



Customer Handbook

Electric and/or Water



Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams deliver an exceptional customer experience while always prioritizing safety and reliability. Liberty's commitment to our communities includes investments that help ensure safety and reliability for your home and business today and in the future.

For more information about Liberty, visit www.libertyutilities.com.

Copies of price schedules and general rules and regulations are available at www.libertyutilities.com. This booklet is being provided in accordance with state commission rules.

How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 7 a.m. to 7 p.m., Monday through Friday, by calling:

1-800-206-2300

Accessing Your Account Information Online

You may also access information about your account by visiting our website, www.libertyutilities.com, and signing on to **MyAccount**. **MyAccount** offers the easiest way to view your Liberty account from anywhere. Simply follow the easy tips to register. Instantly, you can begin accessing your Liberty account information.

MyAccount offers a variety of tools to better understand your usage and account.

MyStatement – Examine your current Liberty bill at any time plus view previous bills to compare each month.

MyPayments – You can view account payment history over the previous 12 months.

MyUsage – View and track your usage over the past 12 to 24 months. You can see monthly meter readings to compare usage month to month.

MyEbill – You can select to receive your monthly Liberty statement notification via secure email. No longer wait to receive a paper bill, instead you can instantly see your monthly charge.

Starting and Transferring Service

You can start new service or transfer your current service to another location by calling our Contact Center at 1-800-206-2300 or by completing a request form available on our website, www.libertyutilities.com.

Please contact us at least two business days in advance to schedule the start of your service; this does not include weekends or holidays. Identification may be required.

A deposit may be required for customers who have unsatisfactory or insufficient credit, in cases where tampering or diversion has occurred, or when there is a history of delinquency. Deposits may be billed in installments in some cases. The deposit will be applied to the final bill and any remaining balance, plus interest, will be returned when:

- You establish a suitable credit history; or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty.

Stopping Service

If you need to discontinue your service, please call our Contact Center at 1-800-206-2300 or complete a request form available on our website, www.libertyutilities.com. Arrangements must be made at least two days in advance, and you must provide an address to receive your final bill.

Special Services – Electric Only

Our Action to Support the Elderly

The company's program to support the elderly is designed to lift the burden of worry from customers age 60 and older and/or customers with disabilities. For those who qualify, deposits and late penalties may be waived, due dates can be adjusted, and third-party notification is available when accounts become delinquent.

Project Help

Project Help is an assistance program created to meet emergency energy-related expenses of the elderly and/or customers with disabilities. Project Help is funded through voluntary donations. To donate, simply add \$1.00 to your monthly payment or visit our website for more information. All donations are tax deductible. Project Help is administered by Liberty.

Bill Payment Options

Pay By Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7-10 business days for delivery and posting.

Autopay

When you choose Autopay, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

Average Payment Plan (APP)

APP calculates your expected annual charges and divides them into equal monthly payments.

Flexible Due Date

If you participate in APP or Autopay, you may select your scheduled due date from a list of options.

Pay By Phone/Pay Online

Pay by phone by calling 1-800-206-2300 and following the prompts or pay online at www.libertyutilities.com. You can pay by credit card, debit card, or bank account. This service uses a third-party payment processing vendor and there may be a processing fee.

Pay In Person

You may pay in person at any of our payment locations. For a list of locations near you, visit www.libertyutilities.com or call 1-800-206-2300. A fee may be charged by our independent providers.

Understanding Your Billing Charges

Customer Charge

A fixed monthly charge to cover costs to meter and bill your account and provide customer service.

Usage Charge

The portion billed for the kilowatt hours of electricity or thousands of gallons of water used.

Fuel Charge or Energy Cost

For Missouri electric customers, the difference in cost between the fuel and purchased power costs factored into rates and the actual costs.

For Kansas, Oklahoma, and Arkansas electric customers, the actual fuel and purchased power costs.

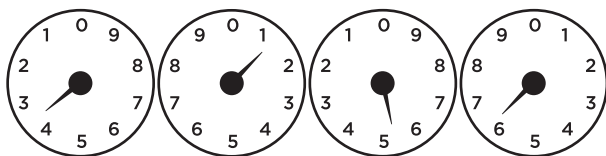
Franchise Fee

This fee is a tax levied by local municipalities which the company collects and passes on to those respective cities. Applicable state and local taxes are also charged.

