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PSC Staff Seeks Input from Liberty Utilities Customers

MAY 26TH 2025 BY DEE LOFLIN

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Plans Set for Series of Listening Sessions About Reported Service, Billing Issues

JEFFERSON CITY, Mo.--- The Missouri Public Service Commission (PSC) Staff is hosting a series of Town Hall Meetings next month to hear from consumers who are experiencing issues with the customer service and/or billing practices of Liberty Utilities.

Staff will be joined by the Missouri Office of the Public Counsel and representatives of Liberty Utilities at the Town Hall Meetings. In February, the PSC Staff was ordered by the Commission to investigate Liberty Utilities' electric, water and natural gas customer service and billing. Members of the Commission will not be present at the Town Hall Meetings.

The Commission's order instructed Staff to provide reports every three months on progress of the investigation and when Staff expects to complete its final investigation report. Consumers expressed concerns about Liberty's billing practices to the Commissioners and Staff during Local Public Hearings held last year and through direct contacts with the PSC Consumer Services Department.

"The purpose of these meetings is to hear directly from customers about their experiences with Liberty Utilities. Collecting information directly from customers will assist Staff in its investigation and provide a forum for customers to interact with Liberty Utilities, the Office of the Public Counsel, and Staff," said Staff in the case filing.

Below is the schedule of the Town Hall Meetings:

Aurora, Mo.
June 10, 6 p.m. — Aurora Recreation Center
126 W. Hadley Street

Branson, Mo.
June 11, Noon — Chambers Council Room, City Hall
110 W. Maddux Street

Ozark, Mo.
June 11, 6 p.m. — Ozark Community Center (The OC)
1530 W. Jackson Street

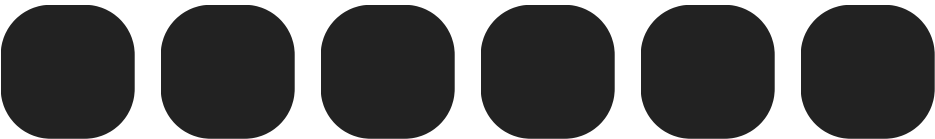
Joplin, Mo.
June 12, 6 p.m. — Missouri Southern State University Criminal Justice Auditorium
3950 E. Newman Road

Consumers who need additional information may call the PSC Consumer Services hotline at 800-392-4211.

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