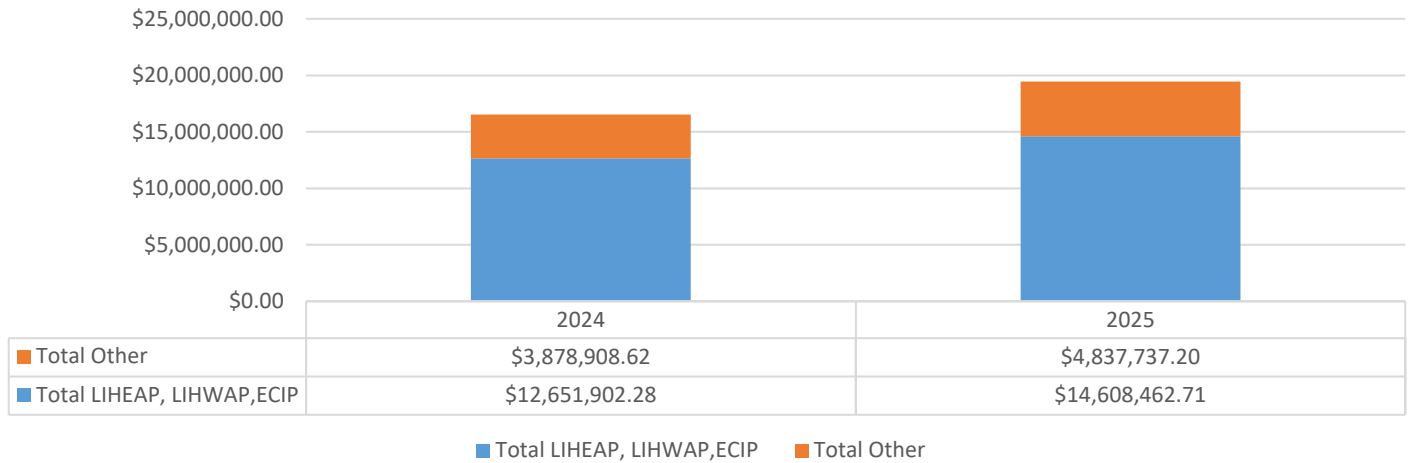


Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	\$907,507.76	\$1,000,557.11	\$863,990.97	\$814,059.64	\$1,155,497.44	\$571,652.60	\$256,633.77	\$174,688.07	\$151,729.18	\$65,845.19	\$278,547.00	\$422,810.00
Spire West	\$518,861.00	\$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)

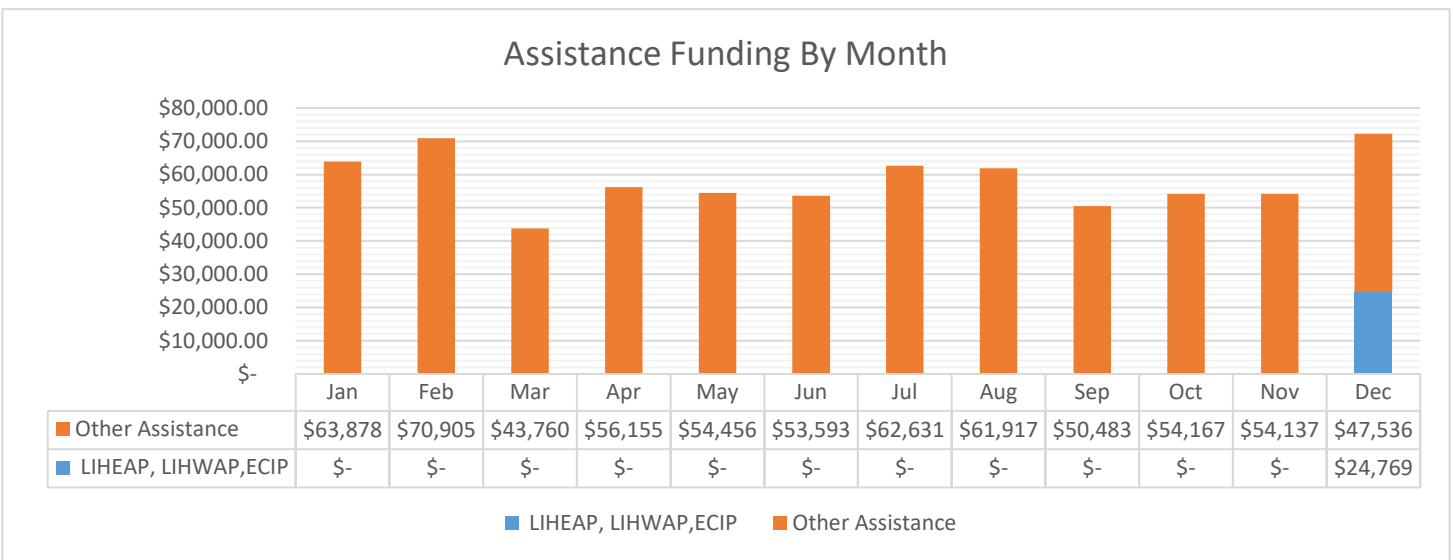
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spire East	\$387,318.89	\$240,907.41	\$209,619.23	\$271,883.97	\$327,215.91	\$181,788.80	\$197,021.76	\$285,501.43	\$169,905.74	\$305,656.26	\$117,167.79	\$220,545.73
Spire West	\$67,041.08	\$103,657.38	\$73,134.96	\$139,216.23	\$99,796.61	\$160,821.87	\$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	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-

Total Assistance Funding By Year



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.

