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Exhibit No. 137

Staff – Exhibit 137
Rebuttal Testimony of Contessa King
Case No. ER-2026-0143

Exhibit No.:	
Issue(s):	*Economic Relief Pilot Program, Rehousing Low-Income Pilot Program*
Witness:	*Contessa King*
Sponsoring Party:	*MoPSC Staff*
Type of Exhibit:	*Rebuttal Testimony*
Case No.:	*ER-2026-0143*
Date Testimony Prepared:	*August 11, 2026*

MISSOURI PUBLIC SERVICE COMMISSION

FINANCIAL AND BUSINESS ANALYSIS DIVISION

CUSTOMER EXPEREINCE DEPARTMENT

REBUTTAL TESTIMONY

OF

CONTESSA KING

EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

CASE NO. ER-2026-0143

Jefferson City, Missouri
August 2026

REBUTTAL TESTIMONY

OF

CONTESSA KING

EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

CASE NO. ER-2026-0143

Q. Please state your name and business address.

A. My name is Contessa King. My business address is 200 Madison Street, Jefferson City, Missouri 65101.

Q. By whom are you employed and in what capacity?

A. I am employed by the Missouri Public Service Commission ("Commission") as the Manager of the Customer Experience Department, Financial and Business Analysis Division.

Q. Please describe your background and relevant work experience.

A. I started employment with the Commission in January 2002 and have served in various capacities during my tenure at the Commission. For a complete list of previous titles, education, and case participation, my credentials are attached to my testimony as Schedule CJK-r1.

Q. What is the purpose of your rebuttal testimony?

A. The purpose of my rebuttal testimony is to address Evergy Missouri Metro's ("EMM") Economic Relief Pilot Program ("ERPP")[1] and Rehousing Low-Income Pilot

[1] The Commission approved the ERPP in Case No. ER-2009-0089 for EMM as part of a Non-Unanimous Stipulation and Agreement and the program started on September 1, 2009. The ERPP is a low-income program designed to offer an opportunity to lessen the financial hardship of qualifying residential

Program. In direct testimony filed June 30, 2026, Staff witness Sydney Ferguson addressed Staff's accounting treatment of the ERPP and the Rehousing Program.[2]

Q. How is the ERPP currently funded?

A. In EMM's Case No. ER-2016-0285, the Commission approved ERPP funding at $1,260,000 annually. Program funding is split 50% shareholder and 50% ratepayer, with ratepayer funding at $630,000 annually.

Q. Is EMM or another party proposing any changes to ERPP funding in this rate case?

A. Yes. While EMM is not requesting an increase or decrease in annual program funds or changes to the matching mechanism currently in place, The Office of the Public Counsel ("OPC") witness Dr. Goeff Marke recommends maintaining current funding levels for ERPP. Dr. Marke also proposes that the "tariff should be drafted to allow funding to be fungible with other programs if spending stalls."[3]

Q. Does Staff agree with Dr. Marke's recommendation to allow ERPP funds to be fungible with other programs if spending stalls?

A. Yes, in part. Staff agrees that EMM should fully utilize approved ERPP funds, preferably for ERPP participants and, if not, perhaps by participants in another EMM income-eligible program that has exhausted funds. However, Staff would rather see EMM focus on increasing ERPP enrollment and fully spend program funds on an annual

customers. Participants with an annual household income no greater than 200% of the federal poverty level ("FPL") can receive up to a sixty-five-dollar ($65.00) credit for 12 consecutive months. The monthly ERPP credit is based on each qualifying customer's average bill for the last 12 months' bills. At the end of the 12-month period, a customer may reapply to continue participation in the Program.

[2] ER-2026-0143, Direct Testimony of Sydney Ferguson, pages 5-7.

[3] ER-2026-0143, Direct Testimony of Dr. Geoff Marke, page 55.

basis. Unfortunately, underspending ERPP's allocated funds is a consistent theme with EMM. For example, from calendar years 2013 to 2025 ERPP funds were underspent 11 of those years.[4] Increased promotion and better management of ERPP funds may reduce the amount of unspent funds.

Q. Is there a singular reason that explains why EMM still struggles to spend ERPP's allocated funds?

A. Not to my knowledge. However, I do not think that the failure to exhaust funds is due to a lack of eligible customers in EMM's service territory. According to Evergy's response to Commission questions in the working Case No. OW-2026-0085, Evergy estimates that 136,260[5] customers could be income-eligible for ERPP based on the Federal Poverty Level ("FPL") and other program-based qualifications.

