



Liberty UtilitiesSM

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My Account

Account Services and Support

Billing and Payment

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Bill Assistance

Meter Reading

Energy Saving Resources

How To Read Your Gas Bill

Liberty Utilities wants our customers to understand their energy charges. [Learn how to read your bill.](#)



[FAQs about Billing & Payment](#)

How To Read Your Bill



Liberty Utilities
2370 N. High St., Suite 1
Jackson, MO 63755
Visit our website at www.libertyutilities.com

Please use this address to send us written correspondence. When mailing payments please use the address provided on the payment coupon below.

This is our Customer Service contact number and our 24-hour service emergency number. Keep it handy for future reference.

FOR QUESTIONS REGARDING YOUR BILL CALL (855) 872-3242
FOR EMERGENCIES CALL (855) 644-8134

JOHN Q SAMPLE
9999 E CHESTNUT ST
RICH HILL, MO 99979

Each month, the bill is sent to this address, which may differ from the service address.

This address specifies where consumption was measured.

Details about the number of billing days, rate code, and newly incurred consumption in units are shown here.

Statement

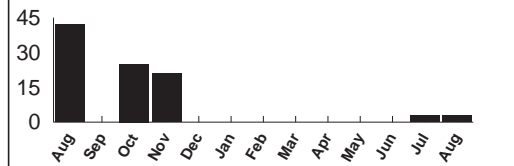
Account Number
This is your new account number. Use it whenever you phone, write or email us with a question or to make a payment.

ACCOUNT INFORMATION

Account Number:	77999999-77999996
Community Code:	
Statement #:	54200
Bill Date:	03
Due Date:	03
Service Address:	9999 S 2ND ST

Bill Due Date
To avoid late-payment charges, please pay your bill by the bill due date.

MONTHLY COMPARISON CHART



This graph illustrates your consumption on a monthly basis.

Meter #	Rate Code	Read Type	# Days	Service Dates	Current	Previous	Units	CCF
7885690	62-GRF	ReRead	19	01/02/2013 - 01/22/2013	500			

CALL US IMMEDIATELY IF YOU SMELL GAS: If you suspect a natural gas leak, leave the premises and the toll-free number at 1-855-644-8134 or call 911.

ACCOUNT ACTIVITY

Previous Balance:	77.52
Total Payments:	0.00
Current Charges:	
ISRS Charge @ 0.23000	0.23
PGA @ 0.49250	9.85
Distribution Commodity @ 0.08735	1.75
Delivery Charge @ 13.75000	13.75
Taxes:	1.93
Miscellaneous Charges:	0.00
Total Current Charges:	27.51
Total Amount Due:	05.03

The total amount due represents the cumulative charges incurred in the current billing period, previous charges and any additional fees.

SPECIAL MESSAGE

On occasion, we will use this section to communicate important messages to you.

Local and responsive.
We care.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

PREVIOUS AMOUNT	CURRENT CHARGES	TOTAL DUE	AMOUNT ENCLOSED
77.52	27.51	105.03	
		Check Number	

Please check box and see reverse for: Assistance Donation Update phone/address

Service Address: 9

Please check this box if wish to donate to our Voluntary Community Energy Assistance fund (to be included in Miscellaneous Charges) or if you have a change of address and have completed the form on the back of this coupon.

JOHN Q SAMPLE
9999 E CHESTNUT ST
RICH HILL, MO 99979

ATE PAYMENT FEE:
payments received after the due date
subject to 1.5% per month late

Account Number: 77999999-77999996
Community Code:
Statement #: 54200
Bill Date: 01/31/2013
Due Date: 02/21/2013

Liberty Utilities Midstates
75 Remittance Drive, Suite 1741
Chicago, IL 60675-1741

Detach payment coupon and include it with your mailed payment. Be sure the remittance address is shown through the envelope window.

14779999997799999660000000275110000010503



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2012 Bill Inserts

July 2012

- [If You Smell Natural Gas](#)
- [Welcome to Liberty Utilities!](#)

September 2012

- [Here's Help For Managing Your Home Energy Use](#)

October 2012

- [Concerns and Complaints](#)
(Iowa)
- [Customer Contribution Fund](#)
(Iowa)
- [Help Keep Your Neighbours Warm This Winter](#)
(Illinois and Missouri)

November 2012

- [Customer Notice ISRS](#)
(Missouri)
- [Need Help Paying Your Utility Bills?](#)
(Iowa, Illinois & Missouri)
- [If You Smell Natural Gas](#)
(Iowa, Illinois & Missouri)

December 2012

- [Damage Prevention Awareness](#)
(Iowa, Illinois & Missouri)