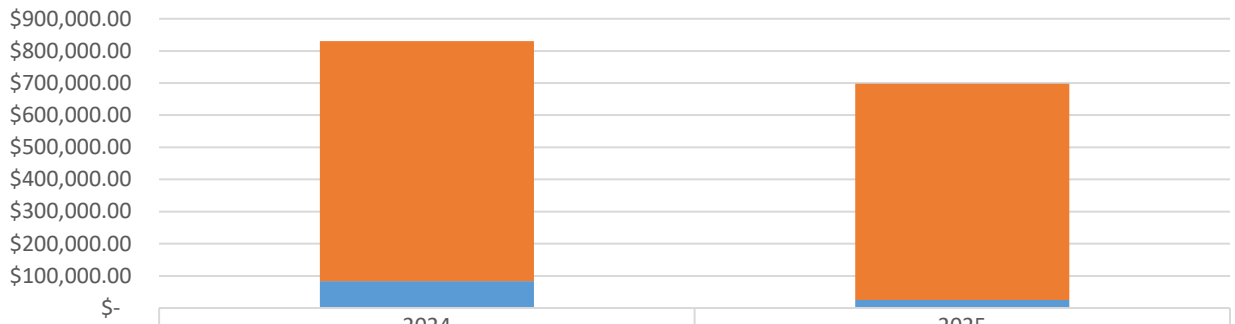


Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Liberty	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$24,769.00
Raytown	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Confluence	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-

Subsection I- Assistant Monies (all other)

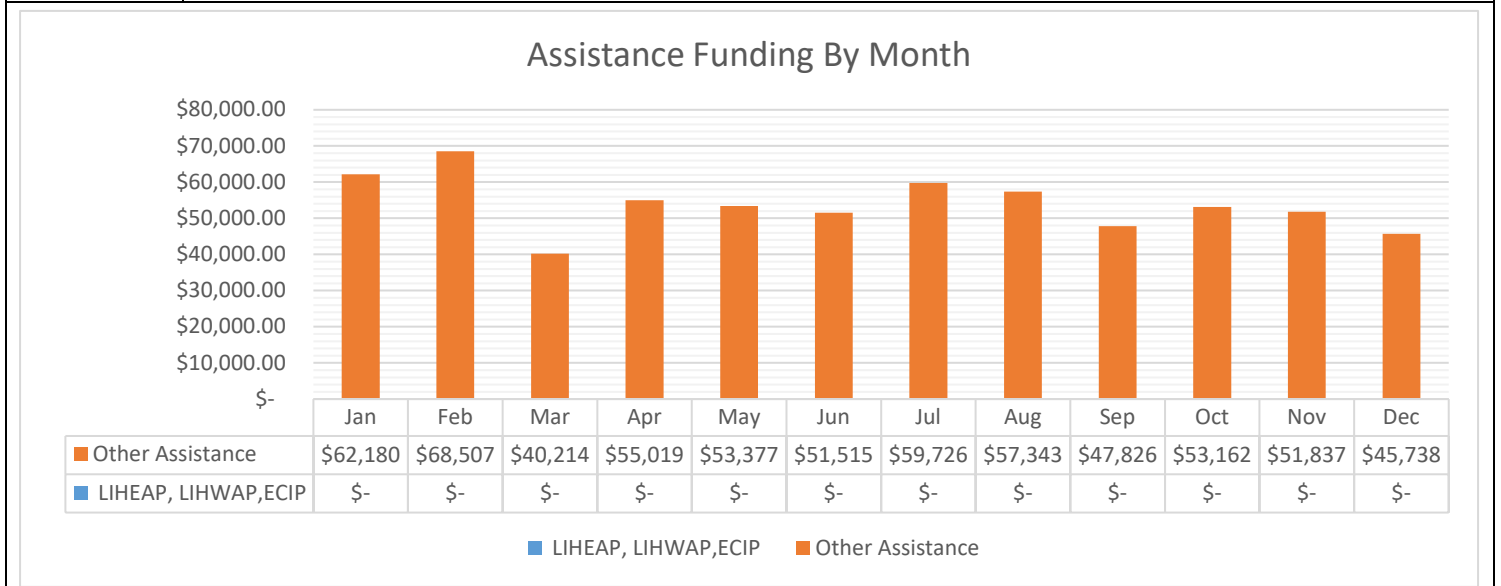
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	\$62,180.55	\$68,507.24	\$40,214.39	\$55,019.60	\$53,377.19	\$51,515.57	\$59,726.48	\$57,343.58	\$47,826.24	\$53,111.33	\$51,837.55	\$45,738.32
Liberty	\$1,527.24	\$1,888.44	\$3,546.56	\$1,136.15	\$1,079.05	\$1,945.60	\$2,566.99	\$4,193.62	\$2,656.80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

Total Assistance Funding By Year



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	<p>2024 does not reflect a full year's data. Most utilities began reporting in March 2024.</p> <p>LIHWAP funding ended March 31, 2024.</p> <p>Missouri American Water- Does not distinguish between assistance money for water vs. sewer service.</p>

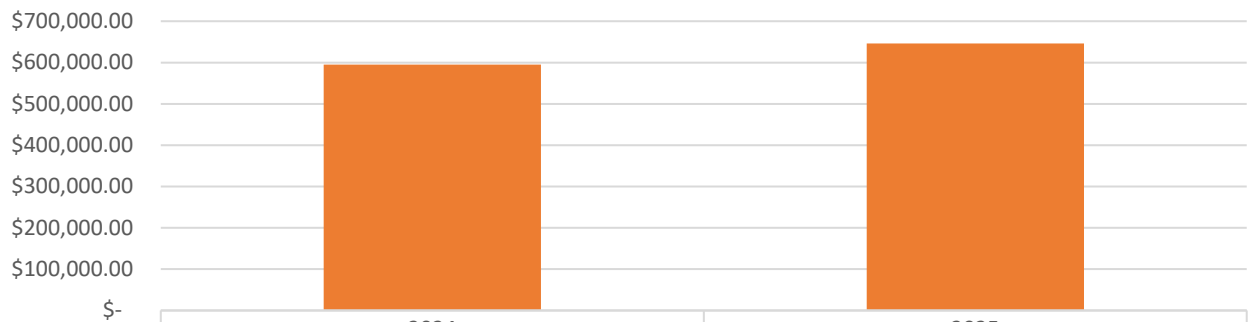


Subsection H- Assistant Monies (LIHEAP,LIHWAP,ECIP)												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MAWC	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Liberty	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Timber Creek	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Confluence	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-

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	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-

Total Assistance Funding By Year



	2024	2025
Total Other	\$594,948.26	\$646,448.94
Total LIHEAP, LIHWAP, ECIP	\$-	\$-

■ Total LIHEAP, LIHWAP, ECIP
 ■ Total Other

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.

