

Information for Kansas Customers

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 1-800-206-2300 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
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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.

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's 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

Additional News

Is your contact information current?

Has your phone number changed recently? Don't forget to update the contact information on your Liberty account so that you can receive helpful information and we can reach you in the event of an emergency.

Confirm or update your contact information by calling 1-800-206-2300 or update your information through My Account.



Scan the code with your camera to learn more about My Account



Float through the summer heat

Summer heat can mean increased energy usage to keep your home cool and comfortable.

Enrolling in Budget Billing can help smooth out seasonal waves in your energy bill.

Scan the code with your camera to learn more



During times of financial uncertainty, we're here to help

We have resources to help you with your utility bill.

Please reach out to our Customer Care team or visit libertyenergyandwater.com.



Scan the code with your camera to learn more

