

<https://central.libertyutilities.com/all/residential/safety/covid-19-statement.html>

June 18, 2020

Update on Liberty Utilities' Continued Support

Walk-in Center Update

To protect the health and safety of our employees and the community, we will keep our customer walk-in centers closed until further notice. Please continue to use our alternative payment methods that can be found by following the link below.

Payment Options

Disconnections and Payment Arrangements Update

As our states move toward re-opening businesses and resuming normal operations, we have extended our suspension of disconnections for nonpayment until **July 15, 2020**, for Kansas, Missouri, and Oklahoma customers. We will resume sending disconnection notices for nonpayment beginning **July 16, 2020**. For Arkansas customers, service disconnections for nonpayment are suspended until further notice as we await guidance from the state. We are concerned that some customers may accrue a large unpaid balance that could be difficult to pay when collection activities resume. Here are some important things you should know:

- Our primary goal is to work with you to avoid unmanageable bills, service disconnection, or additional fees.
- We are offering a special COVID-19 Payment Arrangement program for residential and business customers to allow for additional time to spread out past due balances and make payments more manageable. Please call us for details and to make a payment arrangement if needed.
- We are monitoring various agencies who may be able to provide financial assistance for some portion of your bill so call us to learn more.
- Our representatives stand ready to help develop a plan that works best for you, but it is critical you call us as soon as possible at 1-800-206-2300 (Electric & Water) 1-800-424-0427 (Gas) to make arrangements for your account before bills become unmanageable. Once we resume disconnections, we expect our call volume to increase significantly. This may result in longer wait times. Thank you in advance for your patience.

These are uniquely challenging days in our community and our hearts go out to those who have been impacted directly by this health crisis, especially those who have lost loved ones.

May 7, 2020

Update on Liberty Utilities' Continued Support

With the ever evolving COVID-19 situation, we wanted to provide you with an update as we continue to provide critical services to our customers and communities.

Supporting our Communities

On April 8, 2020, Liberty Utilities announced a \$500,000 donation to support communities within its service territories during the COVID-19 pandemic. We are pleased to share with you that several local organizations have been chosen as recipients.

[Click Here For Complete List](#)

Liberty employees participated in the selection of local organizations that they felt provided much-needed support to our customers and our communities. These organizations hold a special place in the hearts of our employees, and we thank them and so many other deserving organizations for serving our communities in such impactful ways.

Continuing to Support You, Our Customers

As a reminder, Liberty Utilities has suspended service disconnections for non-payment for residential and business customers until further notice. For the health and safety of our communities, our walk-in customer service centers will remain closed to the public until further notice. We are working on a plan for reopening and will update you when the plan is finalized.

In addition:

- Our payment drop boxes are available at all walk-in customer service centers
- Our drive-thru payment locations are still available:
 - 602 S Joplin Ave, Joplin MO 64801
 - 215 N Main, Branson, MO 65616
- Our self-serve kiosk locations are still accessible:
 - 602 S Joplin Ave., Joplin, MO 64801
 - 215 N Main, Branson, MO 65616
 - 201 W Brick St, Ozark, MO 65721
- Please continue to access our online payment options found below.

Payment Options

We continue to provide resources for residential and business customers facing financial hardship including payment arrangements with no penalties. We encourage customers to keep up with their payments so bills don't accumulate and cause further hardship. If you have questions about our payment programs, please contact our customer service department for assistance.

Contact Us

April 17, 2020

Resources for residential and business customers facing financial hardship

For residents in need of assistance, the United Way 211 program can help match you with local programs including health, nutrition and financial services. Call 211 or visit

[United Way 211](#)

For small businesses needing financial assistance, please contact the Small Business Association. They offer a Payroll Protection Program, Loan Advances, Bridge Loans and Debt Relief.

[Small Business Association](#)

April 16, 2020

Arkansas Public Service Commission Issues COVID-19 Order

The Arkansas Public Service Commission issued an order on March 11, 2020, to help assist Arkansas customers and utilities in the wake of the COVID-19 health emergency.

