

Account Information

Customer Name: **JANE DOE**
Service Address: 123 ANY STREET, ANYTOWN MO US 63077
Account Number: 200012345678



What do I owe?

\$61.66

How much did I use?

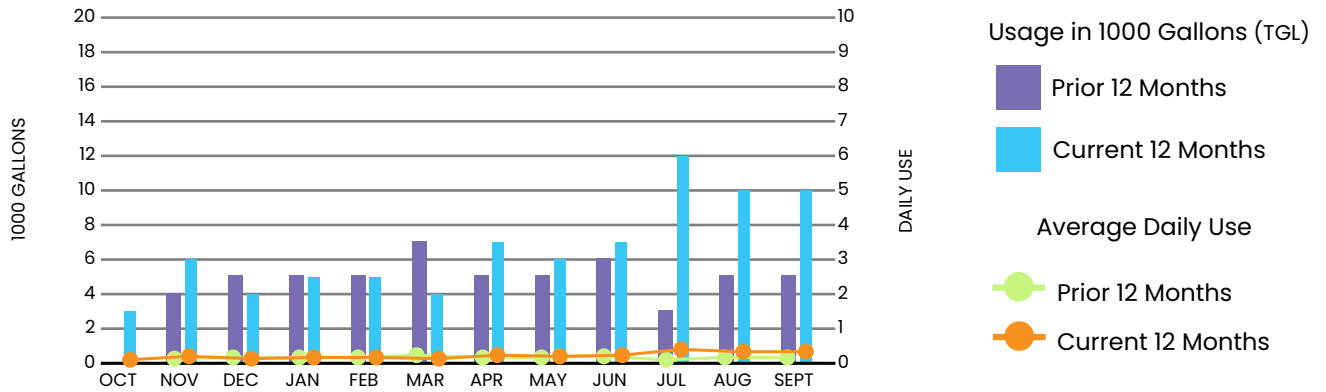
9,630

Gallons

When is it due?

Dec 12, 2023

Your Monthly Water Use At a Glance



energy and water for life

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: 200012345678
Service Address: 123 ANY STREET
Bill Date: 21-NOV-2023
Due Date: 12-DEC-2023

LATE PAYMENT FEE:
Payments received after the due date are subject to a greater of \$5.00 or 3.00% fee per month late

\$61.66
Amount Due

Amount Enclosed

JANE DOE
123 ANY STREET
ANYTOWN MO 63077

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

32032000144375090000012345

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.

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:

GAL = Gallons

Usage Charge

The portion billed for the gallons of water 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 800-206-2300.

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.



Important Information

Customer Care and Emergency:

800-206-2300

Call before you Dig:

8-1-1

Website:

www.LibertyEnergyandWater.com

Social Media:

Facebook: LibertyUtilitiesCentral

X: @PlugIntoLiberty

Youtube: @liberty-centralregion718

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

800-206-2300



Mail Payments

Liberty
P.O. BOX XXXXX
Anytown MO XXXXX-XXXX
In Person



Visit LibertyEnergyandWater.com for our office locations or authorized payment centers.

Billing Programs

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 Water Service from 08/02/2023 - 09/01/2023

Rate: Franklin County Water all services

Next Scheduled Meter Read Date: 10/02/2023

Point of Delivery ID: 00000000000012345678



| Meter Number | Read Type | Service Days | Billing Period | Current | Previous | Gallons Used | Multiplier | Usage |
|--------------|-----------|--------------|-----------------|---------|----------|--------------|------------|-------|
| MWPKL1234 | Actual | 31 | 8/2/23 - 9/1/23 | 952740 | 943110 | 9630 | 0.001 | 9.63 |

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

| | |
|--------------------------------------|-----------------|
| Previous Balance | \$ 30.83 |
| Payment(s) Received as of 11/21/2023 | \$ 0.00 |
| Balance Forward | \$ 30.83 |

Current Charges

| WATER CHARGES | QUANTITY USED | COST PER 1000 GALLONS | | |
|------------------------------|---------------|-----------------------|-----------|--------------|
| Customer Charge | | | \$ | 5.70 |
| Water Usage Charge | 9.6300 TGL | \$ 2.61000 | \$ | 25.13 |
| TOTAL WATER CHARGES | | | \$ | 30.83 |
| TOTAL CURRENT CHARGES | | | \$ | 30.83 |

Total Amount Due **\$ 61.66**