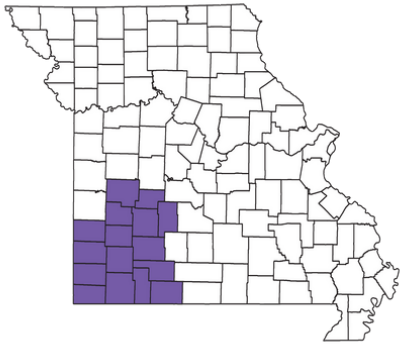


Missouri Electric

Rate Update Request



On Nov. 6, 2024, The Empire District Electric Company (doing business as Liberty) filed a request with the Missouri Public Service Commission (MPSC) to adjust electric general rates. If approved by regulators, new rates would take effect in fall 2025 – more than three years since the last general rate adjustment.

This general rate adjustment request reflects the company's efforts to strengthen Liberty's system against storms and extreme weather; upgrade and add facilities and install devices and technology to support grid resiliency and security, improve reliability, and shorten restoration times; and enhance capacity to meet energy demand and growth.

The rate request process can take up to 11 months as the MPSC and other stakeholders carefully review Liberty's request. If approved by regulators, new rates would cost the average Liberty Missouri residential electric customer using 1,000 kilowatt-hours of usage per month about \$31 per month.

Liberty has invested \$702 million since the last general rate update in 2022.

Key projects and initiatives intended to benefit customers include:

Over 164,000 electric customers served in Missouri.

If approved by regulators, new rates would cost the average Liberty Missouri residential electric customer using 1,000 kilowatt-hours of usage per month about \$31 per month. New rates would go into effect in fall 2025.

Requested rates reflect \$702 million in capital investments intended to benefit customers including:

- Strengthening Liberty's system against extreme weather
- Improving grid reliability, resiliency, and security
- Enhancing energy generation capacity to meet demand and support growth

Increasing capacity to support energy demand and protect reliability by upgrading or rebuilding 23 substations across Liberty's electric service area and investing in improvements to our Ozark Beach hydroelectric and State Line Combined Cycle plants that help them to run more efficiently. This supports increased energy generation at the plants and reliability during periods of extreme weather.

Reducing transmission costs and improving reliability for customers across Liberty's electric service area including Missouri by upgrading more than 80 miles of transmission lines and doubling capacity with a new 25-mile transmission line between Riverton and Neosho in Kansas.

Improving response to customers and reducing the duration of outages with new service centers in Aurora and Bolivar that serve as a base of operations for line and substation crews, construction planners, and other Liberty personnel.

Boosting capacity and reliability in downtown Joplin by converting to a 12kV system from an outdated 4kV system and building a new distribution line in Branson to accommodate growth and increasing demand.

Improving reliability by reinforcing or replacing approximately 2,300 poles to strengthen our infrastructure against extreme weather, installing approximately 5,100 wildlife guards that protect our lines and substations against animal-related outages, and sectionalizing existing circuits to quickly and efficiently reduce the number of customers impacted by outages.

Protecting our infrastructure and the grid by installing physical security and cybersecurity technology at substations – security measures enhance customer reliability, personnel and substation security, and operational efficiency.

Transitioning to new information systems that allow for advances in customer service and utility planning and analysis to support operational efficiency.

Helping our limited-income customers who have fallen behind on their electric bills with a new, proposed Fresh Start Program and continuing support for other financial assistance programs.

What is a rate request?

A rate request is a public regulatory review process in which a utility must demonstrate to its state public service commission why a proposed change in rates is needed. This independent public process helps ensure transparency and fair rates based on the costs to serve customers.

Who sets the rates customers pay for Liberty's electricity?

Liberty is required to provide its customers with safe and reliable service at rates approved by the public service commission of each state it serves. In exchange, the utility is allowed the opportunity (not a guarantee) to earn a fair return for investors. Missouri customer rates are set by the Missouri Public Service Commission (MPSC).

What is the process? Will customers have a chance to share input?

First, Liberty must demonstrate to state utility regulators why a rate change is needed. The MPSC and other interested stakeholders review our filings and vet the company's request. The MPSC then thoroughly reviews our request and holds public hearings to allow customers to comment. This process can take approximately 11 months.

What is Liberty doing to help customers through this rate update request?

Liberty offers programs and tools to encourage energy efficiency and monitor energy usage. Liberty also provides flexible payment options to customers who may be experiencing financial hardship and can connect customers with local agencies that provide utility bill assistance.

- As part of the rate request, Liberty is proposing a new Fresh Start program to help limited-income customers who have fallen behind on their electric bills and continuing support of other financial assistance programs.

What can I do if I struggle to pay my utility bill?

- Liberty offers flexible payment options for residential and business customers to allow for additional time to spread out past-due balances and make payments more manageable. Customers can learn more about our assistance options at libertyenergyandwater.com.
- Liberty has a list of various agencies that may be able to provide financial assistance for some portion of the utility bill. This list is available on our website or customers can call our Customer Care team at 1-800-206-2300 from 7 a.m. to 7 p.m. Monday - Friday.
- Liberty offers several assistance programs that customers may qualify for depending on income and account standing. Call 1-800-206-2300 to speak to a Customer Care representative to discuss the payment assistance options that may work best for you.

Scan to learn more