[Learn More](#)

April 15, 2020

Liberty Utilities has temporarily suspended service disconnections for residential and business customers in response to COVID-19

To assist customers and communities during the rapidly evolving COVID-19 public health emergency, Liberty Utilities has temporarily suspended service disconnections for non-payment until further notice for residential and business customers.

April 9, 2020

Liberty Utilities and Liberty Power donate \$500,000 to support local communities during COVID-19 pandemic

On April 8, 2020, Algonquin Power & Utilities Corp., parent company of Liberty Utilities, announced a \$500,000 donation to support communities within its service territories during the COVID-19 pandemic.

The funds will be disbursed to a variety of community organizations and local assistance agencies. The funding will also provide much-needed supplies and support services for our COVID-19 heroes working tirelessly on the frontlines. As part of this community response, Algonquin will be donating 20,000 face masks to help ensure these local heroes receive the protection they need as they continue to provide critical assistance to many individuals in Canada and the United States.

[Learn More](#)

March 22, 2020

Walk-In Centers Closed Until Further Notice to Protect Health and Safety

For the health and safety of our communities, we are closing our walk-in customer service centers to the public until further notice. Customers can continue to access our drop boxes, drive-thrus, and our lobby payment kiosks. Our teams are also available to take your calls. We recognize that many of our customers are experiencing financial uncertainty. If you are facing a potential hardship, we urge you to call us to discuss payment options and available assistance. We are here to help.

We know our customers and communities depend on us now more than ever. Rest assured, we take this responsibility to heart. We remain focused on providing safe, reliable energy, water, and wastewater during this very difficult situation. We will continue to update you as things change.

Payment Drop Boxes – available at all walk-in customer service centers

Drive-Thru Payment Locations:

- 602 S Joplin Ave, Joplin MO 64801
- 215 N Main, Branson, MO 65616

Self-Serve Kiosk Locations:

- 602 S Joplin Ave., Joplin, MO 64801
- 215 N Main, Branson, MO 65616
- 201 W Brick St, Ozark, MO 65721

Payment Options

Call us at 1-800-206-2300 (Electric & Water) 1-800-424-0427 (Gas).

March 18, 2020

Liberty Utilities water customers: Tap water is safe from coronavirus.

Your tap water is safe from coronavirus (COVID-19), according to the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). The safeguards Liberty Utilities has always taken to protect water quality are effective to keep it safe from viruses, including COVID-19. For more information, visit the [Centers for Disease Control and Prevention website](#).

March 14, 2020

Liberty Utilities suspends service disconnections for residential and business customers in response to COVID-19

To assist customers and communities during the rapidly evolving COVID-19 public health emergency, Liberty Utilities has suspended service disconnections for non-payment. This temporary suspension, through at least May 1, 2020, includes residential and business customers.

We encourage customers who have questions or who may be facing potential hardship to contact our customer service departments. We offer a variety of payment options and can assist customers with payment arrangements should they be needed.

"We recognize our customers count on the essential services Liberty provides," said Brent Baker, Liberty Utilities Vice President of Customer Experience Operations. "With the uncertainty surrounding this virus, we want to ensure our customers have access to the services they need to help maintain their health and safety."

Liberty continues to actively monitor the situation, and our teams are taking all necessary measures to ensure the safe and reliable delivery of services to our customers.

March 13, 2020

At Liberty Utilities, delivering electricity, gas, and water safely and reliably to our customers is always our primary goal. With the rapidly evolving COVID-19 situation, we wanted to provide you with an update on the actions we're taking across our company to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the critical services we provide.