Q. Does EMM currently have performance metrics for the ERPP?

A. In Staff Data Request ("DR") No. 0364, I inquired about EMM's process for measuring success or failure of the ERPP. EMM responded that "the pilot program has been in place for 19 years and was not originally set up to track customer data. However, after manual assessment of enrollees in 2025 we found that ERPP participants were about 60% less likely to face service severance than non-participants. Customers enrolled in ERPP experienced a 2.84% severance rate, compared to 7.64% for similar customers not enrolled." I also inquired about all internal and independent evaluations

[4] EMM Response to Staff Data Request No. 0250 and ERPP Staff Workpaper of Staff Witness Sydney Ferguson, Direct Testimony.
[5] Case No. OW-2026-0085, EFIS item #5, Evergy's *Response to Order*, November 14, 2025. Referencing both EMM and Every Missouri West ("EMW") customer eligibility for the ERPP.

of the ERPP. EMM responded that the last third-party evaluation was conducted in 2012, however, EMM plans to determine a process to assess and track customer data and conduct a future evaluation.[6]

Q. What are your thoughts on EMM's future plans to conduct an evaluation of the ERPP?

A. As I have testified in prior EMM and EMW rate cases, Staff thinks that an independent comprehensive assessment of the ERPP is long overdue. An evaluation is needed to examine ways to maximize the potential of the Program, identify opportunities for improvement, and ensure that the Program is providing the desired outcomes. Staff does commend EMM for its plan to conduct an evaluation in the future, preferably in the near future.

Q. Are you aware of any recent attempts by EMM to increase ERPP enrollments?

A. Yes. During our quarterly customer service meeting on July 28, 2026, EMM's Senior Manager of Customer Affairs, Maria Lopez, advised that EMM is looking at ways to increase ERPP participation. EMM believes that targeting a certain segment of customers may increase ERPP participation. Staff is hopeful that EMM can increase enrollment numbers and finally exhaust programs funds on a consistent basis.

Q. Does this conclude your comments regarding the ERPP?

A. No, I have one more matter that I would like to bring to the Commission's attention.

[6] EMM's Response to Staff Data Request No. 0363.

Q. In Case No. ER-2022-0129,[7] EMM requested to remove the word "Pilot" from the ERPP. At that time Staff did not support removal of the "Pilot" designation from EMM's tariff. Staff was of the opinion that the designator was needed to lawfully permit the program. Would Staff now support EMM's request to remove the "Pilot" designation if EMM request removal?

A. Yes. Given the passage of Senate Bill 4, if EMM wants to remove the "Pilot" designation Staff would support EMM's desire to do so.

REHOUSING LOW-INCOME PILOT PROGRAM

Q. What is the Rehousing Low-Income Pilot Program?

A. According to EMM witness Katie R. McDonald, the Rehousing Program is designed to help income-eligible residents enter into or remain in stable housing by providing additional resources to those unable to secure or remain in affordable housing because of an arrearage.[8]

Q. How is the Rehousing Program funded and administered?

A. The Rehousing Program started in June 2024 and is funded by an equal sharing of costs between ratepayers and shareholders for a minimum of three years at a total cost of $250,000 per year for EMM.[9]

EMM witness Katie R. McDonald stated that EMM partners with the Housing Authority of Kansas City ("HAKC") to administer the Program. HAKC coordinates with

[7] ER-2022-0129, Rebuttal Testimony of Contessa King, pages 4-7.
[8] ER-2026-0143, Direct Testimony of Katie R. McDonald, pages 9-10.
[9] EMM established the Rehousing Low-Income Pilot Program pursuant to the Stipulation and Agreement in Case No. ER-2022-0129.

other housing authorities to offer the Program throughout EMM service territories.[10] Eligible customers can receive one-time payment assistance, up to $1,000, towards arrearages.

Q. Is EMM or another party recommending changes to the Rehousing Program?

A. Yes. While EMM recommends continuing the Rehousing Program with no changes to program funding levels or program design, OPC recommends continuing the program with an increased emphasis on elderly and single-parent households. OPC also suggests that the tariff should be drafted to allow funding to be fungible with other programs if spending stalls.[11]

Q. What does the current tariff[12] and proposed tariff[13] language state regarding unspent funds and the prioritization of eligible applicants[14]?

