



Liberty

libertyenergyandwater.com

February 21, 2022

[Customer Name] or Current Resident

[Service Street Address]

[Service City, State, Zip Address]

Hello! At the beginning of February, we mailed you a notification to share the exciting news of Liberty acquiring the City of Bolivar's water and wastewater systems and obtaining authorization from the Missouri Public Service Commission (MPSC) to begin providing water and wastewater services to the area. We'd like to clarify that the Prairie Heights Sewer District remains, with Liberty providing certain services for the Prairie Heights Sewer District and its residents just as previously provided by the City of Bolivar.

**Welcome Packet Materials:** Enclosed you will find a sample bill and a customer handbook detailing more specific information on the services we provide. Please review these documents and retain them for your records and future reference.

**Important Autopay Update for Existing Liberty Electric Customers:** If you are an existing Liberty electric customer, you will not receive a combined monthly bill. You will receive two monthly bills from Liberty; one for your electric service and one for your Prairie Heights Sewer District account, billed by Liberty. If you currently have autopay setup for your Liberty electric bill, this will not transfer to your wastewater bill. To enroll your wastewater account in autopay, please visit our website, [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

**New! Customer Care Walk-In Center:** We have opened a customer service walk-in center, located at 2690 W. Broadway St., for our electric, water, and wastewater customers. The walk-in center is open Monday – Friday, 8 a.m. – 4:30 p.m. (closed from 12:30–1:30 p.m.). This walk-in center is able to process payments (cash, check, or money order only at this time), open or close an account, and answer customer billing and service-related questions.

**Payment Options:** We offer a variety of ways to pay your bill.\*

- Online at [libertyenergyandwater.com](http://libertyenergyandwater.com) (credit/debit card, checking account, Automated Clearing House (ACH))
- Our new Liberty My Account mobile app (credit/debit card, checking account, ACH)
- By phone at 1-800-206-2300 (credit/debit card, checking account)



- In person at our new Liberty walk-in center (cash, check, or money order only at this time)
- At an authorized payment center (additional fees may apply – visit our website for a full list of locations)
- By mail (check or money order)

**Billing information:** As part of this transition, you will also experience some billing changes. Your new Liberty wastewater statement will be mailed on the 15<sup>th</sup> of each month (unless the 15<sup>th</sup> falls on a weekend). Payment is due 21 days after the mailing date or it will be considered delinquent.

**Rate information:** Liberty water and wastewater rates, set by the MPSC, will be the same as the rates previously charged by the City of Bolivar. Any change to rates in the future must be approved by the MPSC.

If you have questions, please call us at 1-800-206-2300.

Sincerely,

Liberty

\*Checks returned as NSF (non-sufficient funds) may incur a fee.