

# Account Information

**Customer Name:** ABC COMPANY  
**Service Address:** 123 ANY STREET, ANYTOWN MO 64801  
**Account Number:** 20001234567



### What do I owe?

# \$243.23

Payment will be drafted on the due date

### How much did I use?

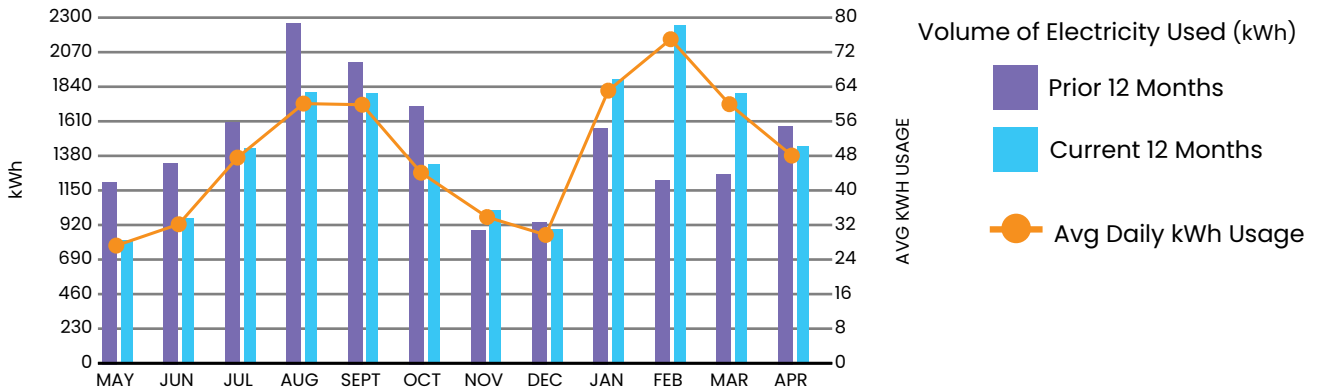
# 1,442

kWh

### When is it due?

# Apr 22, 2024

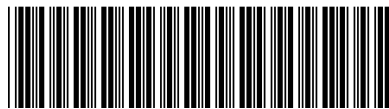
## Your Monthly Electricity Use At a Glance



## Important messages from Liberty

**ELECTRIC EMERGENCIES:** For electric emergencies, or to report power outages, call 1-800-206-2300

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



**Account Number:** 20001234567  
**Service Address:** 123 ANY STREET  
**Bill Date:** 09-APR-2024  
**Due Date:** 22-APR-2024

**\$243.23\***  
Amount Due

Amount Enclosed

\*Payment will be drafted on the due date

Please check box and see reverse for:  Assistance Donation

### REMIT TO:

LIBERTY  
P.O. BOX XXXXX  
ANYTOWN MO XXXXX-XXXX

ABC COMPANY  
123 ANY STREET  
ANYTOWN MO 64801

32032000109012010000123456

energy and water for life

Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.



## Explanation of Regulations and Policies

For additional information please visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com).

### Understanding Your Bill

#### Customer Charge:

A fixed monthly charge to cover costs to meter and bill your account and provide customer service.

#### Due Date/Late Charge:

Please pay your bill by the due date to avoid a late charge.

#### February 2021 Storm and Asbury Costs:

For most of our rate classes, including our residential class, this charge of approximately 1 cent per kWh of energy usage is to primarily recover approximately \$305 million in costs incurred because of the 2021 extreme weather event called Winter Storm Uri and the Asbury generation plant that was removed from service after 50 years. Learn more at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com). BondCo is the owner of the rights to securitized utility tariff charges (SUTC). Liberty is acting as the servicer for BondCo.

#### 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.

#### Fuel Adjustment Clause:

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

#### Meter Read Date:

This is typically the day before the start of the billing period.

#### Multiplier:

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

#### Prorated Bill:

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

#### Rate Code:

This code represents the rate used to calculate your bill.

#### Read Type:

If we are unable to read your meter, we will estimate your usage for the month.

#### Taxes:

This section summarizes state and local taxes, including city franchise tax, if applicable.

#### Units:

kWh= Kilowatt Hour

#### Usage Charge

The portion billed for the kilowatt hours of electricity used.



