

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Request of Liberty	)	
Utilities (Midstates Natural Gas) Corp.	)	
d/b/a Liberty to Implement a General Rate	)	Case No. GR-2024-0106
Increase for Natural Gas Service in the	)	
Missouri Service Areas of the Company	)	

**OUT OF TIME STATUS UPDATE PURSUANT TO AMENDED STIPULATION AND  
AGREEMENT PARAGRAPH 20(a)**

COMES Liberty Utilities (Midstates Natural Gas) Corp. d/b/a Liberty (“Liberty” or the “Company”) and submits its status update on pursuing adding an option to its IVR for customer to select their state and including Missouri-specific call center statistics (Call Volume, Abandoned Call Rate, Average Speed of Answer) to its Monthly Performance Report alongside its current reporting pursuant to paragraph 20(a) of the Amended Stipulation and Agreement approved by the Commission in the above-captioned case effective January 8, 2025 out of time.

Liberty is pleased to report that the Company continues to evaluate adding the option for customers to select their state when calling into the Company’s customer care telephone line, which would provide Missouri specific call center statistics and allow for more granular reporting. However, the cost associated with this request is higher than anticipated. Furthermore, adding the option to choose the state of residence will increase the amount of time customers are in the IVR before accessing relevant account information, which may cause negative customer experience. No formal agreement has been made to move forward with adding an option as described above to the IVR. Nonetheless, the Company is committed to carefully examining this possibility and looks forward to providing an update on progress within 90 days.

**CERTIFICATE OF SERVICE**

I hereby certify that the above document was filed in EFIS on this 29<sup>th</sup> day of April, 2025, and sent by electronic transmission to the Staff of the Commission, the Office of the Public Counsel and counsel for intervenors.

/s/ Jermaine Grubbs