A. The Rehousing Program tariff language, under the Provisions section, states that rehousing agencies may give priority to veterans of U.S. armed services or disabled individuals. Tariff language under Provisions also states that EMM can reallocate funds to other assistance programs or rate jurisdictions that may have a higher level of demand for the program.

[10] ER-2026-0143, Direct Testimony of Katie R. McDonald, pages 10-11.
[11] ER-2026-0143, Direct Testimony of Dr. Geoff Marke, page 55.
[12] Evergy Metro, Inc. d/b/a Evergy Missouri Metro, PSC MO. No. 2, Currently Effective Sheet Nos. 2.37 and 2.38.
[13] Proposed EMM Tariff Sheets, PSC MO. No. 3, Original Sheet Nos. R-10.08 and R-10.09.
[14] "Eligibility: The Program shall be available to residential customers who have received service under or qualify for any of the Residential rate options offered by the Company, are income eligible and who have been homeless, spent time in a homeless shelter or transitional housing in the past year, or are seniors living in public housing as identified by a Rehousing or Housing Services Agency. The customer should be ready to start new service with Evergy." – 2nd Revised Sheet No. 2.37.

Q. Does the tariff require modifications to accommodate Dr. Marke's recommendation to move unspent funds to other assistance programs?

A. Possibly not. Provided that Staff understands Dr. Marke's recommendation, additional tariff language may not be needed to allow flexibility with the allocated Rehousing Program funds. However, to ensure that allocated funds are exhausted as intended, Staff encourages EMM and partner agencies to increase participation by improving administration of the Program and conducting more targeted outreach.[15]

Q. Does Staff oppose Dr. Marke's recommendation to increase emphasis on elderly and single parent households?

A. No. Staff does not oppose focusing on elderly and single parent households; however, Staff recommends that EMM and agencies also continue prioritizing veterans and disabled individuals as currently referenced in the tariff.

Q. According to EMM's tariff, the Rehousing Program management includes a reporting and evaluation component which "will be provided via email to Staff and the OPC at the conclusion of each year of the Program."[16] Did Staff receive an evaluation of the Rehousing Program for years 2024 and 2025?

[15] In 2024, the EMM Rehousing Program assisted four (4) customers, nine (9) customers in 2025, and 39 customers in 2026.

[16] Evergy Metro, Inc. d/b/a Evergy Missouri Metro, PSC MO. No. 2, Revised Sheet No. 2.38, Administration, Reporting and Evaluation: "A summary of Program administration, reporting and evaluation will be provided via email to Staff and the Office of Public Counsel at the conclusion of each year of the Program and will consist of the number of customers that have participated, the number of participating customers that would have otherwise been required to pay a deposit to establish service, the total amount of Program funds utilized, and the funding utilized for each Rehousing Agency with each of the amounts described."

A. No, not to my knowledge. In Staff Data Request No. 0489, I inquired about program assessments conducted by Evergy, a parter agency or a third party, and EMM responded that "To date, no formal program evaluations have been completed however, Evergy continues to informally assess the program in this pilot stage."

Q. Do you have recommendations regarding the Rehousing Program?

A. Yes. If the Commission approves continuation of the Rehousing Program, Staff recommends that the Commission order EMM to file quarterly reports as a non-case related filing in the Commission's Electronic Filing and Information System ("EFIS") under the submission subtype Low-Income Bill Payment Programs Reports. The quarterly reports would be in addition to the year end report currently required. All reports should be filed in EFIS and emailed to Staff and the OPC.

Q. Does this conclude your rebuttal testimony?

A. Yes it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of Evergy Metro, Inc. d/b/a Evergy Missouri Metro's Request for Authority to Implement a General Rate Increase for Electric Service	))))	Case No. ER-2026-0143

AFFIDAVIT OF CONTESSA KING

STATE OF MISSOURI	)	
	)	ss.
COUNTY OF COLE	)	

COMES NOW CONTESSA KING and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Rebuttal Testimony of Contessa King*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.

Contessa King

CONTESSA KING

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 6th day of August 2026.

