



Liberty

libertyenergyandwater.com

February 21, 2022

[Customer Name] or Current Resident

[Service Street Address]

[Service City, State, Zip Address]

Hello Liberty customer. At the beginning of February, we mailed you a notification to share the news that Liberty purchased the City of Bolivar's water and wastewater systems and is now your water and wastewater provider. We're excited to have you as a customer!

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

Important Autopay Update: If you are an existing Liberty electric customer and have autopay on your account, in most cases, we were able to combine your water and electric bills into one bill and maintain your autopay status. You can confirm this by referencing your upcoming March Liberty bill. You will see charges for both electric and water/wastewater services and notice the statement "Auto Draft" in the Summary section of your bill. There is nothing more you need to do.

If you receive a Liberty electric bill and a separate Liberty water/wastewater bill in March rather than one combined bill, that means we were not able to set up the water bill for autopay. Please call our Customer Care team at 1-800-206-2300 and we can combine your electric and water bill so that you can maintain one convenient automatic payment.

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 (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 billing date and due date may change. If you currently have electric service with Liberty, your water and electric services will now be on the same bill. This bill should arrive at the same time as your electric bill has in the past. For non-electric Liberty customers, your Liberty water/wastewater statement will be mailed on the 15th of each month (unless the 15th falls on a weekend). Payment is due 21 days after the mailing date or it will be considered past due.

Rate information: Liberty water and wastewater rates, set by the Missouri Public Service Commission (MPSC), will be the same as the rates previously charged by the City of Bolivar. Customers outside the city limits will pay the same rates as those within city limits, slightly less than their former rate with 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.