

Account Information

**Customer Name:** JANE DOE  
**Service Address:** 123 ANY STREET, ANYTOWN MO 64801  
**Account Number:** 20001234567



What do I owe?

**\$204.00**

Payment will be drafted on the due date

How much did I use?

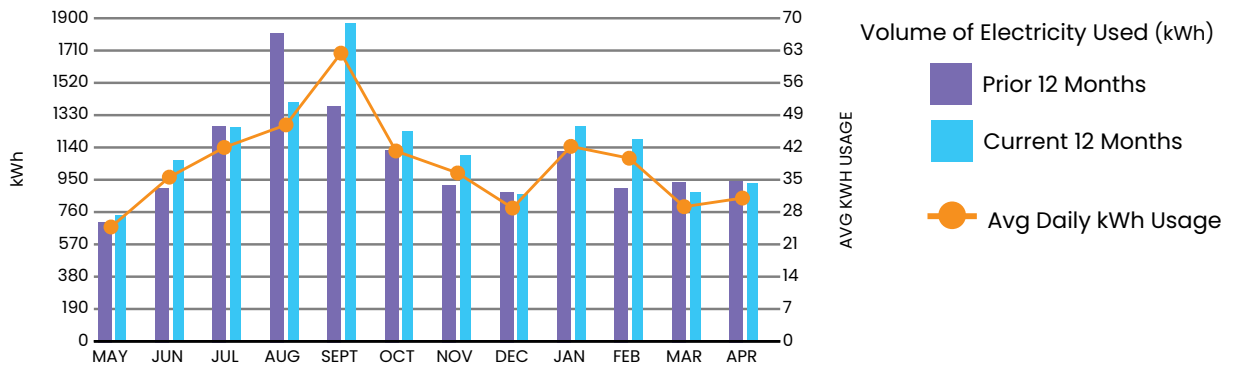
**931**

kWh

When is it due?

**May 1, 2024**

Your Monthly Electricity Use At a Glance



Important messages from Liberty

**ELECTRIC EMERGENCIES:** For electric emergencies, or to report power outages, call 1-800-206-2300

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



**Account Number:** 20001234567  
**Service Address:** 123 ANY STREET  
**Bill Date:** 09-APR-2024  
**Due Date:** 01-MAY-2024

**\$204.00\***  
 Amount Due

Amount Enclosed

\*Payment will be drafted on the due date

Please check box and see reverse for:  Assistance Donation

JANE DOE  
 123 ANY STREET  
 ANYTOWN MO 64801

**REMIT TO:**  
 LIBERTY  
 P.O. BOX XXXXX  
 ANYTOWN MO XXXX-XXXX

32032000109308610000123456

energy and water for life



Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.



## Explanation of Regulations and Policies

For additional information please visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com).

### Understanding Your Bill

#### Customer Charge:

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

#### Due Date/Late Charge:

Please pay your bill by the due date to avoid a late charge.

#### February 2021 Storm and Asbury Costs:

For most of our rate classes, including our residential class, this charge of approximately 1 cent per kWh of energy usage is to primarily recover approximately \$305 million in costs incurred because of the 2021 extreme weather event called Winter Storm Uri and the Asbury generation plant that was removed from service after 50 years. Learn more at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com). BondCo is the owner of the rights to securitized utility tariff charges (SUTC). Liberty is acting as the servicer for BondCo.

#### 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.

#### Fuel Adjustment Clause:

This is the charge for the difference between the amount of fuel and purchased power costs established in the current base rate structure and the amount of actual fuel and purchased power costs incurred by Liberty. The rate changes twice a year. If fuel costs incurred by the Company are less than what is established in the current base rate structure, customers will see a credit in the Fuel Charge line. The charge includes no mark-up or profit for Liberty.

#### Meter Read Date:

This is typically the day before the start of the billing period.

#### Multiplier:

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

#### Prorated Bill:

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

#### Rate Code:

This code represents the rate used to calculate your bill.

