



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).



### 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  
2751 North High Street  
Jackson, MO 63755

#### Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 855-872-3242 for more information.



### Important Information

**Customer Service:** 855-872-3242

**Emergency:** 855-644-8134

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

**Social Media:**

Facebook: @LibertyUtilitiesCentral

X: @PlugIntoLiberty

Youtube: @liberty-centralregion718

**Phone Service for Hearing and Speech Impaired:** 7-1-1

**Call before you Dig:** 8-1-1

### Understanding Your Bill

**Degree Days**

A degree day is a measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the average temperature is 35°F, there would be 30 degree days experienced.

**Distribution Adjustment**

The cost of environmental, energy efficiency, and low income assistance programs.

**Distribution Commodity**

The cost of operating and maintaining the Liberty natural gas piping system that delivers natural gas to your home or business.

**Due Date/Late Charge**

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

**Multiplier**

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

**Meter Read Date**

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

**Prorated Bill**

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

**Purchased Gas Adjustment (PGA)**

This measure reflects market increases and decreases in the price we pay for gas supplies without markup or other charges. It may vary monthly and is based on the amount of natural gas you use.

**Rate Code**

This code represents the rate used to calculate your bill.

**Taxes**

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

**Units**

CCF = Hundred Cubic Feet

**WNA Amount**

If applicable, this Weather Normalization Amount adjusts for variations above and below normal temperatures.

**Missouri ISRS Charge**

The infrastructure system replacement surcharge (ISRS) is a set, monthly charge that 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.

## Payment Options Billing Programs



**EFT (Automatic) Payments**

Pay your bill automatically from your bank account.



**Online**

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



**Phone**

855-872-3242



**Mail Payments**

Liberty  
PO Box 75660  
Chicago IL 60675-5660



**In Person**

Visit [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com) for our office locations or authorized payment centers.

**Budget Billing (BBP)/Levelized Budget Billing (LVL)**

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the difference between Budget/Levelized Budget Billing and Actual Charges to Date otherwise known as Settlement Amount.

**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.

**Community Energy Assistance Program**

You can help others in need to pay their monthly gas bill by donating to our community energy assistance program. All donations are distributed to a local or area non-profit energy assistance agency(ies) that serves your community. Visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com) for information on which agency(ies) received your donation.

**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 \_\_\_\_\_