

**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) File No. OO-2025-0233
Water Utilities)

SECOND NOTICE REGARDING METRICS

COMES NOW The Empire District Electric Company d/b/a Liberty (“Liberty” or the “Company”) and submits this Second Notice Regarding Metrics pertaining to the “Customer First Performance Metrics” stemming from Case No. ER-2024-0261. In this regard, Liberty respectfully states as follows to the Missouri Public Service Commission (the “Commission”):

1. Ordered paragraph four of the *Report and Order* issued by the Commission on January 14, 2026, in Case No. ER-2024-0261, approves the terms of the Global Stipulation filed on October 6, 2025, and directs the signatories to comply with its terms (except as modified by the Supplemental Stipulation). Paragraphs six and seven of the Global Stipulation provide as follows:

Customer First Performance Metrics. The Parties will confer on the appropriate and reasonably achievable monthly normalized performance metrics and targets in the separate investigation and reach agreement by May 31, 2026. The performance metrics should be related to billing accuracy, billing timeliness, number of estimated bills, call center responsiveness, and customer experience index. The term “normalized” shall mean the exclusion of certain extraordinary events that occur from time to time, which (1) are beyond the control of the utility such as an act of nature, and (2) may affect the utility’s ability to meet the performance metrics. Upon the occurrence of an extraordinary event, Empire shall document the event and its impact on the performance metrics. The normalized performance metrics will be filed with the Commission until the Company achieves agreed upon performance metrics, compliance with Commission rules, and the Commission approved Empire tariff for at least 12 consecutive months, or as otherwise agreed to by the parties.

Customer First Regulatory Asset. Only after meeting the monthly normalized Customer First Performance Metrics, and only in those months where the Company has met the monthly normalized Customer First Performance Metrics, shall the Company begin recording a monthly amount in a regulatory asset account equal to the rate of return that would have been earned on the asset balance had it been

included in rate base in the amount of \$1,145,863 (\$13,750,356/12). Empire shall file in the ER-2024-0261 docket a notice of compliance and notice of deferral for each month it has met the monthly normalized Customer First Performance Metrics. The amounts are subject to review and recovery in a future rate case.

2. On May 30, 2026, Liberty filed its Notice Regarding Metrics and, therein, it was stated that Liberty and Staff had reached agreement on a substantial portion of the Customer First Performance Metrics (see Exhibit A to the Notice which contained the 14 agreed to metrics). It was intended that additional and/or revised metrics would be agreed to and filed herein by Liberty prior to June 30, 2026, as well as how the metrics will be applied. It was further stated that Liberty, with Staff's assent, intended to begin measuring compliance as of June 1, 2026, using the metrics shown on Exhibit A, and that the additional/revised metrics and the application method would be measured for compliance for the month of June, unless otherwise agreed among the parties, and moving forward.

3. Since the May 30, 2026 filing, the parties have continued discussions as to the Customer First Performance Metrics and exchanged revised language. However, agreement has not yet been reached regarding the remaining metrics Customer First Performance Metrics, which the parties continue to discuss. It is the parties' intent that these remaining metrics shall be agreed to and filed herein by Liberty prior to July 31, 2026, to include information as to how the metrics will be applied.

WHEREFORE, Liberty respectfully submits this Second Notice Regarding Metrics. No action on the part of the Commission is requested at this time.

Respectfully submitted,

ATTORNEYS FOR THE EMPIRE DISTRICT
ELECTRIC COMPANY d/b/a LIBERTY

//S// Dean L. Cooper

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CERTIFICATE OF SERVICE

I hereby certify that the above document was filed in EFIS on this 30th day of June 2026, with notification of the same being sent to all counsel of record; and I further certify that the above document was sent by electronic transmission to all counsel of record.

//S// Dean L. Cooper