

From: [Lisa Heshejin](#)
To: [Missouri Public Service Commission](#)
Subject: Concerns Regarding Liberty Utilities and Its Impact on Investment in Missouri
Date: Monday, March 24, 2025 11:56:54 PM

To Whom It May Concern,

My husband and I are both medical professionals who recently accepted positions at a hospital in Bolivar, Missouri. As part of our transition, we sought to establish roots in the community and began searching for housing. We engaged with local residents through the Bolivar Facebook page, eager to integrate into the area and make a home there. However, after receiving extensive feedback from the community regarding the severe financial burden imposed by Liberty Utilities, we made the difficult decision to rescind our offer on a home in Bolivar.

Upon further research, it became evident that Bolivar is not the only town affected—many communities across Missouri are struggling under the immense financial strain created by Liberty Utilities. We were deeply disheartened to learn of families forced to choose between essential needs like food and paying their utility bills. Community members shared stories of their electricity bills being nearly equal to their mortgage or rent payments.

Coming from a state known for its high cost of living, I was shocked to discover that residents of Bolivar, many living in small homes with only one to three occupants, are paying between \$400 and \$600 per month for electricity. In contrast, my current monthly electric bill is approximately \$100. This disparity raises serious concerns about the financial sustainability of living and investing in Bolivar.

As professionals moving to Missouri to provide essential medical services, we had planned not only to purchase a home but also to eventually start a business and contribute to the local economy. However, the exorbitant utility costs have made us reconsider these plans. The financial burden created by Liberty Utilities is discouraging investment in homes and businesses, and if left unaddressed, it could lead to an economic decline in Bolivar and other affected towns.

The long-term consequences of this situation should not be overlooked. If residents continue to leave due to unaffordable utility costs, Missouri will face declining property values, economic stagnation, and reduced tax revenue. This will inevitably lead to budgetary shortfalls and further economic distress for the state and its municipalities.

I urge the Public Utilities Commission to thoroughly investigate Liberty Utilities and the impact its pricing structure is having on Missouri communities. Immediate action is necessary to prevent further financial hardship for residents and to ensure that Missouri remains a viable place for families, professionals, and businesses to thrive.

Thank you for your time and attention to this critical matter. I look forward to your response and to seeing steps taken to address this pressing issue.

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Lisa Novalis-Heshejin, MS CCC-SLP

Service which is rendered without joy helps neither the servant nor the served. But all other pleasures and possessions pale into nothingness before service which is rendered in a spirit of joy.

Life might not be the party that we hoped for but while we are here we may as well dance.