

FILED  
August 13, 2025  
Missouri Public  
Service Commission

## LPH Exhibit No. 5

Commission –LPH Exhibit 5  
Customer-provided documents  
Aurora  
File No. ER-2024-0261

! No meter exists for this account +

Home

Billing v

Usage v

Account

## Usage

Dollar

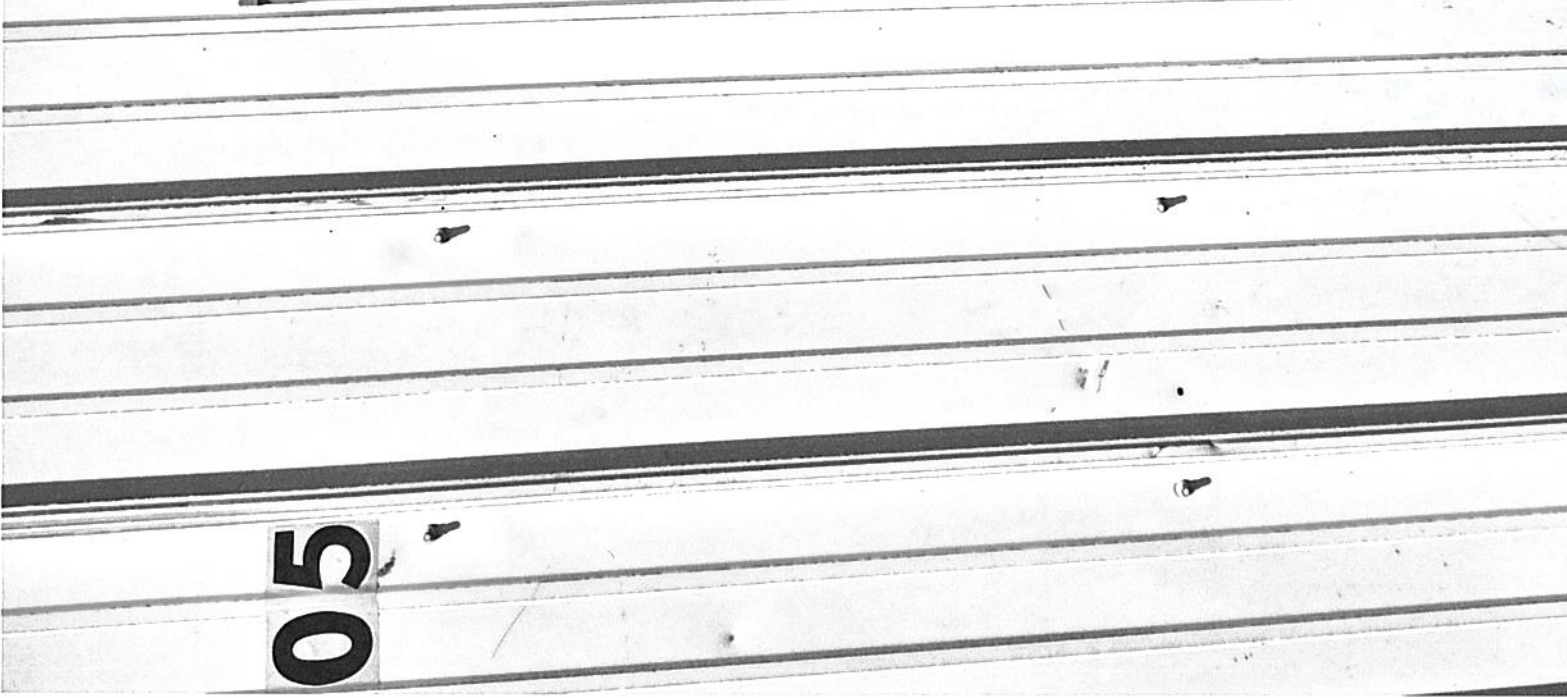
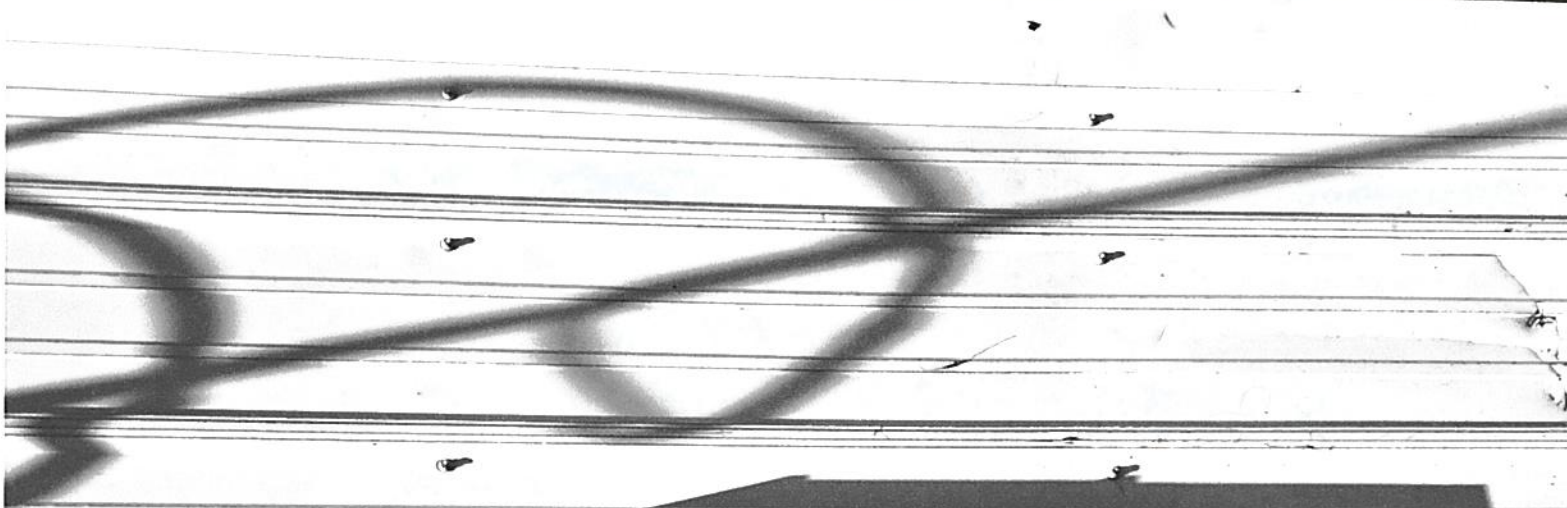
Usage

