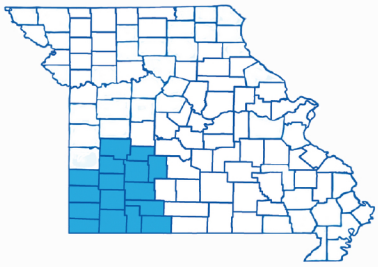
Liberty Utilities Missouri:

Rate case at a glance



- over 150,000 customers served
- Total request of $26.5 million
- Approximate monthly increase of $7.85 for an average customer using 1,000 kwh per month
- Serving Barton, Jasper, Newton, McDonald, St. Clair, Cedar, Dade, Lawrence, Barry, Hickory, Polk, Greene, Christian, Stone, Taney, and Dallas Counties

On August 14, 2019, Liberty Utilities - Empire District submitted a request to the Missouri Public Service Commission (MPSC) to update the company's electric rates. If approved, an average residential customer using 1,000 kWh per month would see an approximate increase of $7.85 on their monthly bill. Qualifying low income customers would see an approximate increase of $1.85. The last time Missouri electric customers saw a base rate update was in September 2016.

Components of Filing

Providing Savings Opportunities for our Customers

In order to provide savings opportunities for customers, we have requested the continuation of our Low Income Pilot Program, which provides a credit for the customer charge for qualifying Missouri electric customers. In addition, we plan to continue offering energy efficiency rebate opportunities, as well as solar rebate opportunities, to our Missouri electric customers.

Making Power More Reliable for our Customers

At Liberty Utilities, we are committed to providing our customers with the safe and reliable power they expect. This means investing in our infrastructure and hardening our system against extreme weather and other causes of outages. Since 2016, we have invested approximately $338 million in our Missouri electric transmission and distribution system to help increase safety and reliability.

Normalizing Bills for Customers During Irregular Weather

Missouri weather can be unpredictable and this can affect customer bills. In this filing, we are requesting the inclusion of a Weather Normalization Rider (WNR) which will appear on bills as a credit during harsh weather periods and as a charge during mild weather periods. If approved, this would prevent over or under collection by the company during irregular weather. Credits would also benefit the customer during harsher than normal weather.

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What is a rate case?
A rate case 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 electricity?
Liberty Utilities is required to provide every customer in our service area with reliable electricity at rates approved by the public service commission of each state. 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 Utilities must demonstrate to state utility regulators why a rate change is needed. The Missouri Public Service Commission and other interested stakeholders review our filings and vet the company's request. The commission then thoroughly reviews our request and holds public hearings to allow customers to comment. This process will take up to 11 months.

What is Liberty Utilities doing to help their customers reduce energy and manage their bills?
Liberty Utilities has implemented a variety of payment options to help customers manage their monthly bills. One option, the Average Payment Plan, creates an average based on the customer's previous year of energy usage, making their bill the same each month, despite fluctuations in temperatures. This allows customers to budget more easily. Liberty Utilities has also launched an Energy Analysis program that notifies customers when their bill is $30 higher or lower than the previous month and provides them tips through email to reduce their energy use.

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For more information, visit: www.empiredistrict.com/CustomerService/Rates