D. SUZIE MANKIN
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: April 04, 2029
Commission Number: 12412070

D Suzie Mankin

Notary Public

Contessa J. King

Regulatory Compliance Manager
Customer Experience Department
Financial and Business Analysis Division

Professional Experience:

Regulatory Compliance Manager, Financial and Business Analysis Division & Staff Division (November 2017-present)
Outreach and Diversity Officer, Administration (2015-2017)
Consumer Outreach Coordinator, Administration (2013-2015)
Utility Policy Analyst I, Operations (2012-2013)
Consumer Services Coordinator/Assistant Manager, Administration & Staff Counsel (2007-2012)
Consumer Services Specialist II, Administration (2005-2007)
Senior Office Support Assistant, Adjudication (2002-2005)

Missouri Secretary of State's Office, Corporations Unit (2000-2002)
KMIZ TV - FOX 11, Benedek Broadcasting Company (1994-2000)

I graduated from the University of Missouri-Columbia with a Bachelor of General Studies (a multidisciplinary degree) areas of study: Communications, Mass Communications and Humanities. In October 2011, I attended the Center for Public Utilities regulatory training at New Mexico State University, and in November 2024, I completed the Customer Experience Program at Lindenwood University, Professional and Continuing Education (PACE). Additionally. I also served on the Advisory Board of the Customer Experience Program at Lindenwood University. In September 2025, I completed the Accelerated Leadership Certificate Program, SkillPath and Graceland University.

Participant in the first, second, and fourth partnership exchange between the Commission and the National Energy Regulatory Agency of Moldova (ANRE), traveled to Chisinau, Moldova June 2010. Contributions include a two-part presentation on consumer affairs, trained ANRE delegates, assisted with the re-engineering of the Commission's Electronic Filing Information System (EFIS) capability, developed a new workflow procedure for ANRE's petitions/complaints process and assisted with partnership coordination efforts. Partnership supported by National Association of Regulatory Utility Commissioners (NARUC) and the United States Agency for International Development (USAID).

Selected to participate in a partnership exchange between NARUC and the Nigerian Electric Regulatory Commission (NERC); traveled to Abuja, Nigeria October 2012 (partnership exchange supported by USAID). Invited to participate in a partnership exchange between NARUC and the Kenya Energy Regulatory Commission (ERC); traveled to Nairobi, Kenya May 2016 (partnership exchange supported by USAID and Power Africa).

In November 2023, I contributed to the USAID-NARUC Central Asia Energy Regulatory Partnership U.S. Study Tour on Regulatory Governance Program Visit to Missouri.

Case Participation:

The following is a list of cases before the Commission in which I provided testimony, Staff recommendation(s) or significant analysis:

Case Number	Company Name – Type of Case	Contribution
AO-2021-0264	Cause of the February 2021 Cold Weather Event and its Impact on Investor Owned Utilities	Staff Report
AW-2020-0356	Working Case to Consider Best Practices for Recovery of Past-Due Utility Customer Payments After the Covid-19 Pandemic Emergency	Staff Report
AW-2020-0148	Working Case to Reconsider a Proposed Residential Customer Disconnection Data Reporting Rule	Analysis
AW-2017-0336	General Review of Commission Rules	Analysis
AW-2018-0393	Working Case for the Writing of a New Rule on the Treatment of Customer Information by Regulated Utilities and Their Affiliates and Nonaffiliates	Analysis
AW-2011-0252	Working File to Consider Changes to Chapter 13 Service and Billing Practice Rules	Analysis
AX-2023-0175	Proposed Rulemaking to Promulgate a New Rule Regarding a Residential Customer Disconnection Data Reporting Rule	Staff Comments and Testimony
AX-2020-0076	Proposed Rule Regarding the Treatment of Customer Information by Commission Regulated Utilities	Analysis
AX-2018-0395	Proposed Revisions to Improve the Commission's Rules (Chapter 13 Rules)	Staff Comments and Staff Memorandum
AX-2013-0091	Proposed Rulemaking to Amend 4 CSR 240-13 Service and Billing Practices for Residential Customers	Analysis
AX-2010-0061	Public Counsel's Petition for Promulgation of Rules Relating to Billing and Payment Standards for Residential Customers	Analysis
CA-2013-0271	New Horizons Communications Corp. - Application for Certificate	Staff Recommendation

