

## Account Information

**Customer Name:** JANE DOE  
**Service Address:** 123 ANY STREET, ANYTOWN OK 74363  
**Account Number:** 200012345678



### What do I owe?

# \$262.46

Payment will be drafted on the due date

### How much did I use?

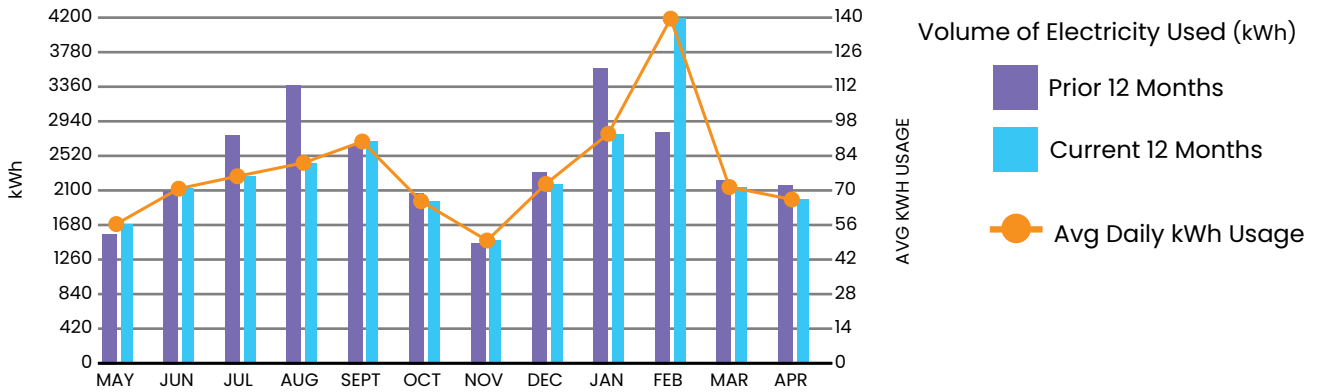
# 1,990

kWh

### When is it due?

# Apr 22, 2024

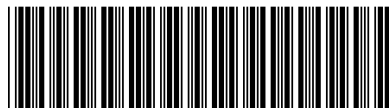
## Your Monthly Electricity Use At a Glance



## 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:** 200012345678  
**Service Address:** 123 ANY STREET  
**Bill Date:** 10-APR-2024  
**Due Date:** 22-APR-2024

**\$262.46\***  
Amount Due

Amount Enclosed

\*Payment will be drafted on the due date

Please check box and see reverse for:  Assistance Donation

JANE DOE  
123 ANY STREET  
ANYTOWN OK 74363

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

32042000110165950000123456

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.

#### Fuel Adjustment Rider:

This charge includes the cost of purchased power and fuel burned at the Company's generating plants. The charges per kilowatt-hour for energy billed under the Company's tariffs subject to this Rider and are adjusted monthly. 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.



## 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 Oklahoma Corporation Commission (OCC). Customers can contact the OCC at:

#### Oklahoma Corporation Commission:

P.O. Box 52000  
Oklahoma City, OK 73152-2000  
1-800-522-8154 / [www.oklahoma.gov/occ](http://www.oklahoma.gov/occ)

### 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.



## 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

## 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 - OK  
P.O. Box 661081  
Grapevine, TX 75266-1081



### 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 03/08/2024 - 04/08/2024**

**Rate:** Residential Total Electric Service (Schedule RH)

**Next Scheduled Meter Read Date:** 05/08/2024

**Point of Delivery ID:** 00000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	KWH Used	Multiplier	Usage
EEF12345678	Actual	32	3/8/24 - 4/8/24	84449.83	82460	1989.83	1	1,989.830

**What am I paying for?**

**Additional messages**

Previous Balance	\$	0.00
Payment(s) Received as of 04/10/2024	\$	0.00
<b>Balance Forward</b>	<b>\$</b>	<b>0.00</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			\$	14.11
Usage Charges	1,989.8300 KWH	\$ 0.080320	\$	159.82
Fuel Adjustment Rider	1,989.8300 KWH	\$ 0.036627	\$	72.88
Storm URI	1,989.8300 KWH	\$ 0.004220	\$	8.40
Transmission Cost Recovery	1,989.8300 KWH	\$ 0.001670	\$	3.32
Annual Assessment			\$	0.43
<b>TOTAL ELECTRICITY CHARGES</b>			<b>\$</b>	<b>258.96</b>
<b>TAX CHARGES</b>				
County of Ottawa   \$258.96 @ 1.35%			\$	3.50
<b>TOTAL TAX CHARGES</b>			<b>\$</b>	<b>3.50</b>
<b>TOTAL CURRENT CHARGES</b>			<b>\$</b>	<b>262.46</b>

**Total Amount Due**

**\$ 262.46**