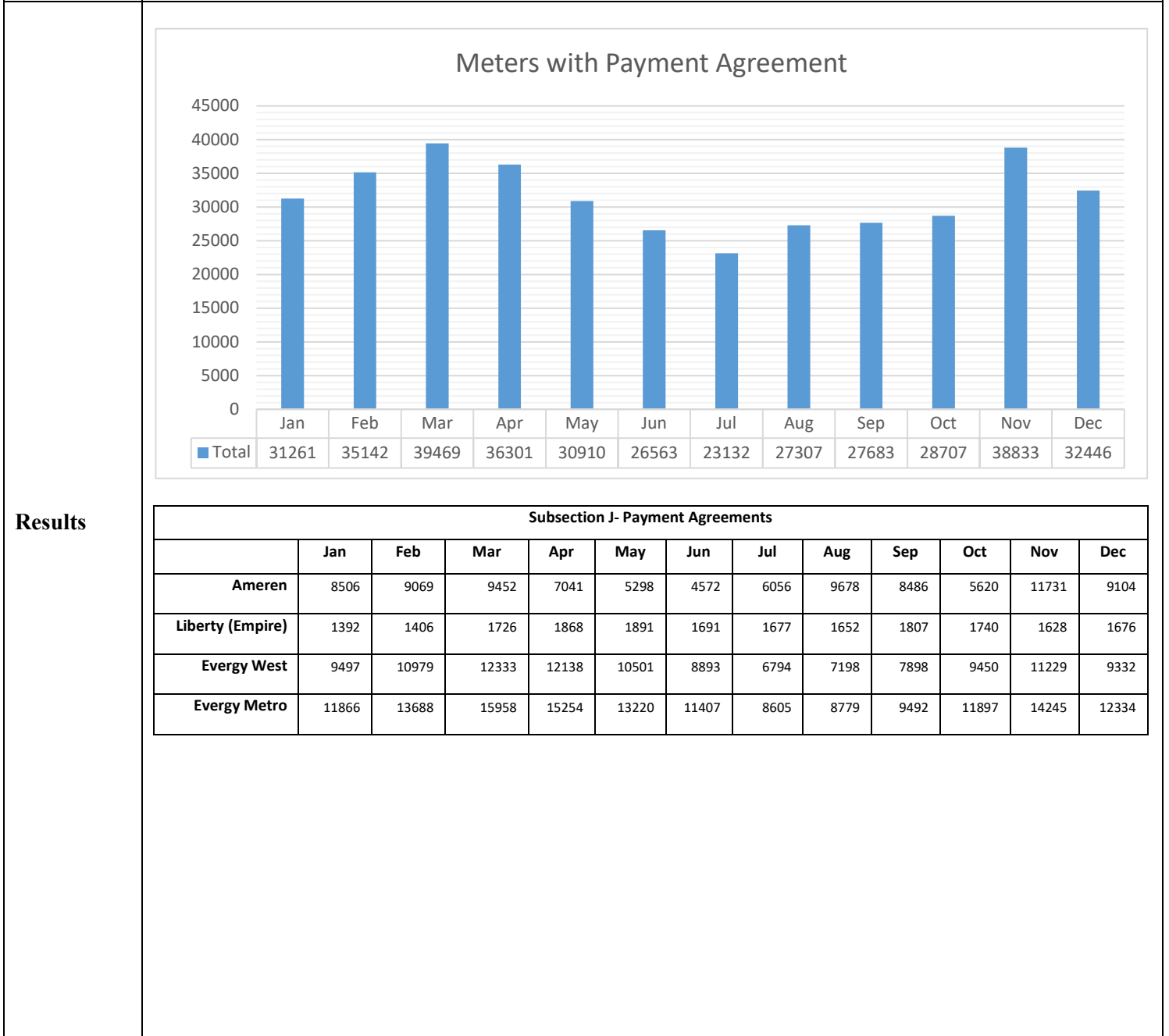
⁶ 20 CSR 4240-13.015(1)(CC) states: Settlement agreement means an agreement between a customer and a utility which resolves any matter in dispute between the parties or provides for the payment of undisputed charges over a period longer than the customer's normal billing period.

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

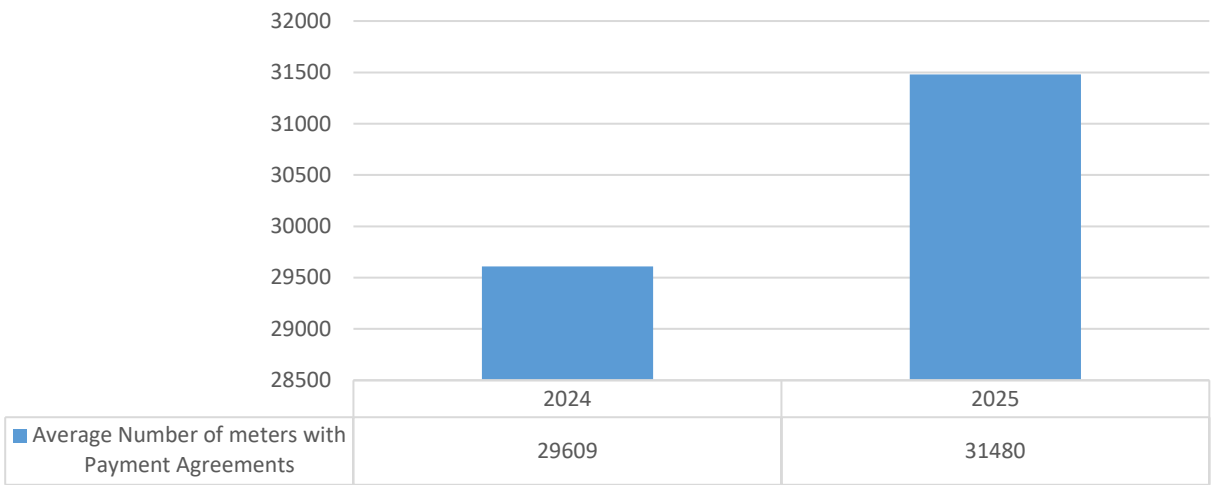
Title	Payment Agreements- Electric
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Description	The number of residential meters where service is paid for under terms of a payment agreement or a settlement agreement.
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Notes	2024 does not reflect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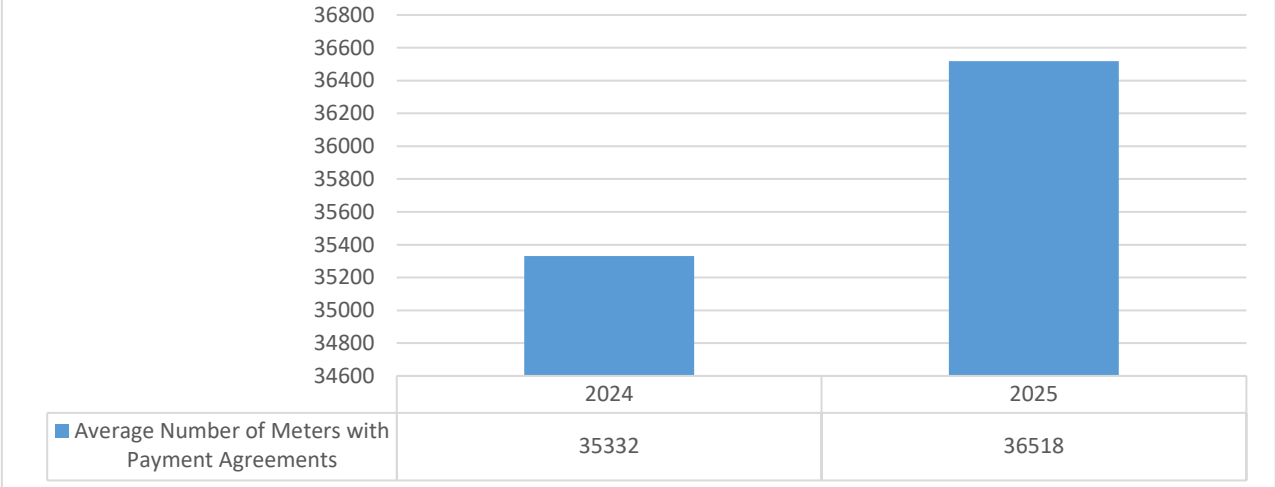
Average Number of Meters with Payment Agreements By Year



