




Date Mailed: 11/09/18

1 Account Number: 000011-11-0



<b>TOTAL AMOUNT DUE</b>	<b>\$102.00</b>
Delinquent after 11/29/18, add late fee of	\$1.53
After 11/29/18, Pay	\$103.53
<b>TOTAL AMOUNT ENCLOSED</b>	\$ _____

2



JOHN A. CUSTOMER  
101 MAIN STREET  
ANYWHERE, OK 11111

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

1813339843000001240000000124006

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:**

5	Previous Bill	10/10/18		\$102.00	
	Payment Received	10/16/18	Check	(\$102.00)	Thank you
	Balance Forward			\$0.00	
	Electric		000011-11-001	\$102.00	***
6	<b>TOTAL AMOUNT DUE</b>			<b>\$102.00</b>	

\*\*\* 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

<b>8</b> Electric 000011-11-001	<b>9</b> For Service at 101 Main Street, Anywhere, OK 11111	<b>10</b> Rate: RH-Residential Total Elec
<b>11</b>	Read for: 28500101 From 10/08/18 to 11/06/18 (29 days), Curr Read - 27786 Prev Read - 26786, Totaling 1,000 Kwh	
<b>12</b>	11/08/18 Customer Minimum Charge	1 x 12.50 \$12.50
<b>13</b>	11/08/18 Usage Charge	950kwh x .0418 \$39.62
	11/08/18 Usage Charge	950kwh x .0546 \$51.87
<b>14</b>	11/08/18 Fuel Charge	1000kwh x .025806 \$25.80
<b>15</b>	11/08/18 SPP Transmission Charge	1000kwh x .00242 \$2.42
<b>16</b>	11/08/18 ECP Rider	1000kwh x .007 \$7.00
<b>17</b>	11/08/18 Franchise Fee	\$90.10 x .04 \$3.60
<b>18</b>	11/08/18 Annual Assessment Fee	1 x .22 \$0.22
<b>19</b>	11/08/18 Anywhere County Tax	\$90.10 x .0135 \$1.22
	11/08/18 Anywhere City Tax	\$90.10 x .04 \$3.60
	<b>20</b> Current Months Charges:	<b>\$147.87</b>
		\$102.00
<b>21</b> APP Installment	<b>22</b> Billed Charges:	<b>\$102.00</b>
<b>23</b> Status before payment is (\$147.87), after payment in full (\$45.87). This account will be reevaluated in May.		

Contract Update  
APP

- 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 public 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.