

Additional News

Need help paying utility bills?

See if you qualify for assistance.

Winter temperatures can mean increased energy usage to heat your home. If you need help with your utility bills, we want you to know that financial assistance may be available to you.



Scan to learn more

Information for Kansas Customers

Security Deposit

Rules and regulations on file with the Corporation Commission provide that Liberty may request a security deposit from new customers if the customer has an unsatisfactory credit rating or insufficient prior credit history, the customer has failed to pay an undisputed bill with another utility, or if the customer has interfered with or diverted utility service in an unauthorized manner within the last 5 years. For existing customers, upon 5 days written notice, the Company may require a deposit if the customer has failed to pay an undisputed bill with the utility, or if the customer has interfered with or diverted the service of the Company, or if the customer fails to pay an undisputed bill before the delinquency date for three (3) consecutive months, one of which is at least 30 days in arrears.

The amount of the cash deposit or surety bond for residential or small non-residential customers shall not exceed the amount of a projected average two month's bills. For other customers, the deposit or surety bond shall not exceed the projected largest two month's bills.

A bill is delinquent if payment is not received on or before the date printed on the bill. Post-marked dates on payments made by mail are not a controlling factor. Payments must be actually received by our Company or its agent before the due date on the bill or late payment charges will be assessed. A 2% late charge will be added to the bill if paid after the delinquent date.

Liberty will provide a ten-day written notice before service is disconnected for nonpayment of undisputed bills. Other information pertaining to disconnects is outlined in the Rules and Regulations, which are available for review in Liberty offices or at the State Corporation Commission, 1500 SW Arrowhead Road, Topeka, KS 66604.

Deposits will be refunded upon termination of service or when customers meet the guidelines for a refund. Residential deposits will be applied to the customer's account when 10 out of the last 12 bills were paid on time. Small non-residential deposits shall be applied when 20 of the last 24 bills were paid on time. Large non-residential deposits will be retained until termination of service.

Authorized Payment Options

As a convenience, a self-addressed return payment envelope is provided with each monthly statement so that payment may be mailed directly to a Liberty payment processing location. Mailed payments will be processed as of the date received at Liberty.

Bill payments may be accepted at any Liberty payment facility or at any authorized payment agent as listed below. For more information about Liberty payment facilities and authorized payment agents, call 1-800-206-2300 or visit libertyenergyandwater.com

Automatic Bank Draft (ACH) is available. To enroll, log in to your Liberty My Account and complete the online enrollment form, or contact Liberty's Customer Care team by phone at 1-800-206-230 or visit libertyenergyandwater.com. (No fee)

Liberty accepts credit card payments through its authorized payment source. Visit libertyenergyandwater.com or contact Liberty at 1-800-206-2300 for details. A convenience fee per transaction may be charged by the authorized agent.

Making payments through any non-Liberty authorized payment agent or source, such as an electronic funds transfer payment through a personal banking institution, may result in late or delayed payment processing, late fees and/or disconnect notices.

Authorized payment facilities or agents:

Liberty
602 S. Joplin Ave.
Joplin, MO 64801

Harps
1400 Military Ave.
Baxter Springs, KS 66713

Walmart Supercenter
All Locations

Bill payments can also be made through Liberty My Account. Visit libertyenergyandwater.com to register for or sign in to My Account. You can also download the Liberty My Account mobile app from your device's app store.

Information for Kansas Customers

Monthly Rates for Electrical Service

RESIDENTIAL SERVICE

RG - Available for residential general service

- Customer Charge - \$14.25
- For the first 600 Kwh used, per Kwh - .06471
- Additional Kwh, per Kwh - .05815

RG/Water Heating - Available for residential service with electric water heating

- Customer Charge - \$14.25
- For the first 600 Kwh used, per Kwh - .05978
- Additional Kwh, per Kwh - .05815

RH - Available for total-electric residential service

- Customer Charge - \$14.25
- All Kwh, per Kwh - .05461

The above charges will be adjusted in an amount provided by the terms and provisions of the Energy Cost Adjustment, Rider ECA.

NON-RESIDENTIAL SERVICE

CB - Available to commercial or industrial customers whose load does not exceed 40 Kw

- Customer Charge - \$20.00
- The first 700 Kwh, per Kwh - .08499
- Additional Kwh, per Kwh - .0788

SH - Available to total-electric commercial or industrial customers whose load does not exceed 40 Kw

- Customer Charge - \$20.00
- The first 1,000 Kwh, per Kwh - .07344
- Additional Kwh, per Kwh - .06654

GP - Available for general power service with demands in excess of 40 Kw

Demand Charge

- First 40 Kw of Billing Demand, per Kw - \$12.80
- Next 460 Kw of Billing Demand, per Kw - 10.39
- All additional Kw of Billing Demand, per Kw - 8.15

Energy Charge

- For all Kwh, per Kwh - .03103

PT - Available for commercial or industrial service at transmission voltages

Demand Charge

- The first 1000 Kw of Billing Demand - \$11,858.75
- All additional Kw of Billing Demand, per Kw - 5.70

Energy Charge

- For all Kwh, per Kwh - .01935

TEB - Available to commercial or industrial customers for total-electric buildings

- Minimum (First 150 Kwh or less) - \$32.00
- Next 9,850 Kwh, per Kwh - .08038
- All in addition to 10,000 Kwh, per Kwh - .05697

The above charges will be adjusted in an amount provided by the terms and provisions of the Energy Cost Adjustment, Rider ECA.

PRIVATE OUTDOOR LIGHTING

Standard Lighting - Sodium Vapor

- 6,000 Lumen - 70 Watt - \$11.62
- 16,000 Lumen - 150 Watt - 16.67
- 50,000 Lumen - 400 Watt - 25.61

Standard Lighting - Metal Halide

- 12,000 Lumen - 175 Watt - \$36.31
- 20,500 Lumen - 250 Watt - 25.12
- 36,000 Lumen - 400 Watt - 27.11

Flood Lighting - Sodium Vapor

- 27,500 Lumen - 250 - Watt \$28.20
- 50,000 Lumen - 400 - Watt 37.82
- 40,000 Lumen - 1000 - Watt 52.84

Flood Lighting - Metal Halide

- 12,000 Lumen - 175 - Watt \$53.36
- 36,000 Lumen - 400 - Watt 37.96
- 110,000 Lumen - 1000 - Watt 51.83

Additional charges apply for additional facilities such as poles, conductors, transformers, guys and anchors, etc.

The above charges will be adjusted in an amount provided by the terms and provisions of the Energy Cost Adjustment, Rider ECA.

ANNUAL NOTICE OF INQUIRY PROCEDURES TO CUSTOMERS OF LIBERTY

The Kansas Corporation Commission is responsible to Kansas residents for regulation of electric utility service within the state.

If you have any questions concerning billing practices, rates, service, metering, etc., please contact Liberty at 1-800-206-2300.

If, after contacting a Liberty representative, your questions are still not answered or resolved to your satisfaction, you may contact the Kansas Corporation Commission for their help in the matter.

You may write to the Commission at:

Kansas Corporation Commission
Consumer Protection Office
1500 SW ARROWHEAD ROAD
Topeka, KS 66604-4027

You may phone the Commission's Consumer Protection Office at this toll-free number: 1-800-662-0027

A space is provided below for any comments you may have concerning Liberty performance. You may return these comments to Liberty with your next bill payment if you wish.

If you have a specific complaint at this time, include your name, address, and phone number so that we may contact you. Otherwise, this information is optional.

Customer Name _____
Address _____
City _____ State _____ Zip _____
Telephone _____ Date _____

Comments