



# Missouri Customer Handbook

Water and/or Wastewater



# Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams deliver an exceptional customer experience while always prioritizing safety and reliability. 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 and 24 hours a day, seven days a week for emergencies by calling:

**1-800-206-2300**

## Accessing Your Account Information Online

You may also access information about your account by visiting our website, [libertyenergyandwater.com](http://libertyenergyandwater.com), and signing on to My Account or by downloading the 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, pause current service during a period of absence, or transfer your current service to another location by calling our Contact Center at 1-800-206-2300, visiting [libertyenergyandwater.com](http://libertyenergyandwater.com) and sign on to My Account, or use 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, or 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, please call our Contact Center at 1-800-206-2300, 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.

# 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.

## Pay by Phone/Pay Online

Pay by phone by calling 1-800-206-2300 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 1-800-206-2300. A fee may be charged by our independent providers.

# Understanding Your Billing Charges

## Customer Charge

A fixed monthly charge to cover costs to meter and bill your account and provide customer service.

## Usage Charge

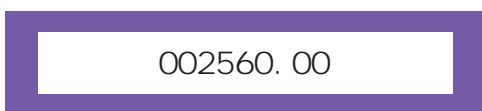
The portion billed for gallons or thousands of gallons of water used.

## Franchise Fee

This fee is a tax levied by local municipalities that the company collects and passes on to those respective cities. Applicable state and local taxes are also charged.

## How To Read Your Meter

Generally, outdoor meters should not be opened, as they are sometimes difficult to re-seal properly. If you want to read your meter, you will find a numerical odometer type meter (similar to the device that records miles traveled in a car). The odometer-type meter readings show the gallons used with a series of numbers in a small window. You can calculate the difference between readings to determine the number of gallons used.



This illustration depicts an odometer-type meter with a reading of 2560.00 gallons.

## 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.



# Reporting Water Leaks

Water customers who experience increased usage due to a water leak should contact Liberty at 1-800-206-2300.

# Reporting an Outage

You can report your interruption in service to Liberty a variety of ways.

- By phone, call 1-800-206-2300 and select the emergency option to report issues with your water such as no water, low pressure, a leak, etc. You may need your account number, meter number or Social Security number to report your outage.

# 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 their state one-call system:

## Missouri

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 expense of repair costs for damaged utilities.

# Customer Inquiries

Liberty is regulated by the Missouri Public Service Commission (PSC). If you have any questions or concerns about your bill, please call 1-800-206-2300. 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



**Liberty**<sup>®</sup>

Customer care  
and 24/7 emergencies

1-800-206-2300

**Address**

602 S. Joplin Avenue  
P.O. Box 127  
Joplin, MO 64802

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

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