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	<div data-bbox="261 594 1539 1167"> <p style="text-align: center;">Meters with Payment Agreement</p> <table border="1" data-bbox="305 1079 1507 1155"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>32507</td> <td>37779</td> <td>45487</td> <td>48720</td> <td>47303</td> <td>43055</td> <td>38878</td> <td>33667</td> <td>29822</td> <td>26380</td> <td>26841</td> <td>27772</td> </tr> </tbody> </table> </div> <div data-bbox="261 1226 1528 1593"> <p style="text-align: center;">Subsection J- Payment Agreements</p> <table border="1"> <thead> <tr> <th></th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Spire East</td> <td>16743</td> <td>19519</td> <td>23659</td> <td>25240</td> <td>24532</td> <td>22148</td> <td>20125</td> <td>17179</td> <td>15065</td> <td>13395</td> <td>13570</td> <td>13977</td> </tr> <tr> <td>Spire West</td> <td>14757</td> <td>17035</td> <td>20420</td> <td>22196</td> <td>21673</td> <td>19932</td> <td>17682</td> <td>15329</td> <td>13782</td> <td>12303</td> <td>12269</td> <td>12928</td> </tr> <tr> <td>Liberty (MNG)</td> <td>221</td> <td>212</td> <td>277</td> <td>344</td> <td>372</td> <td>346</td> <td>366</td> <td>330</td> <td>261</td> <td>209</td> <td>154</td> <td>155</td> </tr> <tr> <td>Empire Gas</td> <td>108</td> <td>112</td> <td>131</td> <td>130</td> <td>129</td> <td>127</td> <td>139</td> <td>113</td> <td>101</td> <td>90</td> <td>89</td> <td>66</td> </tr> <tr> <td>Ameren</td> <td>664</td> <td>876</td> <td>960</td> <td>751</td> <td>525</td> <td>422</td> <td>510</td> <td>673</td> <td>582</td> <td>346</td> <td>741</td> <td>634</td> </tr> <tr> <td>Summit</td> <td>14</td> <td>25</td> <td>40</td> <td>59</td> <td>72</td> <td>80</td> <td>56</td> <td>43</td> <td>31</td> <td>37</td> <td>18</td> <td>12</td> </tr> </tbody> </table> </div>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	32507	37779	45487	48720	47303	43055	38878	33667	29822	26380	26841	27772		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
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec																																																																																																										
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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																																																																																																										
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Summit	14	25	40	59	72	80	56	43	31	37	18	12																																																																																																										