## Important Information

#### Customer Care and Emergency:

800-206-2300

#### Call before you Dig:

8-1-1

#### Website:

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)

#### Social Media:

Facebook: @LibertyUtilitiesCentral

X: @PlugIntoLiberty

Youtube: @liberty-centralregion718



## Other Information

### General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

#### Mail to:

Liberty  
P.O. Box 127  
Joplin, MO 64802

#### Email to:

[customerservice@Libertyutilities.com](mailto:customerservice@Libertyutilities.com)

### Glossary of Terms

For a definition of the additional billing terms, please visit: [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Dispute Resolution

Liberty is regulated by the Missouri Public Service Commission (PSC). Customers can contact the PSC at:

#### Missouri Public Service Commission:

200 Madison Street, PO Box 360  
Jefferson City, MO 65102-0360  
1-800-392-4211 / [www.psc.mo.gov](http://www.psc.mo.gov)

### Employee Identification

All Liberty service employees are uniformed and wear identification badges with the company logo, employee picture, and name. Please verify the badge or call us to confirm employee identification.

### Financial Assistance

Liberty offers assistance programs and flexible payment options, including a payment arrangement program for residential and business customers to allow for additional time to spread out past due balances and make payments more manageable. Customers can learn more about our assistance options at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

Liberty has a list of various agencies that may be able to provide financial assistance for some portion of the utility bill. This list is available on our website or customers can call our Customer Care team at 800-206-2300.

If you're a Missouri homeowner struggling to make your mortgage payment due to the COVID-19 pandemic, you may qualify for assistance from Missouri SAFHR. For more information, visit [www.safhrforhomeowners.com](http://www.safhrforhomeowners.com).

## Payment Options



### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



### Online

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)



### Phone

800-206-2300



### Mail Payments

Liberty - MO  
P.O. Box 75660  
Chicago, IL 60675-5660



### In Person

Visit [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com) for our office locations or authorized payment centers.

## Billing Programs

### Budget Billing (Formerly Average Payment Plan "APP")

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the difference between Budget Billing and Actual Charges to Date otherwise known as Settlement Amount.

### Installment Plan

An extended payment plan where past-due bills may be paid in installments over a specific time period. The Statement will also show the Remaining Installment Plan amount to be billed.

### Project Help Energy Assistance Program

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. Visit our website for more information and to sign up for the program. All donations are tax deductible.

### Thank you for sharing with those in need in your community.

Please choose an amount to be billed monthly on your Liberty Statement.

\$1 \_\_\_ \$5 \_\_\_ \$10 \_\_\_ \$20 \_\_\_ Other \_\_\_ One-Time Contribution \_\_\_

**Account Activity for Your Electric Service from 03/01/2024 - 04/01/2024**

**Rate:** Time Choice General Service Rate Plan (Schedule TC-GS)

**Next Scheduled Meter Read Date:** 05/01/2024

**Point of Delivery ID:** 00000000000012345678



Meter Number	Type of Service	Read Type	Service Days	Billing Period	Current	Previous	KWH Used	Multiplier	Usage
EEF12345678	Off-Peak	Actual	32	3/1/24 - 4/1/24	53452.798	52010	1442.798	1	1,442.798
		Actual	32	3/1/24 - 4/1/24			471.447	1	471.447

**What am I paying for?** **Additional messages**

Previous Balance	\$ -9.45
Payment(s) Received as of 04/09/2024	\$ 0.00
<b>Balance Forward</b>	<b>\$ -9.45</b>

April is National Safe Digging month. Remember - whether you're planting a tree, adding a fence, or changing your landscaping, you must always call 811 in advance of digging. Dig Safe: It's free; it's safe; it's the law. For more information, visit [www.call811.com](http://www.call811.com).

**Current Charges**

ELECTRICITY CHARGES	QUANTITY USED	COST PER KWH		
Customer Charge			\$	23.97
Usage Charge	700.0000 KWH	\$ 0.138920	\$	97.24
Usage Charge	742.1940 KWH	\$ 0.126240	\$	93.69
Off Peak Credit	471.4470 KWH	\$ -0.020000	\$	-9.43
Energy Efficiency Prgm Cost	1,442.1940 KWH	\$ 0.000280	\$	0.40
Energy Efficiency Investment	1,442.1940 KWH	\$ 0.000650	\$	0.94
February 2021 Storm And Asbury Costs	1,442.1940 KWH	\$ 0.010474	\$	15.11
Fuel Adjustment Clause	1,442.1940 KWH	\$ 0.007270	\$	10.48
<b>TOTAL ELECTRICITY CHARGES</b>			<b>\$</b>	<b>232.40</b>
<b>TAX CHARGES</b>				
State of MO Sales Tax   \$232.40 @ 4.225%			\$	9.82
County of Cedar   \$232.40 @ 2.25%			\$	5.23
City of Stockton   \$232.40 @ 2.25%			\$	5.23
<b>TOTAL TAX CHARGES</b>			<b>\$</b>	<b>20.28</b>
<b>TOTAL CURRENT CHARGES</b>			<b>\$</b>	<b>252.68</b>

**Total Amount Due** **\$ 243.23**