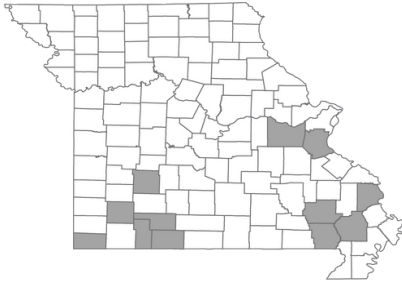


Missouri Water Rate Update



By orders issued January 23 and February 18, 2025, the Missouri Public Service Commission (MPSC) approved new base rates, **effective March 1, 2025**, for Liberty's Missouri water and wastewater customers. Liberty operates 25 water systems and nine wastewater systems in Missouri. For most of these systems, it has been six years or longer since rates have been updated. New rates vary based on the water system.

View the rate adjustments for your system at libertyenergyandwater.com or scan the QR code below.

Since 2018, Liberty has invested approximately \$19.5 million to improve and upgrade the water and wastewater systems serving communities throughout its Missouri service areas.

Key investments and services to benefit customers in the new, approved rates include:

- Approximately 12,100 water and 4,900 wastewater customers served
- Last rate update was effective six years ago or more
- Approximately \$19.5 million invested since 2018 in critical infrastructure, improved customer service platforms, and cybersecurity and security upgrades
- Scan the QR code to find rate impacts for individual systems
- Keeping service reliable and communities safe by replacing aging water mains and distribution pipes and installing hydrants for fire response.
- Improving reliability through the installation of backup generators at well sites and facilities to reduce service disruptions due to power outages.
- Reducing response time to potential service disruptions through the installation of well-monitoring equipment for issues such as loss of pressure and chlorine residuals.
- Bolstering customer service through improved communication platforms that allow for email and text notifications and the installation of smart meters that automate meter reading.
- Investments in cybersecurity and safeguarding vital infrastructure to protect service through security upgrades at our facilities.
- Eliminating the direct charge of the convenience fee that is currently applied when Missouri water and wastewater customers pay their bill using a debit or credit card online or by phone. (This fee was previously eliminated for Missouri electric customers.)

Liberty also received approval from the MPSC to consolidate rates and move from 20 individual water and wastewater tariff rate areas to five tariff rate areas:

- Bolivar Water
- Bolivar Wastewater
- All Missouri Areas Except Bolivar Water
- All Missouri Areas Except Bolivar and Silverleaf Wastewater
- Silverleaf Wastewater

This consolidation benefits customers through:

- More consistent rules across water and wastewater service areas, improving customer service and easing potential confusion.
- Spreading the costs of critical investments in community water and wastewater systems across a larger base of customers, helping to support affordable access to safe, quality water for all Liberty Missouri water customers.



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 water and wastewater?

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. In this case, rates are set by the Missouri Public Service Commission (MPSC).

What can customers do if they are struggling to pay a bill?

Liberty works with agencies to assist limited-income customers. Liberty also provides 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 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 Liberty's website or customers can call Liberty's Customer Care team at 1-800-206-2300.

Liberty also encourages customers to check for leaks and practice smart water use. A leaky toilet, faucet, or showerhead will increase your water usage which ultimately increases your bill. Find conservation tips to help you save on Liberty's website.

Scan the code using the camera on your smart phone to find more information and specific rate impacts for each Liberty water and wastewater system.



libertyenergyandwater.com