Average Number of Meters with Payment Agreements By Year

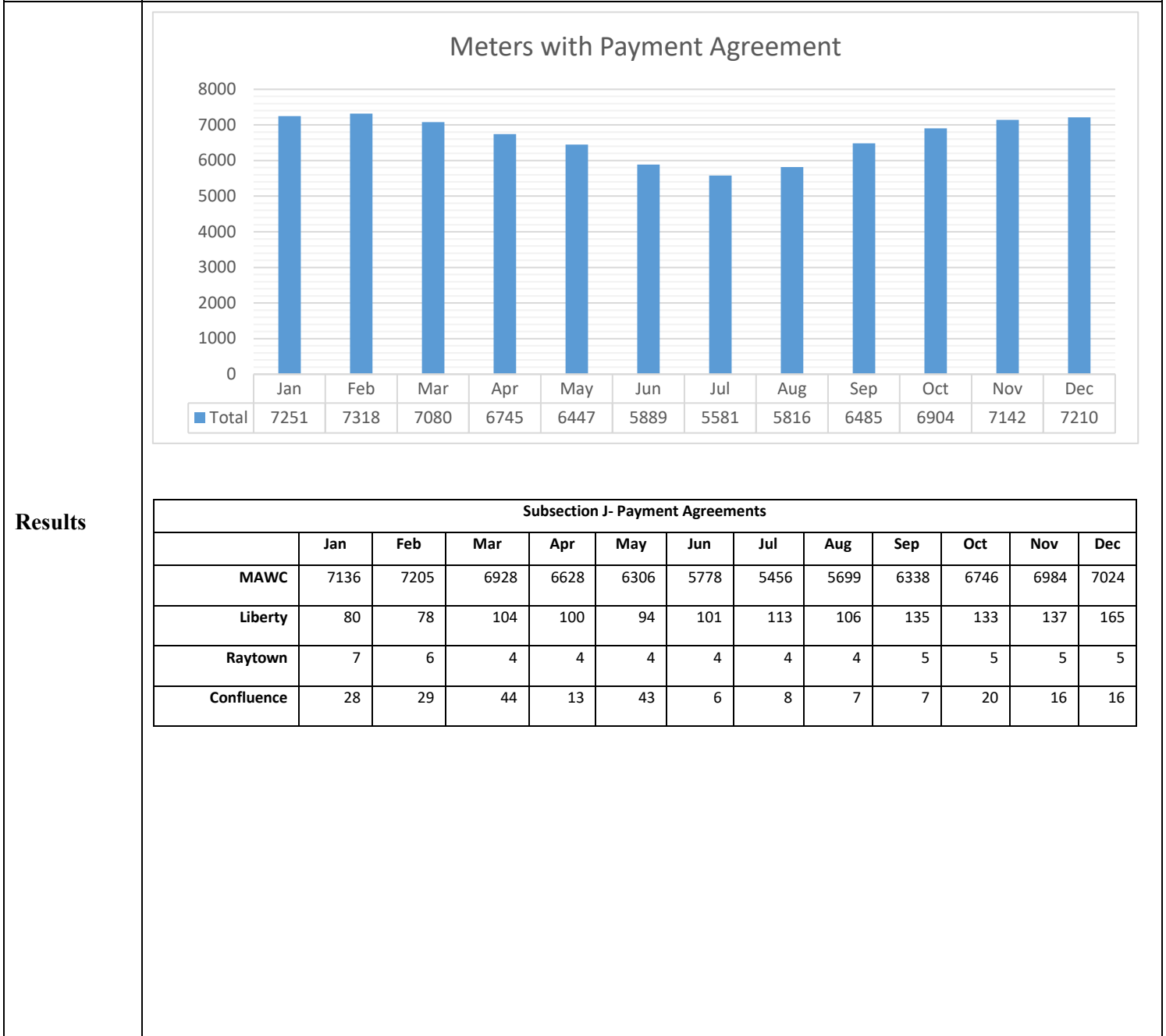


Across gas utilities, there was an average of 36,518 active payment agreements in 2025. This is 1,186 more than the average number of active payment agreements March-December 2024.

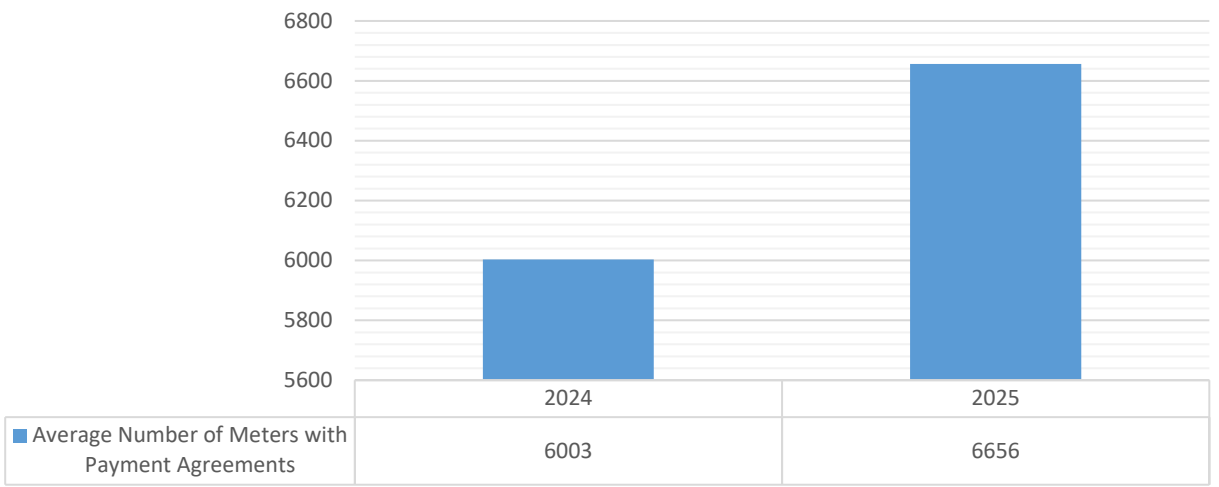
Title	Payment Agreements- Water
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Description	The number of residential meters where service is paid for under terms of a payment agreement or a settlement agreement.
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Notes	2024 does not reflect a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

