



Liberty

libertyenergyandwater.com

February 1, 2022

Hello! Liberty is excited to announce that, effective February 1, 2022, in addition to electric service, we now provide water and wastewater services to the Bolivar, Missouri community. Please continue reading for important information regarding this transition.

City of Bolivar Final Bill: You will receive your final water and/or wastewater bill from the City of Bolivar in February. Please pay this bill as you typically would. Your first Liberty bill will arrive in **March**. If you are an existing Liberty electric customer, beginning in March, you will receive a combined monthly electric, water, and wastewater bill. If you are currently enrolled in Liberty's Autopay program, the combined bill will continue to be paid in this manner without any action needed. If you are only enrolled in the City of Bolivar's Autopay program, you will need to provide new autopay instructions to Liberty. Visit libertyenergyandwater.com to complete the online form.

Watch for a Welcome Packet: In the coming weeks, we will mail you a customer welcome packet with additional information regarding this transition and your Liberty account. Please watch your mail for this packet.

Customer Service Information: Beginning February 1, 2022, please contact Liberty at 1-800-206-2300 for customer service and emergencies related to your electric, water, and/or wastewater account. These may include leaks, turn on/off service, etc. If you have a specific question regarding your final February City of Bolivar water and wastewater bill, please contact the City at 417-326-CITY (2489), as you have in the past.

Opening Soon! To better serve the Bolivar community, we are opening a customer service walk-in center, located at 2690 W. Broadway St., for our electric, water, and wastewater customers. This walk-in center will have the capability to process payments, open or close an account, and answer customer billing and service-related questions. Watch for more information soon.

We are proud to serve your electric, water, and/or wastewater needs. If you have questions, please call us at 1-800-206-2300.

Sincerely,

Jon Harrison

Liberty Director of Customer Experience