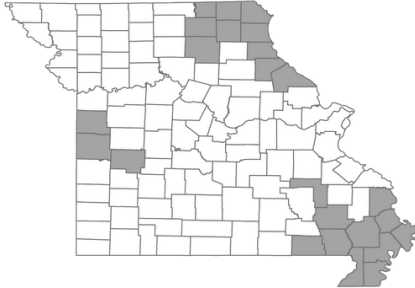


Missouri Gas Rate Update



On January 2, 2025, the Missouri Public Service Commission (MPSC) approved new general rates for Liberty's Midstates Missouri gas customers. New rates went into effect on January 8, 2025. The MPSC assigned the matter case number GR-2024-01-06.

For the average Liberty residential gas customer using approximately 49 Ccf per month in the SEMO district, the total bill impact is an increase of approximately \$5.43 per month. For the average Liberty residential gas customer using approximately 58 Ccf in the NEMO/WEMO district, the total bill impact is an increase of approximately \$9.87 per month.

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.

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:

- Approximately 52,711 natural gas customers served.
- Last rate update was effective in July 2018, more than 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
- New rates went into effect on January 8, 2025
 - For the average residential gas customer using approximately 49 Ccf per month in the SEMO district, the total bill impact is an increase of approximately \$5.43 per month.
 - For the average residential gas customer using approximately 58 Ccf in the NEMO/WEMO district, the total bill impact is an increase of approximately \$9.87 per month.

- Updating and replacing aged pipeline infrastructure with modern polyethylene.
- 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 Liberty My Account 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. We received approval to enhance our financial assistance programs by enabling more customers to qualify and receive help. We are also giving customers more options to use less energy and save on their bills by expanding the existing energy efficiency program offerings.

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. 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 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.

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.

