



# Customer Handbook

Natural Gas



# Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams strive to deliver an exceptional customer experience while prioritizing safety and reliability. Liberty delivers natural gas service through our network of underground pipelines, providing you an economical fuel choice for home, business, and industrial use. Liberty's commitment to our communities includes investments that help ensure safety and reliability for your home and business today and in the future.

For more information about Liberty, visit [libertyenergyandwater.com](http://libertyenergyandwater.com).

Copies of price schedules and general rules and regulations are available at [libertyenergyandwater.com](http://libertyenergyandwater.com). This booklet is being provided in accordance with state commission rules.

## How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 7 a.m. to 7 p.m., Monday through Friday, by calling:

**1-800-424-0427**

To report a gas leak or emergency 24 hours a day, seven days a week:

**1-800-406-9220**

## Accessing Your Account Information Online

You may also access information about your account by visiting [libertyenergyandwater.com](http://libertyenergyandwater.com) and signing on to My Account or by downloading the Liberty My Account mobile app from your device's app store. My Account offers the easiest way to view your Liberty account from anywhere. Follow the simple steps to register and begin accessing your Liberty account information right away.

My Account offers a variety of tools to better understand your usage and account.

- View and pay your bill from the device of your choice, including your mobile phone through the Liberty My Account mobile app.
- Choose your account notifications – email and/or text message – and how and when you want to receive them.

- View up to 13 months of your usage with easy-to-read graphs, helping you better control your usage and save on your bill.
- Access, view, and print past bills.
- Go paperless – Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email inbox instead of your mailbox.

## Starting and Transferring Service

You can start new service or transfer your current service to another location by calling our Contact Center at 1-800-424-0427, by visiting [libertyenergyandwater.com](http://libertyenergyandwater.com) and signing on to My Account, or through the Liberty My Account mobile app.

Please contact us at least two business days in advance to schedule the start of your service or make changes to your current service; this does not include weekends or holidays. Identification may be required.

A deposit may be required for customers who have unsatisfactory or insufficient credit, in cases where tampering or diversion has occurred, and when there is a history of delinquency. Deposits may be billed in installments in some cases. The deposit will be applied to the final bill and any remaining balance, plus interest, will be returned when:

- You establish a suitable credit history; or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty.

## Stopping Service

If you need to discontinue your service, you can call our Contact Center at 1-800-424-0427, visiting [libertyenergyandwater.com](http://libertyenergyandwater.com) and sign on to My Account, or use the Liberty My Account mobile app. Arrangements must be made at least two business days in advance, and you must provide an address to receive your final bill. A disconnection charge of \$40 will apply when service is turned off.

# Special Services

## Our Action to Support the Elderly

The company's program to support the elderly is designed to lift the burden of worry from customers age 60 and older and/or customers with disabilities. For those who qualify, deposits and late penalties may be waived.

## Project Help

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.

# Bill Payment Options

## Pay by Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7-10 business days for delivery and posting.

## Automatic Payments

When you choose Automatic Payments, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

## Budget Billing (formerly Average Payment Plan)

Budget Billing calculates your expected annual service charges and divides it into equal payments. At the end of the contract year, the actual usage is reviewed and a customer's contract and installment amount are adjusted for the next 12 months.

## Pay by Phone/Pay Online

Pay by phone by calling 1-800-424-0427 and following the prompts or pay online at [libertyenergyandwater.com](http://libertyenergyandwater.com). You can pay by credit card, debit card, or bank account. This service uses a third-party payment processing vendor and there may be a processing fee. Limit of \$600 per transaction for residential.

## Pay in Person

You may pay in person at any of our payment locations. For a list of locations near you, visit [libertyenergyandwater.com](http://libertyenergyandwater.com) or call 1-800-424-0427.

A fee may be charged by our independent providers.

# Understanding Your Billing Charges

## Customer Charge

Liberty service includes a fixed monthly customer charge, no matter how much natural gas is used. The charge allows Liberty to recover a portion of its operational costs and rate of return on its investment.