Usage









05



ACCOUNT INFORMATION

Customer Name: CAROLYN K HURLEY

Service Address:

Account Number:



Liberty

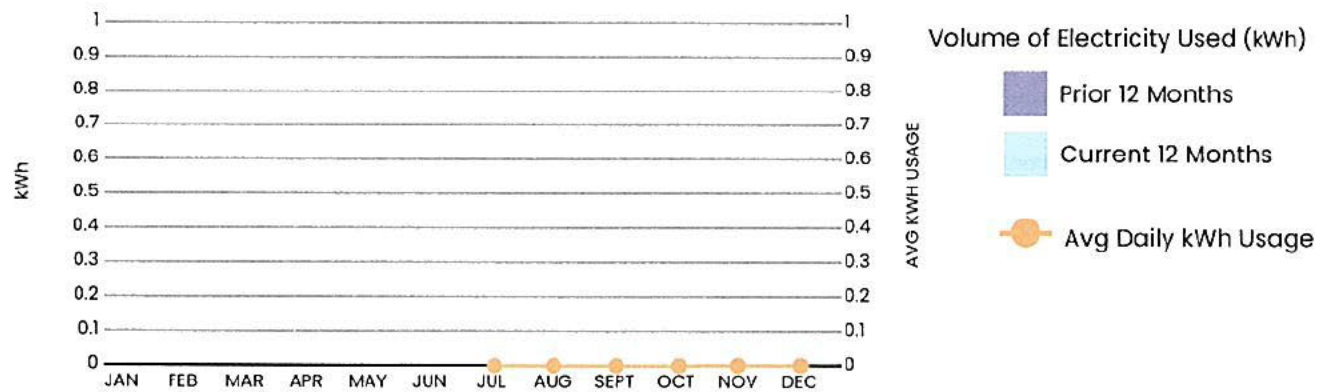
What do I owe?

\$13.85

When is it due?

Jan 9, 2025

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

energy and water for life

## 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:

Wh= Kilowatt Hour

#### Usage Charge

The portion billed for the kilowatt hours of electricity used.

## Important Information

#### Customer Care and Emergency:

800-206-2300

#### Call before you Dig:

1-800-487-1111

#### Website:

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

#### Social Media:

Facebook: @LibertyUtilitiesCentral

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:

[customer.service@Libertyutilities.com](mailto:customer.service@Libertyutilities.com)

### Glossary of Terms

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

### 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.

### 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)



What am I paying for?

