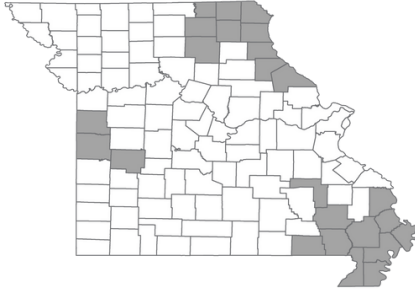


## Missouri Gas Rate Update Request



- Approximately 52,711 natural gas customers served.
- Last rate update was effective in July 2018, nearly six years ago.
- Approximately \$94.2 million invested since 2018. This includes:
  - Updating and replacing aged pipeline infrastructure with modern polyethylene and replacing aging measuring and regulation stations
  - Installing new meter technology to improve service and operational efficiency
  - Launching a new account platform, making service simpler and more convenient
  - Enhancing our financial assistance programs and expanding energy efficiency programs
- If approved by regulators, the rate adjustment for Liberty's investments would cost the average Liberty Missouri residential gas customer with approximately 54 Ccf of usage per month about \$15 per month in our NEMO/WEMO service district and about \$15.87 per month in our SEMO service district.

On February 9, 2024, Liberty submitted a request with the Missouri Public Service Commission (PSC) to adjust natural gas base rates. The last base rate update for Missouri natural gas customers was effective in July 2018.

Over the last six years, Liberty has invested approximately \$94.2 million in Missouri to support initiatives that benefit its natural gas customers, strengthening the reliability and resiliency of its system.

If approved by regulators, the rate adjustment for Liberty's investments would cost the average Liberty Missouri residential gas customer with approximately 54 Ccf of usage per month about \$15 per month in our NEMO/WEMO service district and about \$15.87 per month in our SEMO service district.

The rate update process can take up to 11 months as the PSC and other stakeholders carefully review Liberty's request. If approved, new rates are expected to go into effect in January 2025.

### Key investments to benefit customers included in the rate update request

Since the last base rate adjustment in 2018, Liberty has made critical investments in the natural gas transmission and distribution system to help ensure the ongoing delivery of safe, reliable energy for its customers. This includes:

- Updating and replacing aged pipeline infrastructure with modern polyethylene. Polyethylene piping is lighter and more durable than its steel counterparts and able to withstand high pressures and temperatures. The new infrastructure is easier and faster to locate during an emergency and less susceptible to leaks.
- Replacing aging measuring and regulation stations to help ensure that the system can properly regulate the pressure of natural gas. These new stations also support increased capacity to serve our growing communities.
- Installing and implementing Automated Meter Reading (AMR) to allow Liberty to read meters without having to access a customer's property. This technology improves service and operational efficiency. It allows Liberty to gather meter readings safely and efficiently, plus it helps to reduce the need to estimate meter readings.
- Improving the customer experience through modern service platforms. Customers now have access to a new online account platform that includes a mobile app, making their service simpler and more convenient. Customers can choose to view bills, make payments, monitor their usage, and receive text and email alerts about payments and services.
- Expanding energy efficiency and financial assistance programs to customers. As part of our rate update request, we are seeking to enhance our financial assistance programs to enable more customers to qualify and receive help and expand energy efficiency programs, giving customers more options to use less energy and save on their bills.

### 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 (PSC) and other interested stakeholders review our filings and vet the company's request. The PSC 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.

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

Liberty offers assistance programs and 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 [libertyenergyandwater.com](http://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 1-855-872-3242.

Scan the code to learn more.