#### Read Type:

If we are unable to read your meter, we will estimate your usage for the month.

#### Taxes:

This section summarizes state and local taxes, including city franchise tax, if applicable.

#### Units:

kWh= Kilowatt Hour

#### Usage Charge

The portion billed for the kilowatt hours of electricity used.



## Important Information

#### Customer Care and Emergency:

800-206-2300

#### Website:

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)

#### Call before you Dig:

8-1-1

#### Social Media:

Facebook: @LibertyUtilitiesCentral

X: @PlugIntoLiberty

Youtube: @liberty-centralregion718



## Other Information

### General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

#### Mail to:

Liberty  
P.O. Box 127  
Joplin, MO 64802

#### Email to:

[customerservice@libertyutilities.com](mailto:customerservice@libertyutilities.com)

### Glossary of Terms

For a definition of the additional billing terms, please visit: [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Dispute Resolution

Liberty is regulated by the Missouri Public Service Commission (PSC). Customers can contact the PSC at:

#### Missouri Public Service Commission:

200 Madison Street, PO Box 360  
Jefferson City, MO 65102-0360  
1-800-392-4211 / [www.psc.mo.gov](http://www.psc.mo.gov)

### Employee Identification

All Liberty service employees are uniformed and wear identification badges with the company logo, employee picture, and name. Please verify the badge or call us to confirm employee identification.

### Financial Assistance

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If you're a Missouri homeowner struggling to make your mortgage payment due to the COVID-19 pandemic, you may qualify for assistance from Missouri SAFHR. For more information, visit [www.safhrforhomeowners.com](http://www.safhrforhomeowners.com).

## Payment Options



### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



### Online

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### Phone

800-206-2300



### Mail Payments

Liberty - MO  
P.O. Box 75660  
Chicago, IL 60675-5660



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## Billing Programs

### Budget Billing (Formerly Average Payment Plan "APP")

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### Installment Plan

An extended payment plan where past-due bills may be paid in installments over a specific time period. The Statement will also show the Remaining Installment Plan amount to be billed.

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Thank you for sharing with those in need in your community.

Please choose an amount to be billed monthly on your Liberty Statement.

\$1 \_\_\_ \$5 \_\_\_ \$10 \_\_\_ \$20 \_\_\_ Other \_\_\_ One-Time Contribution \_\_\_

**Account Activity for Your Electric Service from 03/01/2024 - 04/01/2024**

Rate: Time Choice Residential Rate Plan (Schedule TC-RG)

Next Scheduled Meter Read Date: 05/01/2024

Point of Delivery ID: 00000000000012345678



| Meter Number | Type of Service | Read Type | Service Days | Billing Period  | Current   | Previous | KWH Used | Multiplier | Usage   |
|--------------|-----------------|-----------|--------------|-----------------|-----------|----------|----------|------------|---------|
| EEF12345678  | Off-Peak        | Actual    | 32           | 3/1/24 - 4/1/24 | 42991.848 | 42060    | 931.848  | 1          | 931.848 |
|              |                 | Actual    | 32           | 3/1/24 - 4/1/24 |           |          | 252.769  | 1          | 252.769 |

**What am I paying for?****Additional messages**

|                                      |           |             |
|--------------------------------------|-----------|-------------|
| Previous Balance                     | \$        | 204.00      |
| Payment(s) Received as of 04/09/2024 | \$        | -204.00     |
| <b>Balance Forward</b>               | <b>\$</b> | <b>0.00</b> |

April is National Safe Digging month. Remember - whether you're planting a tree, adding a fence, or changing your landscaping, you must always call 811 in advance of digging. Dig Safe: It's free; it's safe; it's the law. For more information, visit [www.call811.com](http://www.call811.com).

