

# Account Information

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



What do I owe?

\$96.89

How much did I use?

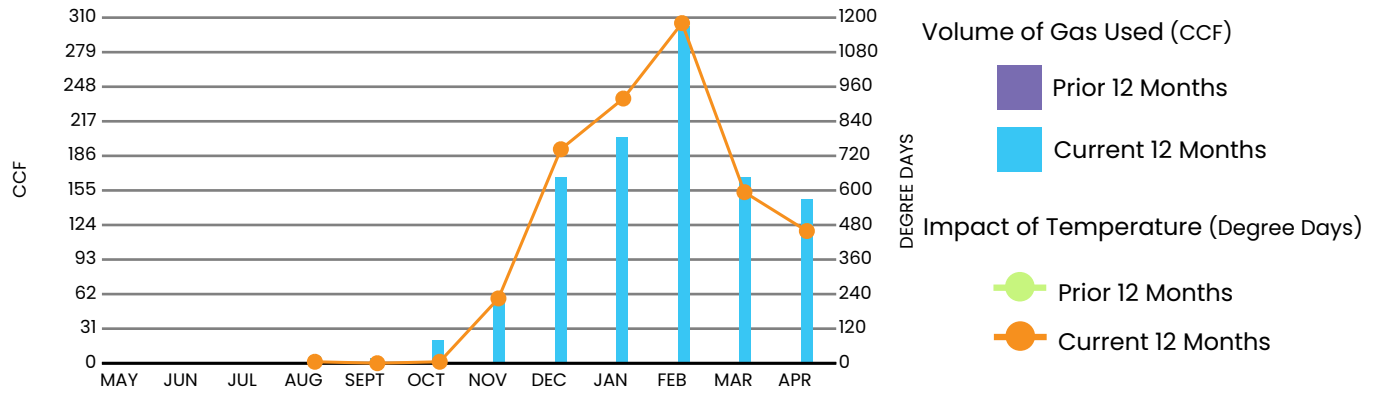
147

CCF

When is it due?

May 21, 2024

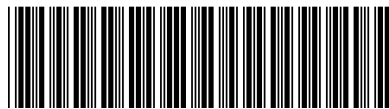
## Your Monthly Gas Use At a Glance



## 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:** 30-APR-2024  
**Due Date:** 21-MAY-2024

**\$96.89**  
Amount Due

Amount Enclosed

Please check box and see reverse for:  Assistance Donation

JANE DOE  
123 ANY STREET  
ANYTOWN MO 64801

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

32032000133858160000012345

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.

#### 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](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 800-424-0427.

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



### Phone

800-424-0427



### 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 Natural Gas Service from 03/13/2024 - 04/16/2024**

Rate: Residential Service (Schedule RS)

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
EGNGM123456	Actual	35	3/13/24 - 4/16/24	3467	3320	147	147

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

Previous Balance	\$ -8.27
Payment(s) Received as of 04/30/2024	\$ -350.00
<b>Balance Forward</b>	<b>\$ -358.27</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 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](http://www.call811.com).

**Current Charges**

DELIVERY CHARGES	QUANTITY USED	COST PER CCF		
Customer Charge			\$	16.50
Delivery Charge	147 CCF	\$ 0.21748	\$	31.97
WNA	147 CCF	\$ 0.01632	\$	2.40
<b>TOTAL DELIVERY CHARGES</b>			<b>\$</b>	<b>50.87</b>

GAS CHARGES	QUANTITY USED	COST PER CCF		
PGA - Cost Of Gas	147 CCF	\$ 0.34303	\$	50.42
<b>TOTAL GAS CHARGES</b>			<b>\$</b>	<b>50.42</b>

MISCELLANEOUS CHARGES AND CREDITS		
Security Deposit Interest	\$	-2.20
Security Deposit	\$	350.00
<b>TOTAL MISC. CHARGES AND CREDITS</b>	<b>\$</b>	<b>347.80</b>

TAX CHARGES		
Franchise Fee   \$101.29 @ 5.000%	\$	5.06
City of Maryville   \$101.29 @ 1%	\$	1.01
<b>TOTAL TAX CHARGES</b>	<b>\$</b>	<b>6.07</b>

<b>TOTAL CURRENT CHARGES</b>	<b>\$</b>	<b>455.16</b>
------------------------------	-----------	---------------

**Total Amount Due** **\$ 96.89**

Security Deposit Held	\$	350.00
-----------------------	----	--------