Case Number	Company Name – Type of Case	Contribution
CA-2013-0492	Giant Communications, Inc. - Application for Certificate	Staff Recommendation
CA-2013-0548	FidelityLink, LLC - Application for Certificate	Staff Recommendation
CO-2014-0025	Metropolitan Telecommunications of Missouri, Inc. – Application to Expand Certificate of Basic Local Service Authority	Staff Recommendation
EC-2024-0092	Staff of the Missouri Public Service Commission vs. Evergy Metro, Inc d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc d/b/a Evergy Missouri West	Analysis
EC-2019-0168	Jill Covington Beatty v. Ameren Missouri - Complaint Case	Staff Report and Testimony
EC-2018-0113	Anthony R. Granillo v. Ameren Missouri - Complaint Case	Analysis
EE-2022-0071	Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Evergy Missouri West Request for a Waiver of Various Tariffs and Regulations Related to Automated Metering Infrastructure (AMI)	Analysis
EE-2019-0382	Ameren Missouri's Request for a Waiver to Various Tariffs and Regulation to Enable the Deployment of Automated Metering Infrastructure (AMI) Beginning in 2020	Analysis
EM-2018-0012	Application of Great Plains Energy Incorporated for Approval of its Merger with Westar Energy, Inc.	Analysis
EO-2021-0361	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on The Empire District Electric Company d/b/a Liberty	Staff Report
EO-2021-0360	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Evergy Missouri Metro, Inc. d/b/a Every Missouri Metro	Staff Report
EO-2021-0359	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Evergy Missouri West, Inc. d/b/a Evergy Missouri West	Staff Report
EO-2021-0358	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Union Electric Company, Inc. d/b/a Ameren Missouri	Staff Report

Case Number	Company Name – Type of Case	Contribution
EO-2021-0032	An Agreement Between Evergy, Inc., and Elliott Management, Inc.	Staff Report
EO-2019-0132 EO-2019-0133	Kansas City Power & Light Company's Notice of Intent to File an Application for Authority to Establish a Demand-Side Programs Investment Mechanism	Analysis
EO-2015-0055	Ameren Missouri's 2nd Filing to Implement Regulatory Changes in Furtherance of Energy Efficiency as Allowed by MEEIA - Flex Pay Application Filed 11/30/2017	Analysis
ER-2026-0143	In the Matter of Evergy Metro, Inc. d/b/a Evergy Missouri Metro's Request for Authority to Implement a General Rate Increase for Electric Service	Rebuttal Testimony
ER-2024-0319	In the Matter of Union Electric Company d/b/a Ameren Missouri's Tariffs to Adjust Its Revenues for Electric Service	Rebuttal Testimony
ER-2024-0261	In the Matter of the Request of The Empire District Electric Company d/b/a Liberty for Authority to File Tariffs Increasing Rates for Electric Service Provided to Customers in Its Missouri Service Area	Analysis
ER-2024-0189	In the Matter of Evergy Missouri West, Inc. d/b/a Evergy Missouri West's Request for Authority to Implement a General Rate Increase for Electric Service	Direct Testimony
ER-2022-0337	In the Matter of Union Electric Company d/b/a Ameren Missouri's Tariffs to Adjust Its Revenues for Electric Service	Direct – Class Cost of Service, Surrebuttal
ER-2022-0129	Evergy Metro, Inc. d/b/a Evergy Missouri Metro - General Rate Increase	Rebuttal Testimony
ER-2022-0130	Evergy Missouri West, Inc. d/b/a Evergy Missouri West - General Rate Increase	Rebuttal Testimony
ER-2021-0312	The Empire District Electric Company d/b/a Liberty – General Rate Case	Direct – Cost of Service Staff Report, Rebuttal
ER-2019-0335	Union Electric Company d/b/a Ameren Missouri – General Rate Case	Direct – Class Cost of Service Staff Report, Rebuttal