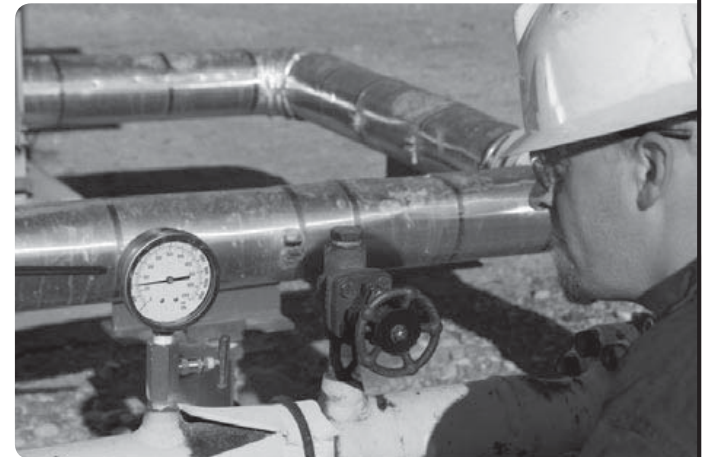
[FAQs about Billing & Payment](#)

[Current Bill Inserts](#)

CUSTOMER NOTICE

Each year, Liberty Utilities spends thousands of dollars on its extensive pipeline facilities used to deliver natural gas to its customers. The infrastructure system replacement surcharge (ISRS) covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount. The ISRS charge is a small monthly charge on your bill and is not tied to the amount of natural gas that you use.

The amount of the charge, which is reflected on the front of your bill, may be adjusted periodically, and has been implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri. The Commission approved Liberty Utilities to recover an additional \$232,723 in the Northeast District, \$184,335 in the Southeast District, and \$58,221 in the West District.



Liberty UtilitiesSM



Save Energy & Money

[Convert to Natural Gas](#)

[Save on Energy Bills](#)

[Energy Efficiency Incentives](#)

[Locate an Authorized Natural Gas Dealer](#)

Gas Rates & Tariffs

[Illinois](#)

[Iowa](#)

[Missouri](#)

[Natural Gas Prices](#)

Natural Gas Rates & Tariffs for Missouri

Rate Schedules

- [Residential Firm Service](#)
- [Economic Development Service](#)
- [Interruptible Large Volume Service](#)
- [Small Firm General Service](#)
- [Medium Firm General Service](#)
- [Large Firm General Service](#)

Tariffs

- [Missouri Tariff](#) (August 7, 2012)
- [Operating Statement](#) (May 1, 2012)



[PGA History \(PDF\)](#)



Residential Firm Rate

Note: Kirksville and NEMO are both under the Northeast rate schedule

	Northeast	Southeast	West
Delivery Charge (per meter)	\$22.68	\$13.75	\$20.17
Distribution Commodity Rate (perCcf).....	\$0.11546	\$0.08735	\$0.10672

	Kirksville	NEMO	SEMO	Butler
Missouri ISRS (per meter)	\$1.65	\$0.65	\$0.65	\$1.36

The Purchase Gas Adjustment (PGA) changes monthly – please see the [Missouri Purchase Gas Adjustment history](#).





Small Firm General Service Rate

Note: For Commercial and Industrial purposes as designed in the Company's Rules and Regulations

	Northeast	Southeast	West
Delivery Charge (per meter).....	\$22.68.....	\$13.75	\$20.17
Distribution Commodity Rate (perCcf)	\$0.05778.....	\$0.04536	\$0.05944

	Kirksville	NEMO	SEM0	Butler
Missouri ISRS (per meter)	\$1.65.....	\$0.65	\$1.36

The Purchase Gas Adjustment (PGA) changes monthly – please see the [Missouri Purchase Gas Adjustment history](#).

Missouri



Medium Firm General Service

Note: For Commercial and Industrial purposes as designed in Company's Rules and Regulations with usage less than 75,000 Ccf/month.

	Northeast	Southeast	West
Delivery Charge (per meter).....	\$100.00.....	\$100.00	\$100.00
Distribution Commodity Rate (perCcf)	\$0.18615.....	\$0.16607	\$0.22190

	Kirksville	NEMO	SEMO	Butler
Missouri ISRS (per meter).....	\$7.28.....	\$4.73	\$6.76

The Purchase Gas Adjustment (PGA) changes monthly – please see the [Missouri Purchase Gas Adjustment history](#)

Missouri



Large Firm General Service

Note: For Commercial and Industrial purposes as designed in Company's Rules and Regulations with usage of 75,000 Ccf/month or more.

	Northeast	Southeast	West
Delivery Charge (per meter).....	\$500.00.....	\$500.00	\$500.00
Distribution Commodity Rate (perCcf)	\$0.11713.....	\$0.14356	\$0.15115

	Kirksville	NEMO	SEMO	Butler
Missouri ISRS (per meter)	\$36.39.....	\$23.65	\$33.79

The Purchase Gas Adjustment (PGA) changes monthly – please see the [Missouri Purchase Gas Adjustment history](#)



Liberty Utilities