



## *Missouri Public Service Commission*

Greetings,

On February 27, 2025, the Missouri Public Service Commission (Commission) ordered its Staff to investigate the customer service and billing practices of The Empire District Electric Company, The Empire District Gas Company, Liberty Utilities (Midstates Natural Gas) Corp., and Liberty Utilities (Missouri Water) LLC (collectively, "Liberty Utilities"). Staff is currently in the process of gathering information and will file a report of its investigation when completed. In an effort to reach as many customers as possible, Liberty Utilities has agreed to mail this notice on behalf of the Staff of the Commission.

As part of its investigation, the Staff of the Commission, in coordination with the Office of the Public Counsel (OPC) and Liberty Utilities, is holding a series of Town Hall meetings. The purpose of these meetings is to hear directly from you, the customer, about your experiences with Liberty Utilities. We want to hear from you. Collecting information directly from customers will assist Staff in its investigation and provide a forum for customers to interact with Liberty, OPC and Staff. These Town Hall meetings are separate and apart from the Local Public Hearings the Commission will be holding in Liberty's currently pending electric rate case during the week of July 21 - 25, 2025. If you would like to make a comment regarding Liberty's customer service or billing issues in particular, please plan to either attend a Town Hall meeting or submit your comment using one of the methods described below.

Town Hall meetings will be held according to the following schedule:

Date	Location	Start Time
June 10, 2025	<b>Aurora, Missouri</b> Recreation Center 126 W. Hadley St. Aurora, MO. 65605 <a href="https://www.aurora-cityhall.org/1306/Recreation-Center">https://www.aurora-cityhall.org/1306/Recreation-Center</a>	6:00 PM
June 11, 2025	<b>Branson, Missouri</b> Chambers Council Room, City Hall 110 W. Maddux St. Branson, MO. 65616 <a href="https://www.bransonmo.gov">https://www.bransonmo.gov</a>	12:00 PM

June 11, 2025	<b>Ozark, Missouri</b> Ozark Community Center 1530 W Jackson St. Ozark, MO. 65721 <a href="http://ozarkmissouri.com/97/The-Ozark-Community-Center">http://ozarkmissouri.com/97/The-Ozark-Community-Center</a>	6:00 PM
June 12, 2025	<b>Joplin, Missouri</b> Missouri Southern State University Criminal Justice Auditorium 3950 E. Newman Rd., Joplin, MO. 65801 <a href="https://www.mssu.edu/_pdf/student-affairs/campus-map.pdf">https://www.mssu.edu/_pdf/student-affairs/campus-map.pdf</a> (auditorium is #61 on this map)	6:00 PM

Any individuals needing special accommodations to participate in the meetings should contact the Commission at least three days prior to the meeting at one of the following numbers: Consumer Services Hotline 1-800-392-4211 or TDD Hotline 1-800-829- 7541.

If you are unable to attend a Town Hall meeting, or if you would like to make written comments regarding Liberty Utilities or receive additional information, you may contact the Commission directly at:

Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102  
Telephone: (800) 392-4211  
Email: [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)

In addition, you may also provide comments to or request additional information from the OPC, a state agency tasked with representing the interests of the public in proceedings before the PSC, by contacting the OPC directly at:

Office of the Public Counsel  
P.O. Box 2230  
Jefferson City, Missouri 65102  
Telephone: (866) 922-2959 (toll free) or (573) 751-4857  
Email: [opcservice@opc.mo.gov](mailto:opcservice@opc.mo.gov)

Comments may also be submitted electronically using the PSC’s Electronic Filing Information System (“EFIS”). For more information on how to do so, please visit [https://psc.mo.gov/General/Submit\\_Comments](https://psc.mo.gov/General/Submit_Comments). From this webpage, click on “(e-Filing Instructions)” after the Submit Comments in Writing paragraph. This will display instructions

about how to submit comments electronically. When submitting comments through EFIS please reference File No. OO-2025-0233.

All documents filed as part of the investigation can also be found on the PSC's EFIS at <https://psc.mo.gov/general/efis>. From this webpage, click on "Existing Case e-Filing & Search" under the heading "EFIS Shortcuts" and enter Case No. OO-2025-0233.