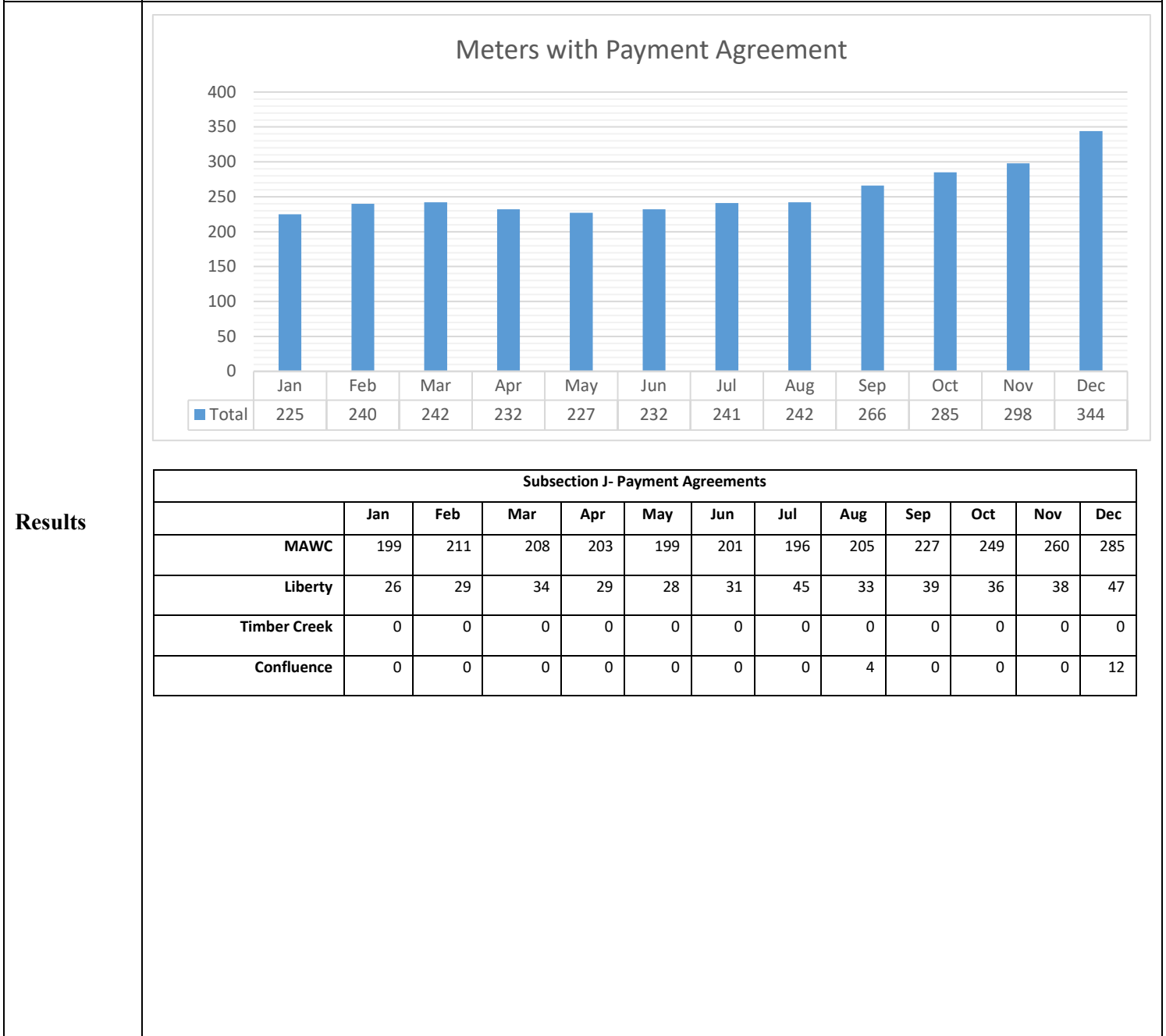


Across water utilities, there was an average of 6,656 active payment agreements in 2025. This is 653 more than the average number of active payment agreements March-December 2024.

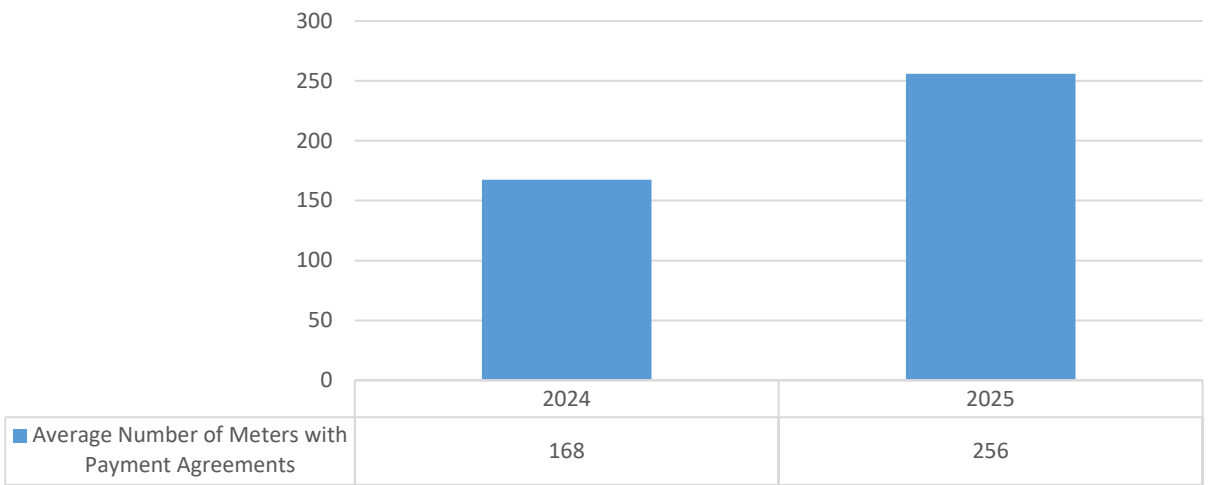
Title	Payment Agreements- Sewer
--------------	----------------------------------

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.
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Notes	2024 does not reflect a full year’s data. Most utilities began reporting in March 2024.
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Average Number of Meters with Payment Agreements By Year



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

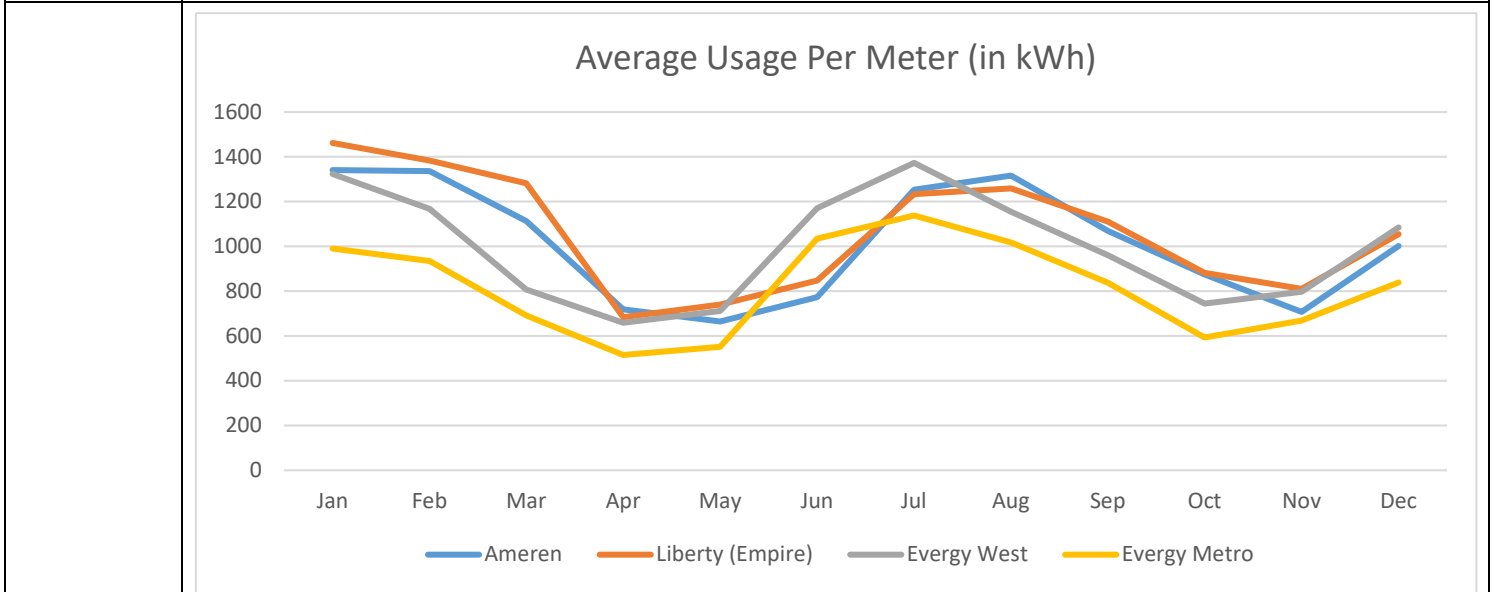
20 CSR 4240-13.075(K)