**Current Charges**

| ELECTRICITY CHARGES                  | QUANTITY USED | COST PER KWH |           |               |
|--------------------------------------|---------------|--------------|-----------|---------------|
| Customer Charge                      |               |              | \$        | 13.00         |
| Usage Charge                         | 600.0000 KWH  | \$ 0.140310  | \$        | 84.19         |
| Usage Charge                         | 331.3690 KWH  | \$ 0.116510  | \$        | 38.61         |
| Off Peak Credit                      | 252.7690 KWH  | \$ -0.020000 | \$        | -5.06         |
| Energy Efficiency Prgm Cost          | 931.3690 KWH  | \$ 0.000280  | \$        | 0.26          |
| Energy Efficiency Investment         | 931.3690 KWH  | \$ 0.000510  | \$        | 0.47          |
| February 2021 Storm And              | 931.3690 KWH  | \$ 0.010474  | \$        | 9.76          |
| Asbury Costs                         |               |              |           |               |
| Fuel Adjustment Clause               | 931.3690 KWH  | \$ 0.007270  | \$        | 6.77          |
| <b>TOTAL ELECTRICITY CHARGES</b>     |               |              | <b>\$</b> | <b>148.00</b> |
| <b>TAX CHARGES</b>                   |               |              |           |               |
| Franchise Fee   \$148.00 @ 4.000%    |               |              | \$        | 5.92          |
| County of Newton   \$148.00 @ 1.625% |               |              | \$        | 2.41          |
| City of Neosho   \$148.00 @ 1%       |               |              | \$        | 1.48          |
| <b>TOTAL TAX CHARGES</b>             |               |              | <b>\$</b> | <b>9.81</b>   |
| <b>TOTAL CURRENT CHARGES</b>         |               |              | <b>\$</b> | <b>157.81</b> |

**Budget Billing Program Information (BBP)**

|  |                  |
|--|------------------|
| <b>Budget Billing Start Date</b>                     | 02-MAY-2023      |
| Your Current Budget Installment is                   | \$ <b>204.00</b> |
| Total Actual Charges to Date                         | \$ 2,548.65      |
| Total Budget Plan Charges to Date                    | \$ 2,448.00      |
| Difference between Budget and Actual Charges to Date | \$ 100.65        |
| Total Amount Due on this bill                        | \$ 204.00        |
| Actual Account Balance if you come off Budget        | \$ 304.65        |

**Total Amount Due****\$ 204.00**

Account Information

Customer Name: JANE DOE
Service Address: 123 ANY STREET, ANYTOWN MO 64801
Account Number: 20001234567



What do I owe?

\$96.89

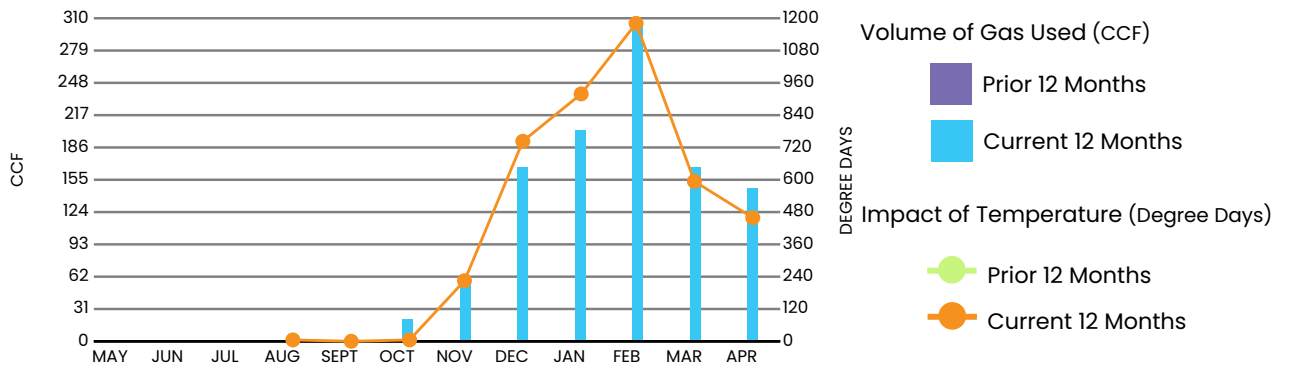
How much did I use?

