

Date Mailed: 11/09/18

1Account Number: 000011-11-0



TOTAL AMOUNT DUE

Delinquent after 11/29/18, add late fee of After 11/29/18, Pay

\$1.53 \$103.53

\$102.00

TOTAL AMOUNT ENCLOSED

JOHN A. CUSTOMER

101 MAIN STREET

ANYWHERE, OK 11111

Remit to:

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

1813334843000001540000000154006

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 11/08/18:

Previous Bill
Payment Received
Balance Forward
Electric

10/10/18 10/16/18

Check

000011-11-001

\$102.00 \$102.00\ Th

(\$102.00) Thank you

\$0.00 \$102.00 ***

6

TOTAL AMOUNT DUE

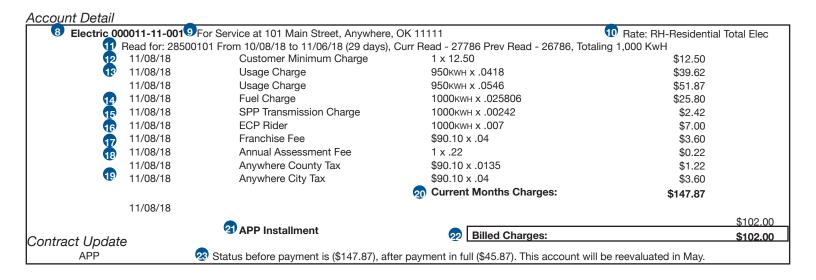
\$102.00

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.

^{***} see Account Detail following message(s).



- 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 structure. It will differ between total electric and partial electric homes. Total electric homes are designated with an RH Residential Total Electric.
- 11) Meter number, previous meter read, current meter read, and usage information.
- 12) Company service includes a fixed monthly customer charge, no matter how much electricity is used. This monthly charge also covers the first 50 kilowatt hours (KWH) of electricity used by a customer.
- 13) The usage charge is for the kilowatt hours (KWH) used by a customer. For a customer with a rate of RH Residential Total Electric, the charge for all KWH used from June 16 through September 16 is \$0.0546. The other eight months of the year the charge is \$0.0418 for each KWH.
- **14)** The charge for the fuel and purchased power costs incurred by the company. This rate changes monthly and is based upon historical fuel data. The cost includes no mark-up or profit for the company.
- **15)** The SPP Transmission Charge represents the Oklahoma customer's portion of specific Southwest Power Pool (SPP) transmission fees billed to Empire. This charge is reviewed and adjusted on a yearly basis.
- 16) The charge to recover the cost of EPA-mandated environmental upgrades to existing power plants.
- 17) A contractual fee required for the company to use the city piblic right-of-ways.
- **18)** A monthly fee to offset the annual expense charged to the company by the Oklahoma Corporation Commission for their work. This fee is changed on a yearly basis.
- 19) Taxes, fees, and other assessments
- 20) Total charges for the billing period.
- 21) 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.
- 22) The amount due from the customer by the due date.
- 23) Important information about a customer's payment contract.