## Usage Charge

This charge applies to the consumption of gas. It is billed as the cubic feet of natural gas used.

## Purchased Gas Adjustment (PGA)

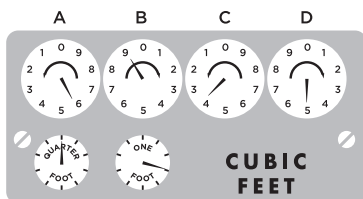
This is the cost the company pays to purchase natural gas on the open market, plus the transportation and storage services fees. It also reflects any under- or over- collection of actual costs in the previous period. The PGA accounts for about two-thirds to three-fourths of a winter bill.

## 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.

# How To Read Your Meter

Some of the hands on the dial of your meter move in a clockwise fashion, while others move counterclockwise. All move from the lowest number to the highest. To read your meter, simply write down the number where the dial is pointing. When the hand is between numbers, use the smaller number.



This meter read: 5935

The company also uses digital meters. Their readout is much like a car odometer.

## Estimated Meter Reading

The company tries to read each customer's meter each month. However, sometimes it is not possible and estimations must be made. Any variation between a customer's actual usage and the estimated usage will be corrected the next time the meter is read.

## Disconnection/ Reconnection of Service

Your bill is due upon receipt, and a delinquent date appears on your monthly statement.

To avoid service interruption, call immediately if you cannot pay your bill on time, if you receive a disconnection notice, or if there is any problem with your bill.

If you find you cannot pay your entire bill, please contact us for a mutually agreeable installment plan.

Although we do not routinely disconnect service without advance notice, there are times when we must for health, safety, emergency, or maintenance reasons, or when someone has tampered with our equipment.

We will turn your service back on after the cause for the disconnection has been corrected. Service will be restored the same day, if possible.

## Natural Gas Safety

Natural gas is odorless and colorless. As a safety precaution, a sulfur-like odor that smells like rotten eggs is added to help identify gas leaks.

If you suspect a gas leak, never use matches or candles to look for a leak, never turn on or off any electrical switch or appliance, do not use a telephone or cell phone inside of the building, and get everyone out of the building. Use a phone away from the location and call 1-800-406-9220 or 911.

## Customer Responsibility

Although the company inspects a customer's exposed gas piping and connected gas equipment, it is the customer's responsibility to maintain all gas piping located after the meter to any connected appliance and/or equipment.

# Customer Inquiries

Liberty is regulated by the Missouri Public Service Commission (PSC). If you have any questions or concerns about your bill, please call 1-800-424-0427. We will work to find a solution to your concerns. If you are not satisfied with the resolution we offer, you may contact:

## **Missouri Public Service Commission**

PO Box 360 • Jefferson City, MO 65102  
1-800-392-4211

## **Office of Public Counsel (OPC)**

The OPC possess the authority and duty to appear before the PSC and “represent and protect the interests of the public in any proceeding before or appeal from” the PSC.

PO Box 2230 • Jefferson City, MO 65102  
1-573-751-4857 • 1-866-922-2959

# Energy Efficiency

We offer a variety of energy efficiency programs, rebates, and tips for both residential and commercial customers. Visit [libertyenergyandwater.com](http://libertyenergyandwater.com) for more details.

# Call Before You Dig

Before you plant a tree or build a fence, make sure you know where your underground utilities are located. We encourage customers to dial 811, the nationwide one-call system, or Missouri One Call at 1-800-DIG-RITE (1-800-344-7483).

This is a free service provided by Liberty and other local utilities. This single call allows customers to avoid the possibility of a serious injury or the expense of repair costs for damaged utilities.



# Liberty<sup>®</sup>

## Telephone

1-800-424-0427

## Emergency Telephone

1-800-406-9220

## Address

602 S. Joplin Avenue

P.O. Box 127

Joplin, MO 64802

[libertyenergyandwater.com](https://libertyenergyandwater.com)

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