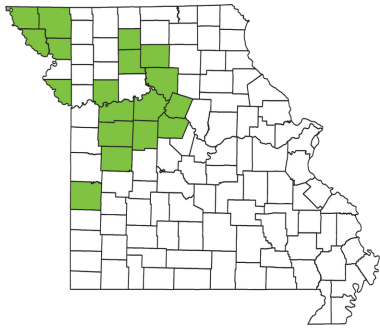


## Missouri gas

### Rate case facts



- Over 42,000 gas customers served
- The last base rate update went into effect more than 11 years ago.
- If approved, the average residential customer will see an increase of approximately \$2.71 per month for Liberty's investments for safe, reliable gas infrastructure and enhancements to the customer experience.
- Missouri counties included in this rate filing include: Chariton, Grundy, Howard, Linn, Livingston, Henry, Johnson, Lafayette, Ray, Saline, Andrew, Atchison, Holt, Nodaway, Vernon, Platte, Cooper, Pettis

On August 23, 2021, Liberty filed a request with the Missouri Public Service Commission (MPSC) to adjust gas base rates. The new rates would take effect in 2022 and reflect Liberty's efforts to maintain a safe, reliable natural gas system; enhance the customer experience; and expand support for limited-income customers. The last rate update for Liberty natural gas customers went into effect more than 11 years ago in April 2010.

If approved by regulators, the rate adjustment for Liberty's investments would cost an average Liberty Missouri residential gas customer approximately \$2.71 per month or 5.6% of the total bill, based on approximately 54 Ccf of usage per month.

The rate request process can take up to 11 months as the MPSC and other stakeholders carefully review Liberty's request. If approved, new rates would go into effect in 2022.

### Investing in our system to continue providing safe, reliable energy

- Since the last base rate adjustment in 2010, Liberty has made critical Investments in the natural gas distribution system to ensure the ongoing delivery of safe, reliable energy for its customers.

### Enhancements to improve the customer experience

- An improved online and mobile platform, scheduled to launch August 2021, will enable Liberty customers to view and manage their usage, pay their bill, and set up account alerts through text and email.
- As part of this filing, Liberty has requested to stop the direct charge of the convenience fee that is currently applied when customers pay their bill using a debit or credit card online or by phone.
- Liberty has also requested to update energy efficiency programs and expand a program to assist limited-income customers with their energy bills.

### Customer protection from high bills following harsh temperatures

- As part of this filing, Liberty is proposing a Weather Normalization Adjustment Rider (WNAR) for Missouri gas customers. For weather periods that are harsher than normal, a WNAR credit will be applied to the bill. For weather periods that are milder than normal, a charge will be applied to the bill. The purpose of the WNAR is to mitigate fluctuations in customer bills due to abnormal weather conditions.

## 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 natural gas?

Liberty is required to provide its natural gas 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. Even though our regulators will ultimately determine any changes to customer rates, we pledge to do our part to keep rates as reasonable as possible.

## 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 Missouri Public Service Commission (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 could take up to 11 months.

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

Liberty offers programs to encourage energy efficiency and assist our limited-income customers. Liberty also provides flexible payment options to customers who may be experiencing financial hardship.

As part of this filing, Liberty proposes to stop the direct charge of the convenience fee that is currently applied when customers pay their bill using a debit or credit card online or by phone. Liberty has also requested to update energy efficiency programs and expand a program to assist limited-income customers with their energy bills.

## What can I do if I struggle to pay a bill?

- Liberty offers flexible payment options, including a payment arrangement program, 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 [libertyutilities.com](http://libertyutilities.com).
- Liberty has a list of various agencies that may be able to provide financial assistance for some portion of your bill. These are available on our website and can be referred to customers by our Customer Care Representatives by dialing 1-800-424-0427.
- Liberty offers several assistance programs that you may qualify for depending on your income and account standing. Call 1-800-424-0427 to speak to a Customer Care Representative for payment assistance options that may work best for you.

