



# Customer Handbook

Electric



**Liberty**<sup>TM</sup>

# Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams strive to deliver an exceptional customer experience while 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 [libertyenergyandwater.com](http://libertyenergyandwater.com).

Copies of price schedules and general rules and regulations are available at [libertyenergyandwater.com](http://libertyenergyandwater.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 and 24 hours a day, seven days a week for emergencies by calling:

**1-800-206-2300**

## Accessing Your Account Information Online

You may also access information about your account by visiting [libertyenergyandwater.com](http://libertyenergyandwater.com), and signing on to My Account or by downloading the Liberty My Account mobile app from your device's app store. My Account offers the easiest way to view your Liberty account from anywhere. Follow the simple steps to register and begin accessing your Liberty account information right away.

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

- View and pay your bill from the device of your choice, including your mobile phone through the Liberty My Account mobile app.
- Choose your account notifications – email and/or text message – and how and when you want to receive them.
- View up to 13 months of your usage with easy-to-read graphs, helping you better control your usage and save on your bill.
- Access, view, and print past bills.

- Go paperless – Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email inbox instead of your mailbox.

## 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 at [libertyenergyandwater.com](http://libertyenergyandwater.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 at [libertyenergyandwater.com](http://libertyenergyandwater.com). Arrangements must be made at least two business days in advance, and you must provide an address to receive your final bill.

## Special Services

### 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 to your monthly payment or visit our website for more information. All donations are tax deductible.

# 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)

With our Average Payment Plan (APP), you won't have to deal with surprises when your bill arrives. APP calculates your expected annual charges and divides them into equal monthly payments. This helps you budget because you will know how much your payment will be each month.

## 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 [libertyenergyandwater.com](http://libertyenergyandwater.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 [libertyenergyandwater.com](http://libertyenergyandwater.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 used.

## Fuel Adjustment Charge or Energy Cost

For Missouri electric customers, this is the charge for the difference between the amount of fuel and purchased power costs established in the current rate structure (usage charge) and the amount of actual fuel and purchased power costs incurred by the Company. This rate changes twice a year. If fuel costs incurred by the Company are less than what is established in the current rate structure, customers will see a credit in the Fuel Charge line. This charge includes no mark-up or profit for the Company.

For Kansas, Oklahoma, and Arkansas electric customers, this charge reflects the actual fuel and purchased power costs incurred by the Company. For Kansas and Oklahoma customers this rate is updated monthly and for Arkansas customers this rate is updated yearly. These charges include no mark-up or profit for the Company.

## Franchise Fee

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

# How To Read Your Meter

The more you know about your electricity use, the better you can focus on increasing your energy efficiency. We provide usage information on your monthly bill, but you can also read your own meter, typically located at the side or back of your home.

## How to read your digital meter:

Your electric digital meter displays a series of screens that scroll. Watch for the screen with the d1 in the upper left corner. d1 = delivered read (kWh's used). Because your meter does not reset each month, to determine your current usage, subtract last month's meter read from the number displayed on the screen. You can find the monthly meter read in the Account Detail section of your bill.



## 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.

## Reporting an Outage

You can report your interruption in service to Liberty a variety of ways. You can call our automated system at 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 My Account.

# Energy Efficiency

We offer a variety of energy efficiency programs, rebates, and tips for both residential and commercial customers. Visit [libertyenergyandwater.com](http://libertyenergyandwater.com) for more details.

## 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

### **Kansas**

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

### **Missouri**

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

### **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:

## Missouri Customers

Liberty is regulated by the Missouri Public Service Commission (PSC).

### **Missouri Public Service Commission**

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

### **Office of Public Counsel (OPC)**

The OPC possess the authority and duty to appear before the PSC and “represent and protect the interests of the public in any proceeding before or appeal from” the PSC.

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

## Kansas Customers

### **Kansas Corporation Commission**

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

## Oklahoma Customers

### **Oklahoma Corporation Commission**

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

## Arkansas Customers

### **Arkansas Public Service Commission**

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



**Liberty**™

**Customer care  
and 24/7 emergencies**

**1-800-206-2300**

**Address**

**602 S. Joplin Avenue**

**P.O. Box 127**

**Joplin, MO 64802**

**[libertyenergyandwater.com](http://libertyenergyandwater.com)**

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