147 CCF

When is it due?

May 21, 2024

Your Monthly Gas Use At a Glance



Important messages from Liberty

CALL US IMMEDIATELY IF YOU SMELL GAS: If you suspect a natural gas leak, leave the area immediately and then call our emergency number at 1-800-406-9220 or 911.

energy and water for life

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



Account Number: 20001234567
Service Address: 123 ANY STREET
Bill Date: 30-APR-2024
Due Date: 21-MAY-2024

\$96.89
Amount Due

Amount Enclosed

Please check box and see reverse for: Assistance Donation

JANE DOE
123 ANY STREET
ANYTOWN MO 64801

REMIT TO:
LIBERTY
P.O. BOX XXXXX
ANYTOWN MO XXXXX-XXXX

32032000133858160000012345



Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.



## Explanation of Regulations and Policies

For additional information please visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com).

### Understanding Your Bill

#### Customer Charge:

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

#### Due Date/Late Charge:

Please pay your bill by the due date to avoid a late charge.

#### 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.

#### Meter Read Date:

This is typically the day before the start of the billing period.

#### Multiplier:

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

#### Prorated Bill:

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

#### Purchase 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.

#### Rate Code:

This code represents the rate used to calculate your bill.

#### Read Type:

If we are unable to read your meter, we will estimate your usage for the month.

#### Taxes:

This section summarizes state and local taxes, including city franchise tax, if applicable.

#### Units:

CCF = Hundred Cubic Feet

#### Usage Charge:

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



## Other Information

### General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

#### Mail to:

Liberty  
P.O. Box 127  
Joplin, MO 64802

#### Email to:

[customerservice@Libertyutilities.com](mailto:customerservice@Libertyutilities.com)

### Glossary of Terms

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### Dispute Resolution

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#### Missouri Public Service Commission:

200 Madison Street, PO Box 360  
Jefferson City, MO 65102-0360  
1-800-392-4211 / [www.psc.mo.gov](http://www.psc.mo.gov)

### Employee Identification

All Liberty service employees are uniformed and wear identification badges with the company logo, employee picture, and name. Please verify the badge or call us to confirm employee identification.

### Financial Assistance

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Liberty has a list of various agencies that may be able to provide financial assistance for some portion of the utility bill. This list is available on our website or customers can call our Customer Care team at 800-424-0427.

If you're a Missouri homeowner struggling to make your mortgage payment due to the COVID-19 pandemic, you may qualify for assistance from Missouri SAFHR. For more information, visit [www.safhrforhomeowners.com](http://www.safhrforhomeowners.com).



## Important Information

#### Customer Care:

800-424-0427

#### Website:

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)

#### Emergency:

800-406-9220

#### Social Media:

Facebook: LibertyUtilitiesCentral  
X: @PlugIntoLiberty  
Youtube: @liberty-centralregion718

#### Call before you Dig:

8-1-1

## Payment Options



### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



### Online

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)



### Phone

800-424-0427



### Mail Payments

Liberty - MO  
P.O. Box 75660  
Chicago, IL 60675-5660



### In Person

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## Billing Programs

### Budget Billing (Formerly Average Payment Plan "APP")

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### Project Help Energy Assistance Program

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.

Thank you for sharing with those in need in your community.

Please choose an amount to be billed monthly on your Liberty Statement.