How To Read Your Meter

If You Are An Electric Customer:

Some of the hands on the dial of your meter move in a clockwise fashion, while others move counterclockwise. All move from the lowest number to the highest. To read your meter, simply write down the number where the dial is pointing. When the hand is between numbers, use the smaller number.



This meter read: 3156

The company also utilizes digital meters. Their readout is much like a car odometer.

If You Are A Water Customer:

Generally, outdoor meters should not be opened, as they are sometimes difficult to re-seal properly. If you want to read your meter, you will find a numerical odometer type meter (similar to the device that records miles traveled in a car). The odometer-type meter readings show the gallons used with a series of numbers in a small window. You can calculate the difference between readings to determine the number of gallons used. Your bill shows usage in terms of gallons.

An illustration of an odometer-type meter. It consists of a white rectangular display window with a purple border. Inside the window, the number "002560.00" is displayed in a black, sans-serif font.

This illustration depicts an odometer-type meter with a reading of 2560.00 gallons.

Estimated Meter Reading

The company tries to read each customer's meter each month. However, sometimes it is not possible, and estimations must be made. Any variation between a customer's actual usage and the estimated usage will be corrected the next time the meter is read.

Disconnection/ Reconnection of Service

Your Liberty bill is due upon receipt, and a delinquent date appears on your monthly statement.

To avoid service interruption, call immediately if you cannot pay your bill on time, if you receive a disconnection notice, or if there is any problem with your bill.

If you find you cannot pay your entire bill, please contact us for a mutually agreeable installment plan.

Although we do not routinely disconnect service without advance notice, there are times when we must for health, safety, emergency, or maintenance reasons, or when someone has tampered with our equipment.

We will turn your service back on after the cause for the disconnection has been corrected. Service will be restored the same day, if possible, but no later than the next working day.

Reporting Water Leaks

Water customers who experience increased usage due to a water leak should contact Liberty at 1-800-206-2300.

Reporting an Outage

You can report your interruption in service to Liberty a variety of ways. You can utilize our automated system by calling 1-800-206-2300. If you are calling from your home phone and have provided this number, our system will verify your address and log your outage. If you have not provided your home phone or are calling from another number, you will need your account number, meter number or Social Security number to enter your outage.

From our website Outage Center, report your outage by logging into your MyAccount.

Energy Efficiency

We offer a variety of energy efficiency tips and rebates for both residential and commercial customers. Visit our website, www.libertyutilities.com for program details and tips specific to your home.

Call Before You Dig

Before you plant a tree or build a fence, make sure you know where your underground utilities are located. We encourage customers to dial 811, the nationwide one call system, or their state one call system:

Arkansas

1-800-482-8998

Missouri

1-800-DIG-RITE
(1-800-344-7483)

Kansas

1-800-DIG-SAFE
(1-800-344-7233)

Oklahoma

1-800-522-OKIE
(1-800-522-6543)

This is a free service provided by Liberty and other local utilities. This single call allows customers to avoid the possibility of a serious injury or expense of repair costs for damaged utilities.

Customer Inquiries

If you have any questions or concerns about your bill, please call 1-800-206-2300. We will work to find a solution to your concerns. If you are not satisfied with the resolution we offer, you may contact:

For Missouri Customers

Missouri Public Service Commission

PO Box 360 • Jefferson City, MO 65102
1-800-392-4211

Office of Public Counsel

PO Box 2230 • Jefferson City, MO 65102
1-573-751-4857 • 1-866-922-2959

For Kansas Customers

Kansas Corporation Commission

1500 Arrowhead Rd • Topeka, KS 66604-4027
1-800-662-0027

For Oklahoma Customers

Oklahoma Corporation Commission

PO Box 52000 • Oklahoma City, OK 73152-2000
1-800-522-8154 or 1-405-521-2331

For Arkansas Customers

Arkansas Public Service Commission

PO Box 400 • Little Rock, AR 72203
1-800-482-1164



Liberty™

Telephone

1-800-206-2300

Email

customer.service@libertyutilities.com

Address

602 S. Joplin Avenue

P.O. Box 127

Joplin, MO 64802

LibertyUtilities.com

© 2020 Liberty. All Rights Reserved