



Date Mailed: 6/09/18

1 Account Number: 000011-11-0



TOTAL AMOUNT DUE

Delinquent after 6/29/18, add late fee of
After 6/29/18, Pay

\$151.00
\$3.02
\$154.02

TOTAL AMOUNT ENCLOSED

\$ _____



2 JOHN A. CUSTOMER
101 MAIN STREET
ANYWHERE, KS 11111

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

1116260399000001660000000169329

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

4 Account Number: 000011-11-0

Summary as of 6/08/18:

| | | | | |
|---|-------------------------|---------|---------------|----------------------|
| 5 | Previous Bill | 5/10/18 | | \$151.00 |
| | Payment Received | 5/16/18 | Check | (\$151.00) Thank you |
| | Balance Forward | | | \$0.00 |
| | Electric | | 000011-11-001 | \$151.00 *** |
| 6 | TOTAL AMOUNT DUE | | | \$151.00 |

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

7 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 888-631-8973 or online at www.empiredistrict.com. Select the Customer Service tab and Payment Information. There is a convenience fee for this service.

- 1) Nine-digit account number needed to make a payment.
- 2) Customer and billing location information.
- 3) 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.
- 4) Customer account number.
- 5) Previous balance, recent payments, and remaining balance.
- 6) Total amount due for current month – detailed explanation on customer charges can be found on the back of the bill.
- 7) This area has important messages about your bill.

Account Detail

| | | |
|---------------------------------|--|---|
| 8 Electric 000011-11-001 | 9 For Service at 101 Main Street, Anywhere, KS 11111 | 10 Rate: RH-Residential Total Elec |
| 11 | Read for: 00118237 From 5/08/18 to 6/06/18 (29 Days), Curr Read - 13701 Prev Read - 12701. Totaling 1,000 Kwh | |
| 12 6/08/18 | Customer Charge | 1 x 14.00 \$14.00 |
| 13 6/08/18 | Usage Charge | 1000kwh x .05723 \$57.23 |
| 14 6/08/18 | AER Rider | 1000kwh x .00798 \$7.98 |
| 15 6/08/18 | Property Tax Rider | 1000kwh x .00221 \$2.21 |
| 16 6/08/18 | Energy Cost Adjustment | 1000kwh x .01825 \$18.25 |
| 17 6/08/18 | Anywhere County Tax | \$103.30 x .015 \$1.55 |
| 6/08/18 | Anywhere City Tax | \$103.30 x .01 \$1.03 |
| | 18 Current Months Charges: | \$102.05 |
| 6/08/18 | 19 APP Installment | \$151.00 |
| | 20 Billed Charges: | \$151.00 |
| Contract Update | | |
| APP | 21 Status before payment is \$102.25, after payment in full (\$48.75). This account will be reevaluated in May. | |

- 8) 11-digit location number to report outages or to use automated account information by phone.
- 9) Service address - this is important for customers who have multiple accounts with the company.
- 10) The customer's rate schedule. This differs between homes that are total electric and those that utilize other fuel sources. Homes that use electricity and other fuel sources are designated with a RH - Residential Total.
- 11) Meter number, previous meter read, current meter read, and usage information.
- 12) The company service includes a fixed monthly customer charge, no matter how much electricity is used.
- 13) The usage charge is for the kilowatt hours (kwh) used by a customer. For a total electric home, the charge is \$0.05723 for all kwh.
- 14) The charge to recover the cost of EPA-mandated environmental upgrades to the existing power plants.
- 15) The charge to recover increased property taxes incurred by the company.
- 16) The charge for the total fuel and purchased power costs incurred by the company. This rate changes on a monthly basis. The cost includes no mark-up or profit for the company.
- 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.