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

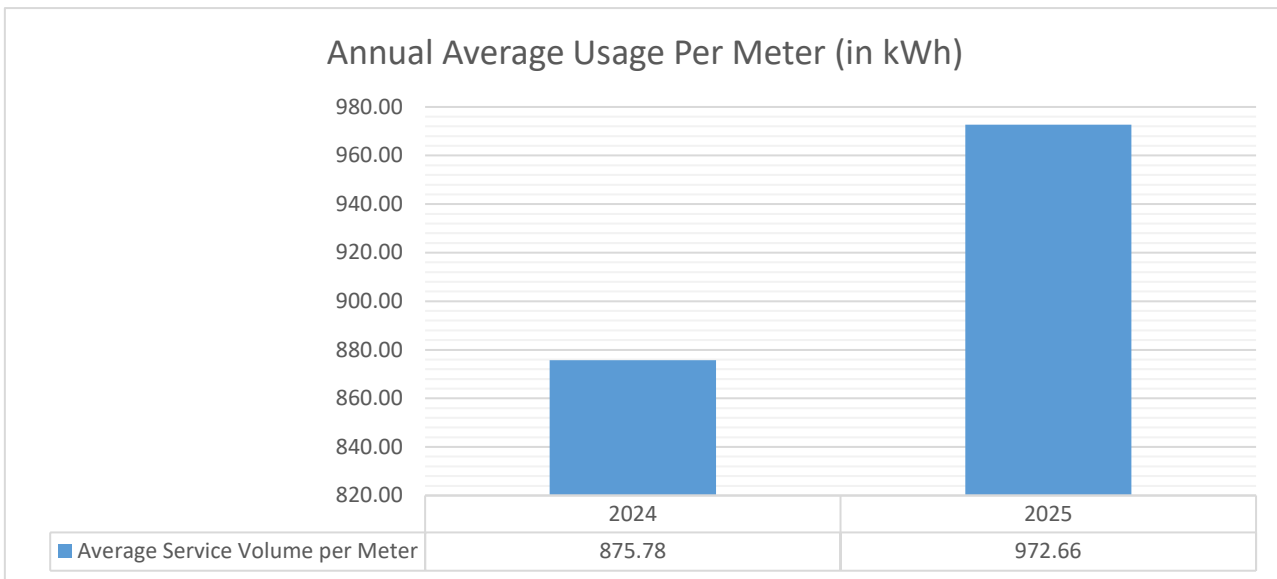
Title	Average Usage- Electric
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Description	The average residential electric usage per meter for the given month, in kilowatt-hours (kWh).
--------------------	--

Notes	2024 does not reflect a full year's data. Most utilities began reporting in March 2024.
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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	