\$1 \_\_\_ \$5 \_\_\_ \$10 \_\_\_ \$20 \_\_\_ Other \_\_\_ One-Time Contribution \_\_\_

**Account Activity for Your Natural Gas Service from 03/13/2024 - 04/16/2024**  
**Rate:** Residential Service (Schedule RS)  
**Next Scheduled Meter Read Date:** 05/17/2024  
**Point of Delivery ID:** 00000000000012345678



| Meter Number | Read Type | Service Days | Billing Period    | Current | Previous | CCF Used | Usage |
|--------------|-----------|--------------|-------------------|---------|----------|----------|-------|
| EGNGMI23456  | Actual    | 35           | 3/13/24 - 4/16/24 | 3467    | 3320     | 147      | 147   |

**What am I paying for?** **Additional messages**

|                                      |                   |
|--------------------------------------|-------------------|
| Previous Balance                     | \$ -8.27          |
| Payment(s) Received as of 04/30/2024 | \$ -350.00        |
| <b>Balance Forward</b>               | <b>\$ -358.27</b> |

April is National Safe Digging month. Remember - whether you're planting a tree, adding a fence, or changing your landscaping, you must always call 811 three business days in advance of digging. Dig Safe: It's free; it's safe; it's the law. For more information, visit [www.call811.com](http://www.call811.com).

**Current Charges**

| DELIVERY CHARGES              | QUANTITY USED | COST PER CCF |           |              |
|-------------------------------|---------------|--------------|-----------|--------------|
| Customer Charge               |               |              | \$        | 16.50        |
| Delivery Charge               | 147 CCF       | \$ 0.21748   | \$        | 31.97        |
| WNA                           | 147 CCF       | \$ 0.01632   | \$        | 2.40         |
| <b>TOTAL DELIVERY CHARGES</b> |               |              | <b>\$</b> | <b>50.87</b> |

| GAS CHARGES              | QUANTITY USED | COST PER CCF |           |              |
|--------------------------|---------------|--------------|-----------|--------------|
| PGA - Cost Of Gas        | 147 CCF       | \$ 0.34303   | \$        | 50.42        |
| <b>TOTAL GAS CHARGES</b> |               |              | <b>\$</b> | <b>50.42</b> |

| MISCELLANEOUS CHARGES AND CREDITS      |  |  |           |               |
|--|--|--|-----------|---------------|
| Security Deposit Interest              |  |  | \$        | -2.20         |
| Security Deposit                       |  |  | \$        | 350.00        |
| <b>TOTAL MISC. CHARGES AND CREDITS</b> |  |  | <b>\$</b> | <b>347.80</b> |

| TAX CHARGES                       |  |  |           |             |
|-----------------------------------|--|--|-----------|-------------|
| Franchise Fee   \$101.29 @ 5.000% |  |  | \$        | 5.06        |
| City of Maryville   \$101.29 @ 1% |  |  | \$        | 1.01        |
| <b>TOTAL TAX CHARGES</b>          |  |  | <b>\$</b> | <b>6.07</b> |

|                              |                  |
|------------------------------|------------------|
| <b>TOTAL CURRENT CHARGES</b> | <b>\$ 455.16</b> |
|------------------------------|------------------|

**Total Amount Due** **\$ 96.89**

|                       |           |
|-----------------------|-----------|
| Security Deposit Held | \$ 350.00 |
|-----------------------|-----------|

Account Information

Customer Name: **JANE DOE**  
 Service Address: 123 ANY STREET, ANYTOWN MO US 63077  
 Account Number: 200012345678



What do I owe?