Supporting the health and safety of our employees

- We have a pandemic preparedness plan in place and have established a task force that is working with guidance from the Centers for Disease Control and Prevention (CDC). This task force has spent several weeks preparing for how the virus might impact our organization and the communities we serve, and how to respond appropriately.
- We continue to monitor the situation and actively share updates and information with our employees so that they can keep themselves and their families safe.
- We have provided additional protective supplies and equipment to our frontline employees. We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- To prevent the spread of the virus, we're encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

Protecting our customers

- Customers may notice our customer service representatives and field team wearing gloves and additional protective equipment. You may also notice changes in how we greet customers in our contact centers and on service appointments, including social distancing of at least 3 to 6 feet. We hope you understand that this is for both customer and employee protection.
- While our customer walk-in centers remain open to serve you, to practice social distancing, we encourage our customers to utilize our other payment methods available on our website, to call us with questions.

Ensuring the delivery of safe and reliable service

- Utilities must often respond to extreme conditions and disasters. We plan and practice regularly to help ensure continuity of service. We take this responsibility seriously. As part of our pandemic response, we are implementing our emergency plan and quickly adjusting to conditions of the current COVID-19 situation to ensure safe and reliable service to our customers and communities.

<https://missouri.libertyutilities.com/kirksville/residential/safety/covid-19-statement.html>

June 18, 2020

Update on Services and Payment Arrangements

Walk-in Center Update

To protect the health and safety of our employees and the community, we will keep our customer walk-in centers closed until further notice. Please continue to use our alternative payment methods that can be found by following the link below.

[Payment Options](#)

Disconnections and Payment Arrangements Update

As our state moves toward re-opening businesses and resuming normal operations, we have extended our suspension of disconnections for nonpayment until **July 15, 2020**, for Missouri customers. We will resume sending disconnection notices for non-payment beginning **July 16, 2020**. We are concerned that some customers may accrue a large unpaid balance that could be difficult to pay when collection activities resume. Here are some important things you should know:

- Our primary goal is to work with you to avoid unmanageable bills, service disconnection, or additional fees.
- We have expanded our Special Payment Arrangement (SPA) programs to allow for additional time to spread out past due balances and make payments more manageable.
- We are monitoring various agencies who may be able to provide financial assistance for some portion of your bill so call us to learn more.
- Our representatives stand ready to help develop a plan that works best for you, but it is critical you call us as soon as possible at 1-855-872-3242 to make arrangements for your account before bills become unmanageable. Once we resume disconnections, we expect our call volume to increase significantly. This may result in longer wait times. Thank you in advance for your patience.

These are uniquely challenging days in our community and our hearts go out to those who have been impacted directly by this health crisis, especially those who have lost loved ones.

May 7, 2020

Update on Liberty Utilities' Continued Support

With the ever evolving COVID-19 situation, we wanted to provide you with an update as we continue to provide critical services to our customers and communities.

Supporting our Communities

On April 8, 2020, Liberty Utilities announced a \$500,000 donation to support communities within its service territories during the COVID-19 pandemic. We are pleased to share with you that several local organizations have been chosen as recipients.

[Click Here For Complete List](#)

Liberty employees participated in the selection of local organizations that they felt provided much-needed support to our customers and our communities. These organizations hold a special place in the hearts of our employees, and we thank them and so many other deserving organizations for serving our communities in such impactful ways.

Continuing to Support You, Our Customers

As a reminder, Liberty Utilities has suspended service disconnections for non-payment for residential and business customers until further notice. For the health and safety of our communities, our walk-in customer service centers will remain closed to the public until further notice. We are working on a plan for reopening and will update you when the plan is finalized.

In addition:

- Our payment drop boxes are available at all walk-in customer service centers.
- Our drive-thru payment locations are still available.
- Please continue to access our online payment options found below.

[Payment Options](#)

We continue to provide resources for residential and business customers facing financial hardship including payment arrangements with no penalties. We encourage customers to keep up with their payments so bills don't accumulate and cause further hardship. If you have questions about our payment programs, please contact our customer service department for assistance.

