



Date Mailed: 3/09/18

Account Number: 000011-11-0



TOTAL AMOUNT DUE

Delinquent after 3/29/18, add late fee of

\$145.00

After 3/29/18, Pay

\$0.00

TOTAL AMOUNT ENCLOSED

\$145.00

\$ _____

1 
 JOHN A. CUSTOMER
 101 MAIN STREET
 ANYWHERE, AR 11111

2 Remit to:
 LIBERTY UTILITIES - EMPIRE DISTRICT
 PO BOX 650689
 DALLAS, TX 75265-0689

1313827875000000910000000091000

For account questions, call 800-206-2300. To pay your bill by phone, call 888-631-8973.

Liberty Utilities - Empire District (www.empiredistrict.com)
 PO BOX 650689
 Dallas, TX 75265-0689

3 Account Number: 000011-11-0

Summary as of 3/08/18:

4	Previous Bill	2/10/18		\$145.00
	Payment Received	2/16/18	Check	(\$145.00) Thank you
	Balance Forward			\$0.00
	Electric		000011-11-001	\$145.00 ***
5	TOTAL AMOUNT DUE			\$145.00

*** see Account Detail following message(s).

6 If you have a question or problem with billing or service or need help managing your charges with a delayed payment agreement, we welcome your call or visit to your local office. The address and toll-free number are shown above.

You may pay your bill by credit or debit card by calling 1-888-240-2356 or online at www.empiredistrict.com, Customer Service, Payments, Credit Card Online. There is a fee for this service.

- 1) Customer and billing location information.
- 2) Liberty Utilities - Empire District's mailing address to remit payment. Information on additional payment methods can be found on our Web site, www.empiredistrict.com.
- 3) Customer account number.
- 4) Previous balance, recent payments, and remaining balance.
- 5) Total amount due for current month – detailed explanation on customer charges can be found on the back of the bill.
- 6) This area has important messages about your bill.

Account Detail

6 Electric 000011-11-001	7 For Service at 101 Main Street, Anywhere, AR 11111	Rate: RG-Residential
8	Read for: 38802360 From 2/08/18 to 3/06/18 (29 Days), Curr Read - 33172 Prev Read - 32172. Totaling 1,000 Kwh	
9 3/08/18	Customer Charge	1 x 11.04 \$11.04
10 3/08/18	Usage Charge	600kwh x .07591 \$45.55
3/08/18	Usage Charge	400kwh x .06402 \$25.61
11 3/08/18	Transmission Cost Recovery	1000kwh x .00521 \$5.21
12 3/08/18	Energy Cost Recovery	1000kwh x .02446 \$24.46
13 3/08/18	Energy Efficiency Recovery	1000kwh x .00059 \$0.59
14 3/08/18	Environmental Recovery	1000kwh x .00409 \$4.09
15 3/08/18	Riverton Rider	1000kwh x .00707 \$5.57
16 3/08/18	Franchise Fee	117.31 x .04 \$4.69
17 3/08/18	Anywhere County Tax	117.31 x .01 \$1.17
3/08/18	Arkansas State Tax	117.31 x .065 \$7.63
3/08/18	Anywhere City Tax	117.31 x .02 \$2.35
	18 Current Months Charges:	\$135.43
3/08/18	19 APP Installment	\$145.00
20 Billed Charges:		\$145.00
21 Status before payment is \$135.43, after payment in full (\$9.57). This account will be reevaluated in May.		

Contract Update
APP

- 6) 11-digit location number to report outages or to use automated account information by phone.
- 7) Service address - this is important for customers who have multiple accounts with our company.
- 8) Meter number, previous meter read, current meter read, and usage information.
- 9) The company service includes a fixed monthly customer charge, no matter how much electricity is used.
- 10) The usage charge is for the kilowatt hours (kwh) used by a customer. The charge for the summer season, June 16 through September 16, is \$0.07673 for the first 600 kwh and \$0.08109 for each kwh thereafter. The charge for the first 600 kwh used by a customer is \$0.07591 and \$0.06402 for each kwh thereafter in the winter season – September 17 through June 15.
- 11) The company’s transmission cost recovery charge collects the Arkansas customer’s portion of specific Southwest Power Pool (SPP) transmission fees billed to the company. This charge is reviewed and adjusted on a yearly basis.
- 12) The charge for the total fuel and purchased power costs incurred by the company. This rate changes once a year. The cost includes no mark-up or profit for the company.
- 13) The charge to recover the cost of energy efficiency programs in Arkansas run by the company. This fee is reviewed and adjusted on an annual basis to reflect actual costs of these programs.
- 14) Costs associated with environmental facilities installed at the existing power plant.
- 15) Costs associated with environmental upgrades to the Riverton Power Plant.
- 16) A contractual fee required for the company to use the city public right-of-ways.
- 17) Taxes, fees, and other assessments.
- 18) Total charges for the billing period.
- 19) APP, average payment plan, is a payment contract that calculates a customer’s expected annual usage and divides it into 12 equal payments. Each month one payment installment is due from the customer. At the end of 12 months the actual usage is reviewed and a customer’s contract and installments are adjusted for the next 12 months.
- 20) The amount due from the customer by the due date.
- 21) Important information about a customer’s payment contract.