

Account Information

Customer Name: [REDACTED]  
Service Address: [REDACTED]  
Account Number: [REDACTED]

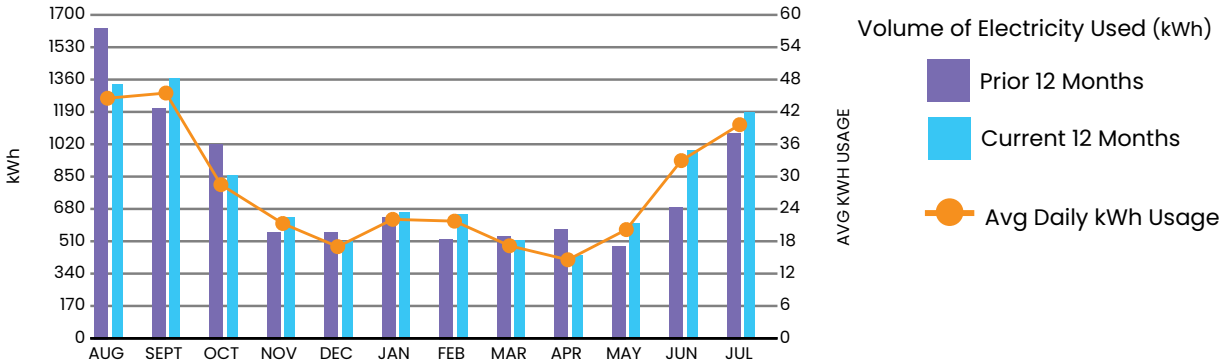


What do I owe?  
**\$203.54**

How much did I use?  
**1,189**  
kWh

When is it due?  
**Jul 24, 2024**

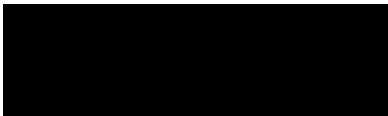
Your Monthly Electricity Use At a Glance



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: [REDACTED]  
Service Address: [REDACTED]  
Bill Date: 03-JUL-2024  
Due Date: 24-JUL-2024

**LATE PAYMENT FEE:**  
Late fee of \$1.04 will be added to amount due if not paid by July 24, 2024. New amount due will be \$204.58.

**\$203.54**  
Amount Due

Amount Enclosed

Please check box and see reverse for:  Assistance Donation



REMIT TO:  
LIBERTY  
P.O. BOX 75660  
CHICAGO IL 60675-5660



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).



### Other Information

#### 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

#### 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

Liberty offers assistance programs and flexible payment options, including a payment arrangement program for residential and business customers to allow for additional time to spread out past due balances and make payments more manageable. Customers can learn more about our assistance options at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

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 800-206-2300.

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

## Billing Programs



**EFT (Automatic) Payments**

Pay your bill automatically from your bank account.



**Online**

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



**Phone**

800-206-2300



**Mail Payments**

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



**In Person**

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

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

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 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.

**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 Electric Service from 06/04/2024 - 07/01/2024

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

Next Scheduled Meter Read Date: 08/01/2024

Point of Delivery ID: [REDACTED]



Meter Number	Type of Service	Read Type	Service Days	Billing Period	Current	Previous	KWH Used	Multiplier	Usage
[REDACTED]		Actual	28	6/4/24 - 7/1/24	37991.448	36802.626	1188.822	1	1,188.822
	Off-Peak	Actual	28	6/4/24 - 7/1/24			340.591	1	340.591

What am I paying for? Additional messages

Previous Balance as of 06/05/2024	\$ 165.88
Payment(s) Received as of 07/03/2024	\$ -170.88
<b>Balance Forward</b>	<b>\$ -5.00</b>

Surprise parties? Fun! Surprise bills? Not fun. Liberty's Budget Billing Program (formerly Average Payment Plan) helps you avoid seasonal fluctuations in your energy bill so you can keep the surprises to the parties. Enroll now at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.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	588.8220 KWH	\$ 0.140310	\$	82.62
Off Peak Credit	340.5910 KWH	\$ -0.020000	\$	-6.81
Energy Efficiency Prgm Cost	1,188.8220 KWH	\$ 0.000280	\$	0.33
Energy Efficiency Investment	1,188.8220 KWH	\$ 0.000510	\$	0.61
February 2021 Storm And	1,188.8220 KWH	\$ 0.010474	\$	12.45
Asbury Costs				
Fuel Adjustment Clause	1,188.8220 KWH	\$ 0.008110	\$	9.64
<b>TOTAL ELECTRICITY CHARGES</b>			<b>\$</b>	<b>196.03</b>
<b>TAX CHARGES</b>				
Franchise Fee   \$196.03 @ 6.383%			\$	12.51
<b>TOTAL TAX CHARGES</b>			<b>\$</b>	<b>12.51</b>
<b>TOTAL CURRENT CHARGES</b>			<b>\$</b>	<b>208.54</b>

**Total Amount Due** \$ 203.54



# Additional News

## Need help paying your utility bills?

We're here to help.

We have payment and assistance options that may work for you.

Don't hesitate. Reach out to our Customer Care team today or visit [libertyenergyandwater.com](http://libertyenergyandwater.com).



Scan to learn more



## School's out for summer... now what?

We've got you covered with fun activities to help keep your kids entertained so you can avoid that dreaded summer statement "I'm soooooo bored!"

Check out the Kids Corner on our website for fun, interactive activities such as eye spy, a water maze, crossword puzzles, and more! You'll also find fun videos to help your kids learn how to be safe around electricity and water this summer.

Scan to learn more