[Contact Us](#)

April 17, 2020

Resources for residential and business customers facing financial hardship

For residents in need of assistance, the United Way 211 program can help match you with local programs including health, nutrition and financial services. Call 211 or visit

[United Way 211](#)

For small businesses needing financial assistance, please contact the Small Business Association. They offer a Payroll Protection Program, Loan Advances, Bridge Loans and Debt Relief.

[Small Business Association](#)

April 15, 2020

Liberty Utilities has temporarily suspended service disconnections for residential and business customers in response to COVID-19

To assist customers and communities during the rapidly evolving COVID-19 public health emergency, Liberty Utilities has temporarily suspended service disconnections for non-payment until further notice for residential and business customers.

April 9, 2020

Liberty Utilities and Liberty Power donate \$500,000 to support local communities during COVID-19 pandemic

On April 8, 2020, Algonquin Power & Utilities Corp., parent company of Liberty Utilities, announced a \$500,000 donation to support communities within its service territories during the COVID-19 pandemic.

The funds will be disbursed to a variety of community organizations and local assistance agencies. The funding will also provide much-needed supplies and support services for our COVID-19 heroes working tirelessly on the frontlines. As part of this community response, Algonquin will be donating 20,000 face masks to help ensure these local heroes receive the protection they need as they continue to provide critical assistance to many individuals in Canada and the United States.

[Learn More](#)

March 22, 2020

Walk-In Centers Closed Until Further Notice to Protect Health and Safety

For the health and safety of our communities, we are closing our walk-in customer service centers to the public until further notice. Customers can continue to access our office payment drop box. Our teams are also available to take your calls. We recognize that many of our customers are experiencing financial uncertainty. If you are facing a potential hardship, we urge you to call us to discuss payment options and available assistance. We are here to help.

We know our customers and communities depend on us now more than ever. Rest assured, we take this responsibility to heart. We remain focused on providing safe and reliable energy during this very difficult situation. We will continue to update you as things change.

[Payment Options](#)

Call us at: **1-855-872-3242**

March 18, 2020

Liberty Utilities water customers: Tap water is safe from coronavirus.

Your tap water is safe from coronavirus (COVID-19), according to the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). The safeguards Liberty Utilities has always taken to protect water quality are effective to keep it safe from viruses, including COVID-19. For more information, visit the [Centers for Disease Control and Prevention website](#).

March 14, 2020

Liberty Utilities suspends service disconnections for residential and business customers in response to COVID-19

To assist customers and communities during the rapidly evolving COVID-19 public health emergency, Liberty Utilities has suspended service disconnections for non-payment. This temporary suspension, through at least May 1, 2020, includes residential and business customers.

We encourage customers who have questions or who may be facing potential hardship to contact our customer service departments. We offer a variety of payment options and can assist customers with payment arrangements should they be needed.

"We recognize our customers count on the essential services Liberty provides," said Brent Baker, Liberty Utilities Vice President of Customer Experience Operations. "With the uncertainty

surrounding this virus, we want to ensure our customers have access to the services they need to help maintain their health and safety."

Liberty continues to actively monitor the situation, and our teams are taking all necessary measures to ensure the safe and reliable delivery of services to our customers.

March 13, 2020

At Liberty Utilities, delivering electricity, gas, and water safely and reliably to our customers is always our primary goal. With the rapidly evolving COVID-19 situation, we wanted to provide you with an update on the actions we're taking across our company to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the critical services we provide.

Supporting the health and safety of our employees

- We have a pandemic preparedness plan in place and have established a task force that is working with guidance from the Centers for Disease Control and Prevention (CDC). This task force has spent several weeks preparing for how the virus might impact our organization and the communities we serve, and how to respond appropriately.
- We continue to monitor the situation and actively share updates and information with our employees so that they can keep themselves and their families safe.
- We have provided additional protective supplies and equipment to our frontline employees. We have limited employee travel, limited in-person meetings, and postponed larger gatherings and events.
- To prevent the spread of the virus, we're encouraging anyone who feels sick or has concerns regarding potential exposure to stay at home.