Case Number	Company Name – Type of Case	Contribution
ER-2018-0145	Kansas City Power & Light Company - General Rate Case	Direct – Cost of Service Staff Report
ER-2018-0146	KCP&L Greater Missouri Operations Company - General Rate Case	Direct – Cost of Service Staff Report
ER-2012-0174	Kansas City Power & Light Company - General Rate Case	Direct, Rebuttal, Surrebuttal
ER-2012-0175	KCP&L Greater Missouri Operations Company - General Rate Case	Direct, Rebuttal, Surrebuttal
ET-2024-0061	In the Matter of the Joint Application of Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Evergy Missouri West for Approval of Tariff Revisions to TOU Program	Staff's Interim Recommendation, Staff's Second Interim Recommendation
ET-2021-0082	Union Electric Company d/b/a Ameren Missouri for Approval of its Surge Protection Program	Staff Report
EW-2023-0199	Collaborative Workshop for Customer Education and Outreach Regarding the Introduction of Default Time-of-Use Rates by Evergy Missouri	Staff Comments Analysis
EW-2013-0045 GW-2013-0046 WW-2013-0047	Working Case (Consolidated) to Consider the Establishment of a Low-Income Customer Class or Other Means to Help Make Utility Services Affordable	Analysis
GC-2020-0057	William L. Hackney & Catrina Hackney v. Spire – Complaint Case	Analysis
GC-2018-0377	Imri Meiron v. Spire - Complaint Case	Analysis
GC-2018-0159	Lisa Lambert v. Spire - Complaint Case	Analysis
GC-2013-0361	William Wehrle v. Laclede Gas Company – Complaint Case	Analysis
GC-2006-0318	Staff v. Laclede Gas Company - Complaint Case	Analysis
GO-2022-0022	Staff's Investigation of Spire STL Pipeline's Application at FERC for a Temporary Certificate to Operate	Staff Report

Case Number	Company Name – Type of Case	Contribution
GO-2021-0367	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Summit Natural Gas of Missouri, Inc.	Staff Report
GO-2021-0366	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Liberty Utilities (Midstates Natural Gas) Corp. d/b/a Liberty	Staff Report
GO-2021-0365	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on The Empire District Gas Company, d/b/a/ Liberty	Staff Report
GO-2021-0364	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Spire Missouri, Inc. d/b/a Spire Missouri East	Staff Report
GO-2021-0363	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Spire Missouri, Inc. d/b/a Spire Missouri West	Staff Report
GO-2021-0362	In the Matter of the Cause of the February 2021 Cold Weather Event and its Impact on Union Electric Company, Inc. d/b/a Ameren Missouri	Staff Report
GO-2018-0251	Investigation of Customer Service Issues at Spire Missouri, Inc.	Staff Report
GO-2018-0195	Investigation into the Interruption Of Summit's Gas Deliveries in the Lebanon, Missouri Region	Analysis
GR-2021-0320	The Empire District Gas Company d/b/a Liberty – General Rate Case	Direct – Cost of Service
GR-2018-0013	Liberty Utilities (Misstates Natural Gas) Corp. d/b/a Liberty Utilities – General Rate Case	Analysis
OO-2025-0233	In the Matter of an Investigation into the Customer Service and Billing of Liberty Utilities Including Electric, Gas, and Water Utilities	Staff Report
OX-2026-0047	In the Matter of the Proposed Amendment of the Commission's Rule 20 CSR 4240-13.055 Relating to Cold Weather Maintenance of Service	Staff Comments
OX-2025-0106	Proposed Rule 20 CSR 4240-10.175 Relating to Customer Information of Electrical Corporations, Gas Corporations, Heating Companies, Certain Water Corporations and Certain Sewer Corporations	Staff Comments

Case Number	Company Name – Type of Case	Contribution
TA-2013-0363	Matrix Telecom, Inc. d/b/a VarTec Telecom – Application for Certificate	Staff Recommendation
TA-2013-0364	Matrix Telecom, Inc. d/b/a Excel Telecommunications – Application for Certificate	Staff Recommendation
TA-2013-0464	TNCI Operating Company LLC – Application for Certificate	Staff Recommendation
TA-2014-0083	Angel Americas, LLC – Application for Certificate	Staff Recommendation
TD-2013-0275	360networks (USA), Inc. - Cancellation of Certificate of Service Authority	Staff Recommendation
TD-2013-0276	AboveNet Communications, Inc. - Cancellation of Certificate of Service Authority	Staff Recommendation
WC-2019-0324	Cordney Jack Travis v. Missouri-American Water Company – Complaint Case	Analysis
WC-2006-0345	Dione C. Joyner v. Missouri-American Water Company - Complaint Case	Staff Recommendation
WR-2018-0170 SR-2018-0171	Liberty Utilities (Missouri Water) - Small Utility Rate Case	Analysis