**\$61.66**

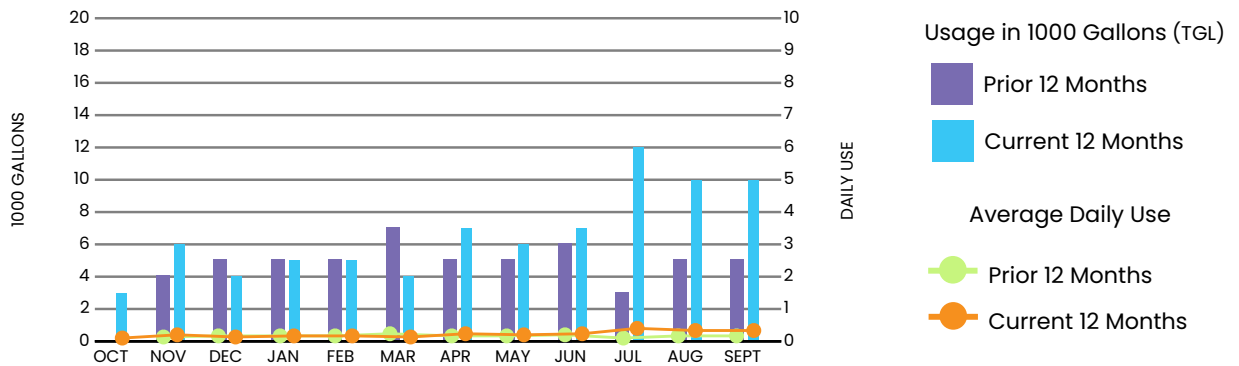
How much did I use?

**9,630**  
Gallons

When is it due?

**Dec 12, 2023**

Your Monthly Water Use At a Glance



energy and water for life

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



**LATE PAYMENT FEE:**  
 Payments received after the due date are subject to a greater of \$5.00 or 3.00% fee per month late

**Account Number:** 200012345678  
**Service Address:** 123 ANY STREET  
**Bill Date:** 21-NOV-2023  
**Due Date:** 12-DEC-2023

**\$61.66**  
Amount Due

Amount Enclosed

**REMIT TO:**  
 LIBERTY  
 P.O. BOX XXXXX  
 ANYTOWN MO XXXXX-XXXX

JANE DOE  
 123 ANY STREET  
 ANYTOWN MO 63077

32032000144375090000012345



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#### Rate Code:

This code represents the rate used to calculate your bill.

#### Read Type:

If we are unable to read your meter, we will estimate your usage for the month.

#### Taxes:

This section summarizes state and local taxes, including city franchise tax, if applicable.

#### Units:

GAL = Gallons

#### Usage Charge

The portion billed for the gallons of water used.



## Other Information

### General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

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Youtube: @liberty-centralregion718

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Liberty  
P.O. BOX XXXXX  
Anytown MO XXXXX-XXXX  
**In Person**



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\$1 \_\_\_\_ \$5 \_\_\_\_ \$10 \_\_\_\_ \$20 \_\_\_\_ Other \_\_\_\_ One-Time Contribution \_\_\_\_



**Account Activity for Your Water Service from 08/02/2023 – 09/01/2023**

Rate: Franklin County Water all services

Next Scheduled Meter Read Date: 10/02/2023

Point of Delivery ID: 00000000000012345678



| Meter Number | Read Type | Service Days | Billing Period  | Current | Previous | Gallons Used | Multiplier | Usage |
|--------------|-----------|--------------|-----------------|---------|----------|--------------|------------|-------|
| MWPKL1234    | Actual    | 31           | 8/2/23 - 9/1/23 | 952740  | 943110   | 9630         | 0.001      | 9.63  |

**What am I paying for?** **Additional messages**

|                                      |                 |
|--------------------------------------|-----------------|
| Previous Balance                     | \$ 30.83        |
| Payment(s) Received as of 11/21/2023 | \$ 0.00         |
| <b>Balance Forward</b>               | <b>\$ 30.83</b> |

**Current Charges**

| WATER CHARGES                | QUANTITY USED | COST PER 1000 GALLONS |           |              |
|------------------------------|---------------|-----------------------|-----------|--------------|
| Customer Charge              |               |                       | \$        | 5.70         |
| Water Usage Charge           | 9.6300 TGL    | \$ 2.61000            | \$        | 25.13        |
| <b>TOTAL WATER CHARGES</b>   |               |                       | <b>\$</b> | <b>30.83</b> |
| <b>TOTAL CURRENT CHARGES</b> |               |                       | <b>\$</b> | <b>30.83</b> |

**Total Amount Due** **\$ 61.66**