Protecting our customers

- Customers may notice our customer service representatives and field team wearing gloves and additional protective equipment. You may also notice changes in how we greet customers in our contact centers and on service appointments, including social distancing of at least 3 to 6 feet. We hope you understand that this is for both customer and employee protection.
- While our customer walk-in centers remain open to serve you, to practice social distancing, we encourage our customers to utilize our other payment methods available on our website, to call us with questions.

Ensuring the delivery of safe and reliable service

- Utilities must often respond to extreme conditions and disasters. We plan and practice regularly to help ensure continuity of service. We take this responsibility seriously. As part of our pandemic response, we are implementing our emergency plan and quickly adjusting to conditions of the current COVID-19 situation to ensure safe and reliable service to our customers and communities.

Facebook and Twitter post March 22:

For the health and safety of our communities, we are closing our walk-in customer service centers to the public until further notice. Customers can continue to access our payment drop boxes, drive-thrus, and our lobby payment kiosks. Our teams are also available to take your calls. If you are facing a potential financial hardship, we urge you to call us to discuss payment options and available assistance. We are here to help. Learn more: <https://bit.ly/2J4EcQD>



Facebook and Twitter Post March 14:

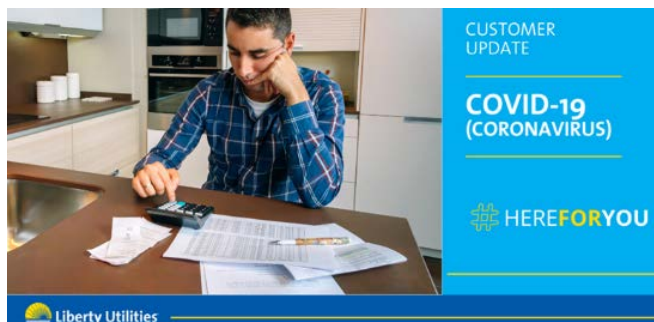
#COVID19 Update: To assist our customers and communities who may be facing uncertainty and financial hardship during the rapidly evolving COVID-19 public health emergency, Liberty Utilities has suspended service disconnections for non-payment until at least May 1, 2020. We continue to take all necessary measures to ensure the safe and reliable delivery of services to our customers. Learn more at <https://missouri.libertyutilities.com/butler/covid19.html>.



Facebook and Twitter Post: May 1

We're committed to serving our customers and communities. If you are experiencing financial hardship and want to hear about our payment options and assistance programs, please don't hesitate to contact us.

<https://bit.ly/2X6q8zL> #HereForYou





Dear <<First Name>>,

As the COVID-19 situation continues to rapidly evolve, we wanted to provide you with an update on the actions we have taken across our company to protect the health and safety of our customers and employees and to help ensure that the communities we serve can continue to count on the essential services we provide.

- Providing essential services throughout the crisis
- Our walk-in customer service centers are closed as of March 22, 2020
- Non-payment service disconnections and non-essential services have been suspended
- Beware of scams

Ensuring Safe & Reliable Service

We are here throughout this crisis – As federally designated critical infrastructure, our workforce is deemed essential and will continue to work throughout this public health emergency. While COVID-19 is unique, you can rest assured that we have robust contingency plans in place and our skilled and dedicated teams are prepared to respond.

Emergencies and outage restoration – Please continue to call us if you experience a gas emergency. We have taken additional precautions to protect the health and safety of our employees and customers during emergency response.

Protecting Your Health & Safety

Walk-in payment centers closed – For the health and safety of our communities, we have closed our walk-in customer service centers until further notice. However, customers can continue to access our drive-thrus, our lobby payment kiosks, or make payments online. View all payment options on [our website](#).

Non-essential services suspended – We have temporarily suspended all non-

essential customer services and programs. These include services such as in-home and in-business energy efficiency activities.

Heightened safety precautions – For employees who must remain in the office or field to provide essential services, we have deployed social distancing requirements to separate our office spaces to distances of greater than 6 feet. We have provided staff with additional protective supplies and equipment and have enhanced our cleaning and disinfection practices. We have also instituted work-at-home protocols for all other employees and prohibited non-essential travel, group meetings, and events.