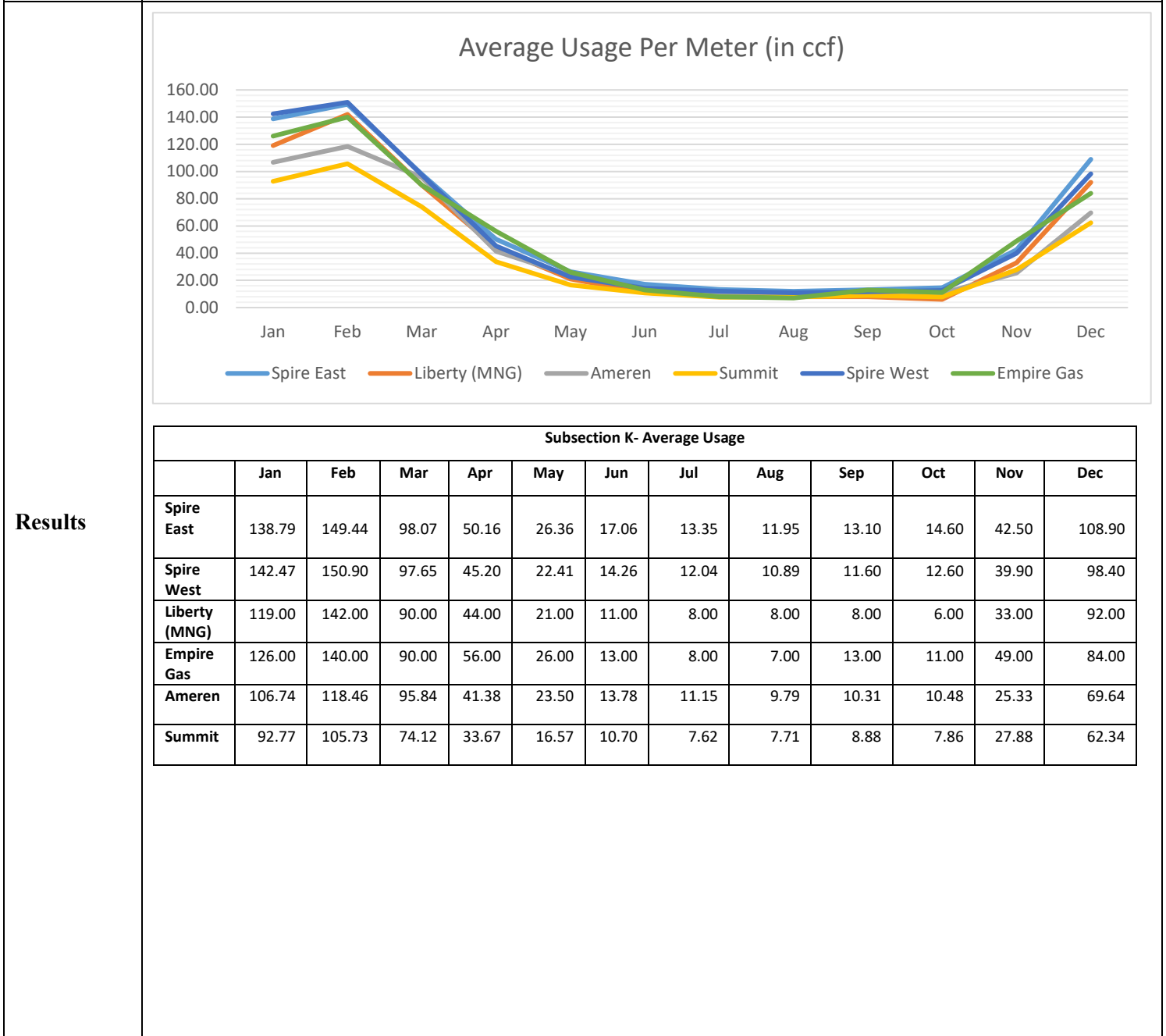


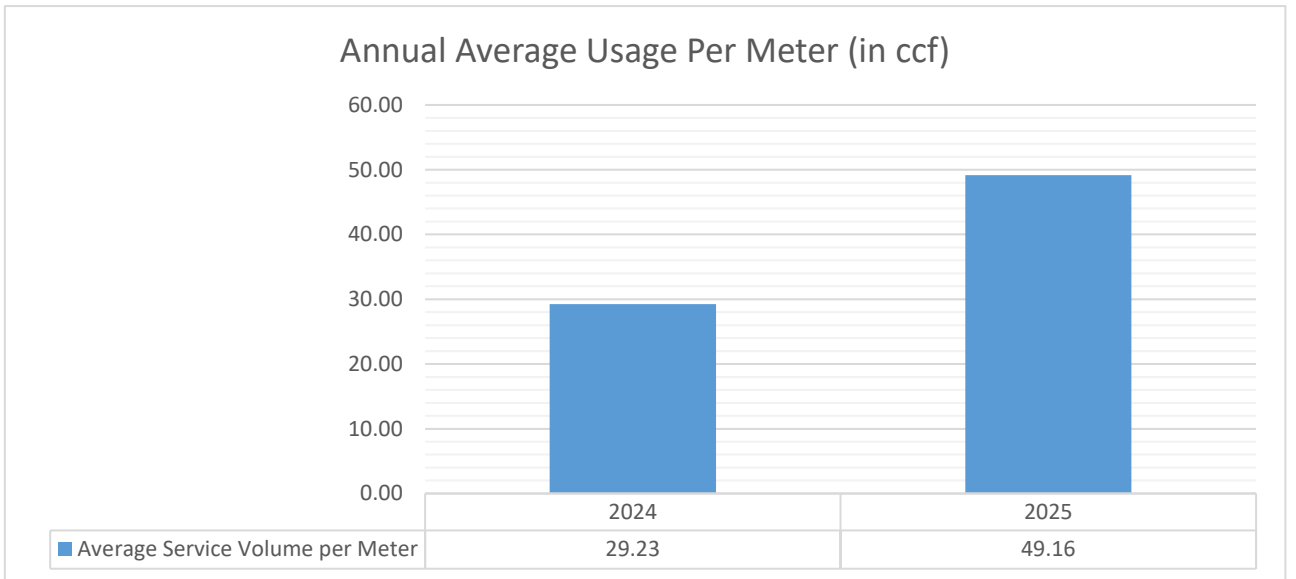
Across electric utilities, the average amount of electricity used was 972.66 kWh. This is 96.88 kWh more than the average amount of electricity used March-December 2024.

Title	Average Usage- Gas
--------------	---------------------------

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

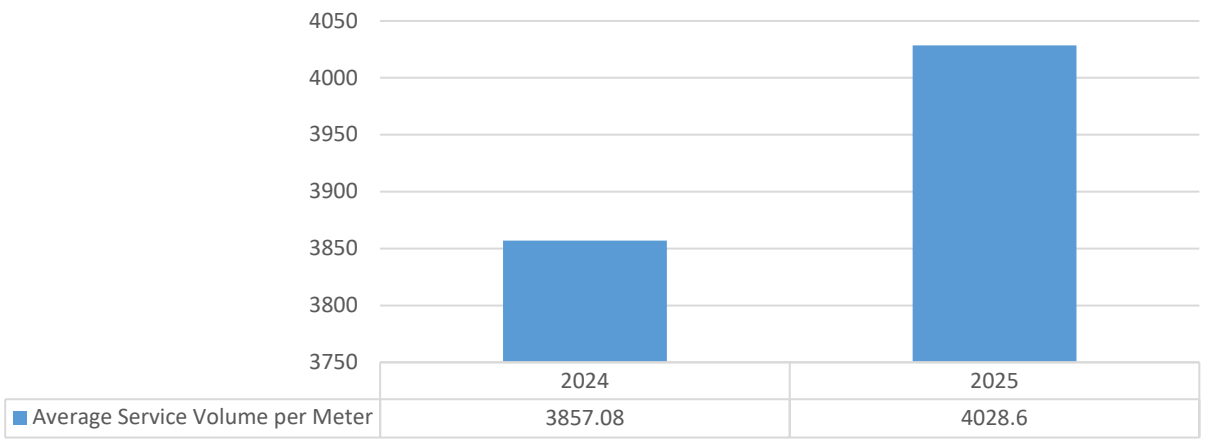
Title Average Usage- Water

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.



Annual Average Usage Per Meter (in thousand gallons)



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

200 Madison Street

Jefferson City, Missouri 65102

psc.mo.gov

1-800-392-4211

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 14th day of May, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

May 14, 2026

Case No: OW-2026-0085

MO PSC Staff

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MO PSC Staff

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Jefferson City, MO 65101
travis.pringle@psc.mo.gov

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.