

## CARING FOR OUR COMMUNITIES

Liberty provides assistance through local community action agencies with a matching donation program and by funding weatherization programs. Customers donate via their monthly bill to assist their neighbors, either a one-time or a monthly donation, which Liberty Utilities matches dollar for dollar. We also provide \$105,000 annually for weatherization programs, which helps low income customers reduce their energy use.



In a time when many utilities are closing local offices, Liberty is set apart; currently operating ten walk-in customer service centers. Customer satisfaction ratings are high and we're proud to be recognized as Best in Class for our Call Center operation.

Customer Service 1-855-872-3242

Emergency 1-855-644-8134

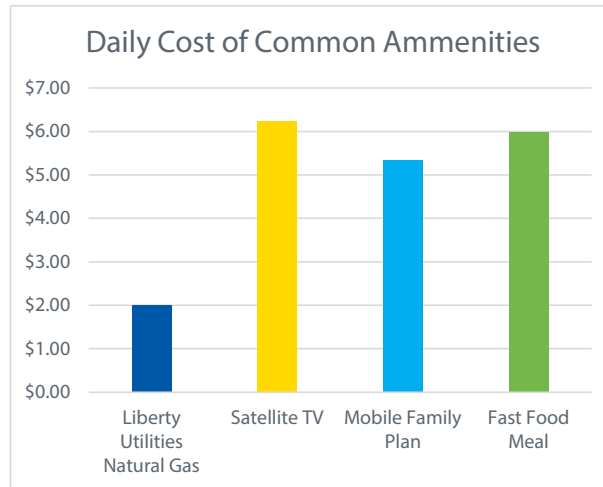


## NATURAL GAS IS A GOOD VALUE

Natural gas is an excellent value. It warms your home, heats your water and cooks your food faster and more economically than other energy sources. It is a safe, efficient, and domestic resource. A typical Liberty Utilities residential customer bill averages about \$2 or less per day.

## USING ENERGY WISELY

Using energy wisely helps you save on your energy bill while protecting the environment we live in. Liberty provides programs to help: equipment rebates, Home Energy Audits, and Weatherization Assistance for income qualified customers. For conservation tips and information, visit [www.libertyutilities.com](http://www.libertyutilities.com).



Data gathered from DIRECTV Premier package, AT&T 10 GB mobile share plan with four devices, and McDonald's Big Mac Meal.



# Liberty Utilities<sup>®</sup>

Local and Responsive. We Care.

## The Value of Natural Gas



## WHO WE ARE

At Liberty Utilities, ensuring safe, reliable service for our customers is our highest priority. We're also focused on technology enhancements that increase efficiency and help you use energy wisely.

You can take comfort knowing that natural gas is a safe, efficient energy source with an abundant supply available right here in the United States. We take pride in providing your natural gas service with local, experienced employees who live, work and engage in the communities we serve.

## INVESTING IN OUR COMMUNITIES

In Missouri we've invested over \$26 million to improve and modernize the natural gas system since 2015. We're replacing aging main and making ongoing integrity investments. In addition, as part of our Periodic Meter Change Testing (PMCT) program, we replace about 1,600 meters annually.

These improvements help us to ensure safe, reliable service for you. High quality utility infrastructure is also an important part of what makes our region a great place to live, work and raise a family.

## FOCUSED ON THE FUTURE

We are focused on the future. Technology enhancements that provide value and efficiency for you are important.

Automated Meter Reading (AMR) is just one example. We've started installing AMR on our system to improve efficiency and reduce Operation and Maintenance (O&M) costs.

We're also focused on growth. When businesses are looking for places to expand, they look for good utility infrastructure. Through continued investment in the natural gas system, we can help attract new business and industry to our region, which brings new jobs, additional tax base, and shared economic prosperity.

## REGULATORY RATE REVIEW

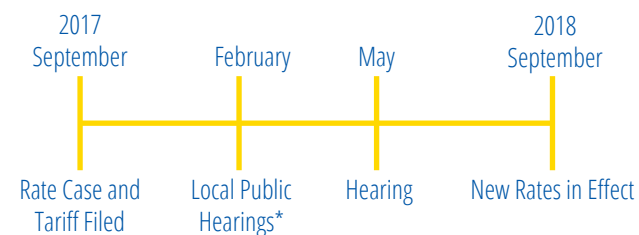
To allow us to continue making these important investments in our local communities, we filed a rate review request with the Missouri Public Service Commission on September 29, 2017.

The rate review process takes about eleven months in Missouri, unless all parties come to an agreement before then. During this time, the Commission conducts a full audit of our operations and financial data. Local public hearings will be held to give customers an opportunity to comment. Comments are also accepted by the Commission online or by mail. Expert witnesses will take part in evidentiary hearings. Finally, the Commissioners will issue a decision based upon the facts and evidence in the case. New rates do not take effect until the conclusion of the case.

If approved in full, the plan will result in an average increase of about \$9.56 per month (about 32¢ per day) for a typical residential customer.

### Estimated Review Timeline

(Procedural schedule will be established by MPSC)



\*Liberty will send a notification of hearing dates and times, when scheduled by the Commission.