We're Here to Help You

Customer service – Our teams are available to take your calls. We also offer a variety of ways for you to [manage your account online](#). We recognize that many of our customers are experiencing financial uncertainty. If you are facing a potential hardship, we urge you to call us to discuss payment options and available assistance. We are here to help.

Non-payment service disconnections suspended – Our regular billing and payment schedules will continue. However, to assist customers during these challenging times, we have suspended service disconnection for non-payment until at least May 1, 2020, for residential and business customers.

Scam alert – Please be aware that during times of uncertainty, scams targeting utilities often increase. If you receive any suspicious calls or emails regarding your account, please call us before taking any action. We will never call or email you asking for banking or credit card information, and we will not demand payment or threaten to disconnect you if payment isn't received immediately.

Dedicated COVID-19 web page – To keep our customers informed, we have added a page on our website that is dedicated to [updates as they happen](#). You can also follow updates on our [Facebook](#) and [Twitter](#) pages.

We know our customers and communities depend on us now more than ever. Rest

assured, we take this responsibility to heart. We remain focused on providing safe, reliable natural gas during this very difficult situation. We will continue to update you as things change. Please call us at <<LU Phone>>, if you have any questions or concerns.

Sincerely,

Brent Baker

Vice President, National Customer Experience Operations



Liberty Utilities[™]

Dear << Test First Name >>,

We hope this email finds you safe and healthy. With many people working and attending school from home as a result of the COVID-19 public health emergency, some of our customers may see an increase in their energy usage, resulting in higher than normal bills. Here are some energy saving tips that can help lower your bill.

We also recognize that some customers may be experiencing financial hardship during this public health emergency. To assist, Liberty has suspended service disconnections for non-payment until at least May 1, 2020. This applies to residential and business customers. We are also temporarily waiving late payment fees. Please call us at << Test LU Phone >> to discuss payment options and available assistance. We are here to help.

-  Only run the dishwasher and laundry machines on full loads.
-  Set up your home office using one power strip so you can turn everything off at once.
-  Set your water heater at 120° to save energy and prevent scalding.
-  Clean under and behind your fridge so it works more efficiently.
-  Turn off the lights when you leave the room.

To learn more about our COVID-19 action plan or for additional energy efficiency tips, visit our website at www.libertyutilities.com.



Dear << Test First Name >>,

As the COVID-19 health emergency continues to impact residents and businesses across the country, we want to re-affirm our commitment to our customers and our communities. We have made changes to the way we do business to protect our customers, employees and communities.

\$500,000 Donation

We are pleased to announce that we are donating \$500,000 to support the communities in our service territories during the COVID-19 pandemic. The funds will be disbursed to a variety of community organizations and local assistance agencies. The funding will also provide much-needed supplies and support services for our COVID-19 heroes working tirelessly on the frontlines. We will also be donating 20,000 facemasks to help ensure these local heroes receive the protection they need as they continue to provide critical assistance to many individuals in Canada and the United States.

Assisting our Customers

We have made several changes to the way we do business in order to help customers during this difficult time. We have suspended disconnection of service for non-payment until further notice, and we have waived late payment fees.

We encourage any customers (residential and commercial) who are having difficulty paying their utility bills to reach out to us to work out a payment arrangement. We want to help you avoid having to settle unpaid balances all at once. We can spread those payments out over time.

Resources for Assistance

For residents in need of assistance, the [United Way 211](#) program can help match you with local programs including health, nutrition and financial services.

For small businesses needing financial assistance, please contact the [Small Business Association](#). They have a Payroll Protection Program, Load Advances, Bridge Loans and Debt Relief.

[Local assistance for residential customers](#)

Also please note that the application period for the [Missouri energy assistance program LIHEAP](#) has been extended through the end of May.

