

Account Information

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



What do I owe?

\$1,022.09

How much did I use?

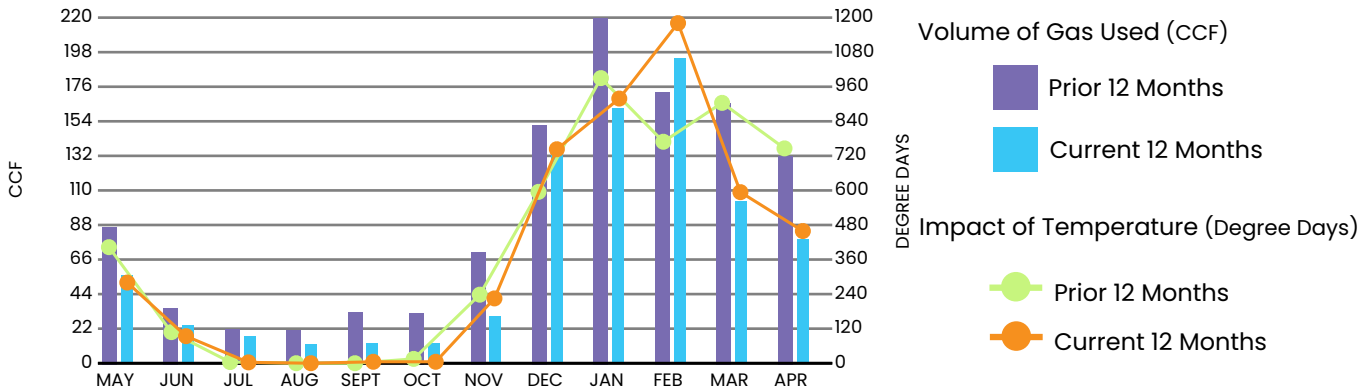
79

CCF

When is it due?

May 10, 2024

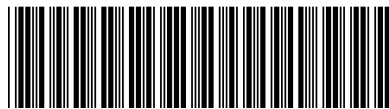
Your Monthly Gas Use At a Glance



Important messages from Liberty

CALL US IMMEDIATELY IF YOU SMELL GAS: If you suspect a natural gas leak, leave the area immediately and then call our emergency number at 1-800-406-9220 or 911.

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: 19-APR-2024
Due Date: 10-MAY-2024

\$1,022.09
Amount Due

Amount Enclosed

Please check box and see reverse for: Assistance Donation

ABC COMPANY
123 ANY STREET
ANYTOWN MO 64801

REMIT TO:
LIBERTY
P.O. BOX XXXXX
ANYTOWN MO XXXXX-XXXX

32032000133896770001012345

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.

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.

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.

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.

Purchase Gas Adjustment (PGA):

This is the cost the company pays to purchase natural gas on the open market, plus the transportation and storage services fees. It also reflects any under- or over- collection of actual costs in the previous period. The PGA accounts for about two-thirds to three-fourths of a winter bill.

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:

CCF = Hundred Cubic Feet

Usage Charge:

This charge applies to the consumption of gas. It is billed as the cubic feet of natural gas used.



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

Glossary of Terms

For a definition of the additional billing terms, please visit: 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

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.

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 800-424-0427.

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.



Important Information

Customer Care:

800-424-0427

Emergency:

800-406-9220

Call before you Dig:

8-1-1

Website:

www.LibertyEnergyandWater.com

Social Media:

Facebook: [LibertyUtilitiesCentral](https://www.facebook.com/LibertyUtilitiesCentral)

X: [@PlugIntoLiberty](https://twitter.com/PlugIntoLiberty)

Youtube: [@liberty-centralregion718](https://www.youtube.com/@liberty-centralregion718)

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

800-424-0427



Mail Payments

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



In Person

Visit 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 Natural Gas Service from 03/13/2024 - 04/16/2024

Rate: Small General Service (Schedule SGS)

Next Scheduled Meter Read Date: 05/17/2024

Point of Delivery ID: 00000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
EG000123456	Actual	35	3/13/24 - 4/16/24	9615	9536	79	79

What am I paying for?

Additional messages

Previous Balance	\$ 943.90
Payment(s) Received as of 04/19/2024	\$ -200.00
Balance Forward	\$ 743.90

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 three business days in advance of digging. Dig Safe: It's free; it's safe; it's the law. For more information, visit www.call811.com.

Current Charges

DELIVERY CHARGES	QUANTITY USED	COST PER CCF		
Customer Charge			\$	25.00
Delivery Charge	79 CCF	\$ 0.26033	\$	20.57
WNA	79 CCF	\$ 0.01896	\$	1.50
TOTAL DELIVERY CHARGES			\$	47.07

GAS CHARGES	QUANTITY USED	COST PER CCF		
PGA - Cost Of Gas	79 CCF	\$ 0.34303	\$	27.10
TOTAL GAS CHARGES			\$	27.10

MISCELLANEOUS CHARGES AND CREDITS		
Security Deposit Interest	\$	-0.75
Security Deposit	\$	200.00
TOTAL MISC. CHARGES AND CREDITS	\$	199.25

TAX CHARGES		
State of MO Sales Tax \$74.17 @ 4.225%	\$	3.14
County of Andrew \$74.17 @ 2.2%	\$	1.63
TOTAL TAX CHARGES	\$	4.77

TOTAL CURRENT CHARGES	\$ 278.19
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Total Amount Due

\$ 1,022.09

Security Deposit Held	\$ 200.00
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