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**FOR IMMEDIATE RELEASE****LIBERTY UTILITIES ANNOUNCES UPDATED MISSOURI ELECTRIC RATES**

JOPLIN, MO – September 11, 2020 – The Missouri Public Service Commission (MPSC) approved updated electric rates for The Empire District Electric Company (Liberty-Empire). Residential customers with an average monthly usage of 1,000 kWh will see an approximate increase of 48 cents per month, a change of 0.37% percent. Liberty-Empire's last Missouri electric base rate update was effective September 14, 2016. Updated rates will go into effect beginning September 16, 2020.

**Investments in Infrastructure and Reliability**

Liberty-Empire has made significant investments to its system to decrease the number of customers affected by outages, including replacing over 6,400 poles and installing over 11,000 devices to improve reliability.

**Other Bill Changes**

The "Tax Cut and Jobs Act" itemized credit will no longer appear on bills for customers in Missouri because the lower federal tax rate of 21% is reflected in the new base rates.

**Update on Credit Card Fees**

The MPSC approved Liberty-Empire's request to stop the direct charge of the convenience fee that is currently applied when Missouri electric customers pay their bill using a debit or credit card online or by phone. Beginning September 16, Missouri electric customers who pay their bill with a debit or credit card online or by phone will receive a credit on their bill to reimburse them for the convenience fee. Once payment system upgrades are completed, expected later this year, the direct charge will be waived automatically at the time of payment.

**Customer Assistance is Available**

We would like our customers to know that we have various options available if they are struggling to pay an electric bill. We are currently offering Special Payment Arrangements to customers who qualify. In addition, we have programs in place, such as Project Help, the Low Income Pilot Program, and Action to Support the Elderly. Our Customer Service Representatives can be reached Monday through Friday from 7 a.m. to 7 p.m. Our Customer Service phone number is 1-800-206-2300. We encourage you to call if you need assistance or have a question about your bill.

## **About Liberty Utilities**

Liberty Utilities Co. owns and operates regulated water, wastewater, natural gas and electric transmission and distribution utilities in 13 states and New Brunswick. We deliver responsive and reliable essential services to over 807,000 customers. With a local approach to management, service and support, we deliver efficient, dependable services to meet the needs of our customers. Liberty Utilities provides a superior customer experience through walk-in customer centers, locally focused conservation and energy efficiency initiatives, and programs for businesses and residential customers. We measure our performance in terms of service reliability, an enjoyable customer experience, and an unwavering dedication to public and workplace safety. Liberty Utilities currently operates in Arizona, Arkansas, California, Georgia, Illinois, Iowa, Kansas, Massachusetts, Missouri, New Hampshire, New York, Oklahoma, Texas, and New Brunswick, Canada. For more information, please visit [www.LibertyUtilities.com](http://www.LibertyUtilities.com).

## **Caution Regarding Forward-Looking Information**

Certain statements included in this news release constitute "forward-looking information" within the meaning of applicable securities laws in each of the provinces of Canada and the respective policies, regulations and rules under such laws and "forward-looking statements" within the meaning of the U.S. Private Securities Litigation Reform Act of 1995 (collectively, "forward-looking statements"). The words "will", "anticipated", "expected", "intends" and similar expressions are intended to identify forward-looking statements, although not all forward-looking statements contain these identifying words. Specific forward-looking statements contained herein include but are not limited to statements regarding the timing and location of potential future projects, the ownership and development structure of any such projects, and the purchase of electricity from any such projects. These statements are based on factors or assumptions that were applied in drawing a conclusion or making a forecast or projection, including assumptions based on historical trends, current conditions and expected future developments. Since forward-looking statements relate to future events and conditions, by their nature they rely upon assumptions and involve inherent risks and uncertainties. Liberty Utilities cautions that although it is believed that the assumptions are reasonable in the circumstances, actual results may differ materially from the expectations set out in the forward-looking statements. Given these risks, undue reliance should not be placed on these forward-looking statements, which apply only as of their dates. Other than as specifically required by law, Liberty Utilities undertakes no obligation to update any forward-looking statements to reflect new information, subsequent or otherwise.

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### **Contact:**

Jillian Curtis  
Central Region Marketing & Communications  
[Jillian.Curtis@libertyutilities.com](mailto:Jillian.Curtis@libertyutilities.com)