Our Commitment to You

We are committed to providing safe, reliable energy and water services to our customers. We are ready to respond to any emergency 24/7. We will continue to offer support throughout the duration of this health emergency and beyond. If you have question or need assistance, please call us at << Test LU Phone >>.



Dear << Test First Name >>,

With the ever evolving COVID-19 situation, we wanted to provide you with an update as we continue to provide critical services to our customers and communities.

Supporting our Communities

On April 8, 2020, Liberty Utilities announced a \$500,000 donation to support communities within its service territories during the COVID-19 pandemic. We are pleased to share with you that several local organizations have been chosen as recipients.

[Click here](#) for a complete list (PDF).

Liberty employees participated in the selection of local organizations that they felt provided much-needed support to our customers and our communities. These organizations hold a special place in the hearts of our employees, and we thank them and so many other deserving organizations for serving our communities in such impactful ways.

Continuing to Support You, Our Customers

As a reminder, Liberty Utilities has suspended service disconnections for non-payment for residential and business customers until further notice. We continue to provide resources for residential and business customers facing financial hardship including payment arrangements with no penalties. We encourage customers to keep up with their payments so bills don't accumulate and cause further hardship. If you have questions about our payment programs, please contact our customer service department for assistance at << Test LU Phone >>.

Many of us continue to find ourselves at home more often. Here are some tips from the Liberty team to help you manage your utility usage and bills during this

unprecedented time.

- Water Saving Tips (and water heating) <https://www.youtube.com/watch?v=mNa9MI7etr8>
- Electricity Savings Tips <https://www.youtube.com/watch?v=wxrFSwVb4uA>
- Electricity Saving Tips – Streaming <https://www.youtube.com/watch?v=tNer4Ej5MNU>

For the health and safety of our communities, our walk-in customer service centers will remain closed to the public until further notice. We are working on a plan for reopening and will update you when the plan is finalized. Please continue to utilize our online payment options found [here](#).

Thank you for your continued trust. We will continue to send updates as they happen.



Notice Date: <<Notice Date>>

Account #: <<Acct number>>

Past Due Amount: \$<<Amount>>

<<Customer Name>>

<<Address>>

<<City, State, Zip>>

Past Due Notice

According to our records, your account is past due in the amount indicated above. If payment, or a payment arrangement, has recently been made, please accept our thanks and disregard this notice.

Financial Assistance – Residential Customer: Depending on your income, you may be eligible for federal assistance through your local Community Action Agency to help pay your bill. Due to COVID-19, Energy Assistance has been extended until May 31, 2020. Our customer service representatives can assist you in obtaining more information, or you can visit our website at www.libertyutilities.com.

Payment Options:

- Electronic bank drafts, credit card, or debit card payments can be made through our automated system by calling 888-631-8973 or online at www.libertyutilities.com. (There is a convenience fee to use this service)
- Authorized Payment Centers are listed on our website. If you would like to make a payment in person with cash, or checks at select locations, please take along your payment stub. Payments at *unauthorized* payment centers may cause delays in payment processing, and therefore we do not recommend that you use them.

To inquire about your account or make a payment arrangement, please call:

Electric and Water Service – 1-800-206-2300

Gas Service – 1-800-424-0427

Notice Date: July 15, 2020

Account #: «Account»

Past Due Amount: \$«Amount»

«Name»

«Address»

«City», «State» «ZIP_Code»

Past Due Notice

According to our records, your account is past due in the amount indicated above. If payment, or a payment arrangement, has recently been made, please accept our thanks and disregard this notice.

Financial Assistance – Residential Customer: Depending on your income, you may be eligible for assistance through your local Community Action Agency to help pay your bill. Our customer service representatives can assist you in obtaining more information, or you can visit our website at www.libertyutilities.com.

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- Authorized Payment Centers are listed on our website. If you would like to make a payment in person with cash, or checks at select locations, please take along your payment stub. Payments at *unauthorized* payment centers may cause delays in payment processing, and therefore we do not recommend that you use them.

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