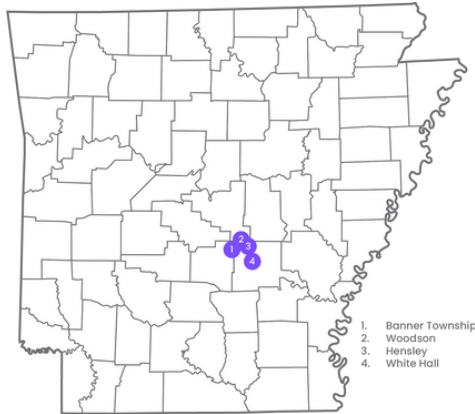


Arkansas Water Rate Update



- Approximately 2,400 water and 1,850 wastewater customers served
- Last rate update was effective six years ago for White Hall and longer for Banner Township, Hensley, and Woodson
- Approximately \$3 million invested since 2021 in critical infrastructure for improved operations, new meters and technology, and new customer service platforms that make it easier to do business with Liberty
- New rates effective March 1, 2025, and phased in over a three-year period

On Tuesday, January 14, 2025, the Arkansas Public Service Commission (APSC) approved new base rates, **effective March 1, 2025**, for Liberty Utilities (Arkansas Water) Corp's (doing business as Liberty) water and wastewater customers located in Banner Township, Hensley, White Hall, and Woodson.

To help customers adjust to new rates, they will be phased in over a three-year period.

Average Liberty residential customer using approximately 6 CCF (approximately 4,500 gallons) per month			
Utility	Increase - Year One	Year Two	Year Three
Banner Township	\$14.22	\$12.11	\$12.10
Hensley	\$14.22	\$12.11	\$12.10
White Hall - Water	\$6.45	\$6.75	\$6.75
White Hall - Wastewater	\$13.85	\$8.40	\$8.40
Woodson	\$14.22	\$12.11	\$12.10

The last base rate update for White Hall was effective in 2019. There has been no rate update for Banner Township, Hensley, and Woodson since Liberty acquired the systems in 2016 and 2018.

Since 2021, Liberty has invested over \$3 million to improve and upgrade the water and wastewater systems serving its Arkansas water and wastewater customers. Key investments to benefit customers and help keep service reliable include:

- Installing and implementing Advanced 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.
- Replacing and restoring lift stations, pumps, panels, and aerators in our wastewater system to help ensure safe and reliable service.
- Upgrading old and undersized water mains and services to increase reliability for fire protection and allow for future growth.
- Improving the customer experience through modern service platforms. Customers now have access to a new, online account platform that includes a mobile app, making it easier to do business with Liberty and helping to make service more convenient. Customers can choose to view bills, make payments, view their monthly usage, and receive text and email alerts about payments and services.

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 water and wastewater service?

Liberty is required to provide its 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, customer rates are set by the Arkansas Public Service Commission (APSC).

What can customers do if they are struggling to pay a bill?

Liberty offers flexible payment options 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 Liberty's 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 Liberty's website or customers can call Liberty's Customer Care team at 1-855-382-6508 during business hours, Monday-Friday, from 8 a.m. - 4 p.m..

Liberty also encourages customers to check for leaks and practice smart water use. A leaky toilet, faucet, or showerhead will increase water usage, which ultimately increases water bills. Customers can find conservation tips to help them save on Liberty's website.

Scan the code to find more information about this rate update.

