Lakewood Hills – Resident Issues with Liberty Utilities

Source: resident accounts compiled by Jeannie Meyer, Oct 4–7, 2026 (phone/in person); resident online form (8/20/26); Meyer AG status form and Sept 22, 2026 bill. Dragovich written account (10/12/26); Bauer account (Oct 2026). Phone numbers omitted; see source notes.

18	7	14	6
Households documented	Still open	Billing issues (Billing or Both)	Service issues (Service or Both)

Issues by Type

Issue Type	Households	Addresses
No / Delayed Bills	4	[redacted]
Estimated Bills	3	[redacted]
Extreme / Spike Bill	11	[redacted]
Meter Read ≠ Billed	3	[redacted]
Told "You Have a Leak"	3	[redacted]
Meter Replaced	2	[redacted]
Leak / Outage	6	[redacted]
Slow Repair (weeks+)	5	[redacted]
No Callback / No Response	10	[redacted]
Late Fees on Disputed Amt	2	[redacted]
PSC Contacted	9	[redacted]
AG Contacted	1	[redacted]

Address column reflects the log as compiled.

Patterns Across Households

1. Missing bills followed by large catch-up bills ([redacted]) – [redacted] received no bills for ~10 months (Dec 2024–Oct 2025), overlapping the period the WR-2024-0104 stipulation (¶21) required monthly delayed-bill reporting to PSC Staff.
2. Heavy use of estimated bills – Meyer reports 8 of 12 bills estimated in 2025, after the stipulation's ~April 2025 deadline to eliminate non-compliant estimated bills.
3. Extreme usage spikes for small households – 1-3 person and retired households billed 33,000–41,000 gal/month ([redacted]) and ~1,000,000 gal[redacted] vs. ~4,000 gal/month KMB average in Liberty's 2023 annual report.
4. Direct evidence that billed reads don't match meter reads – a Liberty meter reader told Vogt his submitted readings differ from what was billed; a reader confirmed [redacted] billed read was wrong; [redacted] photos contradicted bills.
5. 'You have a leak' as the default response – [redacted] (who paid a plumber to disprove it); two cases resolved only after meter replacement [redacted]). [redacted] Liberty's site visit 'confirmed' ~23K gal for a part-time single occupant.
6. Bills generated while homes were empty – [redacted] (away 1 month) and Loughren (away all winter, ~[redacted] autopaid).
7. Slow leak repair – [redacted] (utility-side leak ran ~3 months), [redacted] (weeks; told no one available to fix), [redacted] (weeks, then road left unrepaired until next spring), Dragovich (water ran 3 days; easement erosion never restored; husband told by a Liberty employee no one was contracted to fix broken lines).
8. No callbacks / unanswered calls in 10 households; resolution typically took 2.5 months to 1.5 years and often required PSC involvement.
9. Liberty's lawyers told the AG only one other LWH customer had complained – this log documents 18 households, with 4 more known but not yet reached.

ATTACHMENT 1

[redacted] Timeline – [redacted].

Date	Billing / Event	Gallons	Amount	Liberty Contact / Response	Resident Action
Aug–Sep 2025	No bills received			Gave balance by phone	Paid stated balance
Nov 2025	2 bills (Sep/Oct and Oct/Nov periods)				Paid
Dec 2025	2 more bills, both due in Dec		[redacted]	Liberty: catch-up for 2025 estimates (8 of 12 estimated)	Paid (amount as written in notes)
Jan 2026	Estimated bill		[redacted]		
Feb 2026	Bill for Jan usage		[redacted]		Paid
Mar 2026	Estimated March bill		[redacted]		Paid by phone; confirmation # received
Mar 24, 2026	Call to Liberty			Olivia (Ozark office): 'must have a leak'; will send someone, will call back – no callback	
~Late Mar 2026	Follow-up call			Told someone came 2 days earlier; meter 'fine'	Disputed; refused to pay until resolved
Apr 2026	April bill: March usage billed; $69.90 shown credited	39,596	[redacted]		Disputed
Apr 1, 2026	Call re: March payment re-added			Told bank account closed / payment not received	Says account not closed; repaid same day
Apr 20, 2026	Call re: April bill status			Would look into it – no callback	
~Apr–May 2026	Estimated May bill (April usage) with March $69.90 added back		[redacted]		
~May–Jun 2026	Contacted PSC			PSC (David Spratt): not taking more complaints 'formally'; pay 'legit' amount	Mailed [redacted] for Apr/May/Jun with letters to Liberty, PSC, AG
Jun 2026	2 bills: April still showing $69.90 + $13.48 late fees with $39.00 credit; 'corrected' May bill crediting ~$66				
Jun 8, 2026	Call			Trevor: will remove late charge	
Jul 2026	July bill (June usage) added to disputed amount → $670.27	33,323	[redacted]		
Aug 2026	Aug bill (July usage) + late fees	41,147	[redacted]		
Sep 12, 2026	AG forwards letter from Liberty's lawyers			Lawyers: June 19 bill rebilled [redacted]; only one other LWH customer complained	Says $[redacted] credit never appeared on any bill
Sep 22, 2026	Bill dated 9/22, due 10/19	12,504	[redacted]	Late fee $[redacted] if unpaid by 10/19	Disputing [redacted] late fee = [redacted]
Oct 2026	AG status form returned				Not settled; 5 letters sent to Liberty/PSC/AG total; request meter replacement and actual-read billing

Note: Resident's notes describe March usage as '39,596 gallons of gas' – presumably water. Dates marked '~' are inferred from the narrative; confirm against bills.

#	Address	Resident(s)	Household Notes	Category	Status	No / Delayed Bills	Estimated Bills	Extreme / Spike Bill	Meter Read ≠ Billed	Told "You Have a Leak"	Meter Replaced	Leak / Outage	Slow Repair (weeks+)	No Response	Late Fees on Disputed Amt	PSC Contacted
1	[redacted]	[redacted]	[redacted]	Billing	Open	X	X	X		X				X	X	X
2	[redacted]	[redacted]	[redacted]	Both	Open			X		X		X				X
3	[redacted]	[redacted]		Service	Resolved (road delayed)							X	X			
4	[redacted]	[redacted]	[redacted]	Billing	Resolved			X	X							
5	[redacted]	[redacted]		Billing	Resolved (~Oct 2026)			X			X			X	X	X
6	[redacted]	[redacted]	[redacted]	Billing	Resolved			X						X		X
7	[redacted]	[redacted]		Billing	Resolved	X	X									
8	[redacted]	[redacted]		Billing	Resolved			X		X	X					X
9	[redacted]	[redacted]		Billing	Resolved	X										
10	[redacted]	[redacted]	[redacted] autopay	Billing	Open			X								
11	[redacted]	[redacted]	[redacted]	Service	Resolved 10/5/26							X	X	X		X
12	[redacted]	[redacted]		Billing	Resolved			X	X					X		
13	[redacted]	[redacted]		Service	Resolved							X	X	X		X
14	[redacted]	[redacted]		Service	Resolved							X	X	X		
15	[redacted]	[redacted]		Billing	Open	X	X									
16	[redacted]	[redacted]	[redacted]	Billing	Open			X	X					X		
17	[redacted]	[redacted]		Both	Open			X				X	X	X		X
18	[redacted]	[redacted]	[redacted]	Billing	Open			X						X		X