



**Liberty  
Utilities®**



# Missouri Customer Handbook

**Natural Gas**

# Welcome

## Thank you for establishing service with us.

Liberty Utilities is dedicated to providing safe and reliable natural gas service through our underground pipelines. Natural gas is an economical fuel choice for home, business, or industrial purposes. We care about the quality of the local service we deliver and plan and invest for the long term. We also place a tremendous focus on the safety of our employees and the public.

Welcome to the Liberty family. We are proud to serve you and your family.

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

Copies of price schedules and general rules and regulations are available at [www.libertyutilities.com](http://www.libertyutilities.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:

**800-424-0427**

To report a gas leak or emergency 24/7:

**800-406-9220**

## Accessing Your Account Information

You may also access information about your account by visiting our website, [www.libertyutilities.com](http://www.libertyutilities.com), and signing on to **MyAccount**. **MyAccount** offers the easiest way to view your Liberty Utilities account from anywhere. Simply follow the easy tips to register. Instantly you can begin accessing your Liberty Utilities account information.

**MyAccount** offers a variety of tools to better understand your usage and account.

**MyStatement** – Examine your current Liberty Utilities bill at any time plus view previous bills to compare each month.

**MyPayments** – You can view account payment history over the previous 12 months.

**MyUsage** – View and track your usage over the past 12 to 24 months. You can see monthly meter readings to compare usage month to month.

**MyEbill** – You can select the option to receive your monthly Liberty Utilities statement notification via secure email. No longer wait to receive a paper bill, instead you can instantly see your monthly charge.

## Starting & Transferring Service

You can start new service or transfer your current service to another location by either calling our Contact Center at 800-424-0427 or completing a request form available on our website, [www.libertyutilities.com](http://www.libertyutilities.com).

You need to contact us at least two business days in advance to schedule the start of your 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, 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 Utilities.

## Stopping Service

If you need to discontinue your service, you can call our Contact Center at 800-424-0427 or complete a request form available on our website, [www.libertyutilities.com](http://www.libertyutilities.com). Arrangements must be made at least two 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 handicapped customers. For those who qualify, deposits and late penalties may be waived, due dates can be adjusted, and third-party notification is available when accounts become delinquent.

### Project Help

Project Help is an assistance program created to meet emergency energy-related expenses of elderly and/or disabled customers. Project Help is funded through voluntary donations. To donate, simply add \$1.00 to your monthly payment or visit our website for more information. All donations are tax deductible. Project Help is administered by the Missouri Valley Community Action Agency.

## Bill Payment Options

### Pay By Mail

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

### Autopay

When you choose Autopay, 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.

### Average Payment Plan (APP)

APP calculates your expected annual charges and divides them into equal monthly payments.

### Flexible Due Date

If you participate in APP or Autopay, you may select your scheduled due date from a list of options.

## Pay By Phone/Pay Online

Phone in your payment by calling 800-424-0427 and following the prompts, or you can pay online at [www.libertyutilities.com](http://www.libertyutilities.com). This feature utilizes an independent service which allows you to pay using a credit or debit card or electronic check. A fee is charged by our independent provider.

## Pay In Person

You may pay in person at any of our payment locations. For a list of locations near you, visit [www.libertyutilities.com](http://www.libertyutilities.com) or call 800-424-0427. A fee may be charged by our independent providers.

# Understanding Your Billing Charges

## Customer Charge

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

## Usage Charge

The portion is billed for the cubic feet of natural gas used.

## Purchased Gas Adjustment (PGA)

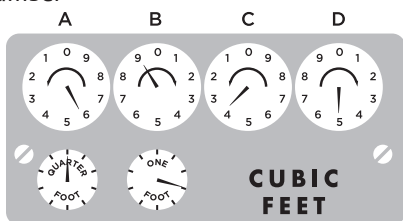
This is the cost the company pays to purchase natural gas on the open market, plus the transportation and storage services fees. It also reflects any under- or over- collection of actual costs in the previous period. Liberty Utilities does not earn a profit on the price of gas, only on its delivery. 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, which the company 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 utilizes 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, but no later than the next working day.

## Natural Gas Safety

Natural gas is odorless and colorless. As a safety precaution, a sulfur-like odor, which 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 inside of the building, and get everyone out of the building. Use a phone away from the location and call 800-406-9220.

## Customer Responsibility

Although the company inspects a customer's exposed gas piping and connected gas equipment, it is the customer's responsibility to maintain their gas piping and connected equipment downstream from the gas meter.

## Customer Inquiries

If you have any questions or concerns about your gas bill, please call 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  
800-392-4211

### **Office of Public Counsel**

PO Box 7800 • Jefferson City, MO 65102  
573-751-4857 • 866-922-2959

## Energy Efficiency

We offer a variety of energy efficiency tips and rebates for both residential and commercial customers. Visit our website, [www.libertyutilities.com](http://www.libertyutilities.com) for program details and tips specific to your home.

## 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 800-DIG-RITE (800-344-7483).

This is a free service provided by Liberty Utilities 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.



# Liberty Utilities®

## Telephone

1-800-424-0427

## Emergency Telephone

1-800-406-9220

## Address

602 S. Joplin Avenue

PO Box 127

Joplin, MO 64802

[LibertyUtilities.com](http://LibertyUtilities.com)

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