Additional messages

Previous Balance as of 11/21/2024	\$	13.85
Payment(s) Received as of 12/19/2024	\$	-13.85
Balance Forward	\$	0.00

Current Charges

ELECTRICITY CHARGES		
Customer Charge	\$	13.00
TOTAL ELECTRICITY CHARGES	\$	13.00
TAX CHARGES		
Franchise Fee   \$13.00 @ 5.000%	\$	0.65
City of Miller   \$13.00 @ 1.5%	\$	0.20
TOTAL TAX CHARGES	\$	0.85
TOTAL CURRENT CHARGES	\$	13.85

Total Amount Due

\$ 13.85

Be safe around electricity by being away of your surroundings. Always report downed power lines and never touch them: Stay at least 30 feet away, about the length of a regular school bus. For emergencies, or to report power outage call 1-800-206-2300.



## Account Information

Customer Name: CAROLYN K HURLEY

Service Address: [REDACTED]

Account Number: [REDACTED]



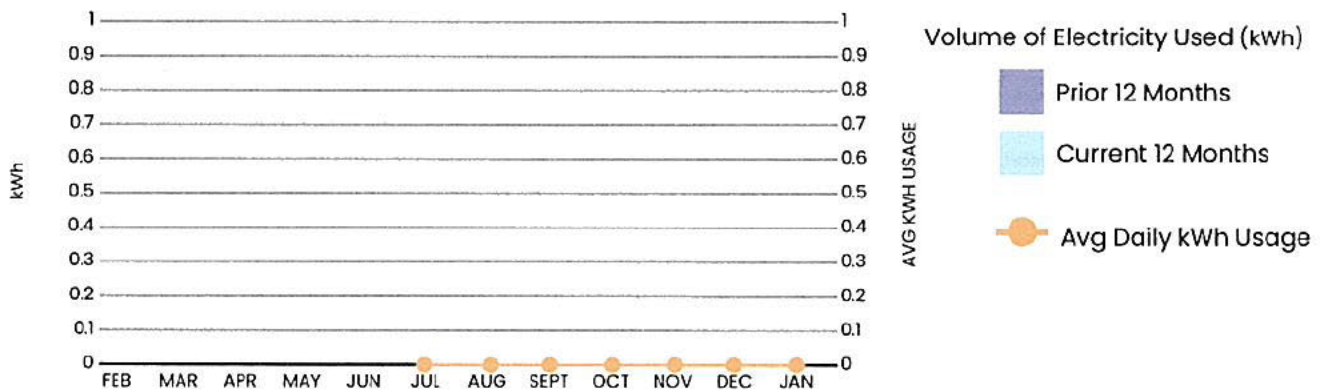
What do I owe?

**\$13.85**

When is it due?

**Feb 11, 2025**

## 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

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.



# Liberty



## 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

#### Call before you Dig:

8-1-1

#### Website:

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

#### Social Media:

Facebook: @LibertyUtilitiesCentral

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:

[customer.service@Libertyutilities.com](mailto:customer.service@Libertyutilities.com)

#### Glossary of Terms

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

### 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.

### 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)



What am I paying for?

Additional messages

Previous Balance as of 12/19/2024	\$	13.85
Payment(s) Received as of 01/21/2025	\$	-13.85
Balance Forward	\$	0.00

Current Charges

ELECTRICITY CHARGES		
Customer Charge	\$	13.00
TOTAL ELECTRICITY CHARGES	\$	13.00
TAX CHARGES		
Franchise Fee   \$13.00 @ 5.000%	\$	0.65
City of Miller   \$13.00 @ 1.5%	\$	0.20
TOTAL TAX CHARGES	\$	0.85
TOTAL CURRENT CHARGES	\$	13.85

Total Amount Due

\$ 13.85

New year, new savings goals? We've got an app for that!  
Manage your account - anytime, anywhere  
Track and compare your usage  
Find programs to help you save  
Learn more about our My Account app by visiting our website.

Liberty offers a worry-free way to pay your bill on time. With Automatic Payments your monthly payment will be automatically deducted from the account of your choice so you never have to worry about missing a bill deadline. Once you've enrolled in paperless billing, you can select this option. Visit our website, [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com), to get started!





## Account Information

Customer Name: CAROLYN K HURLEY

Service Address: [REDACTED]

Account Number: [REDACTED]



# Liberty

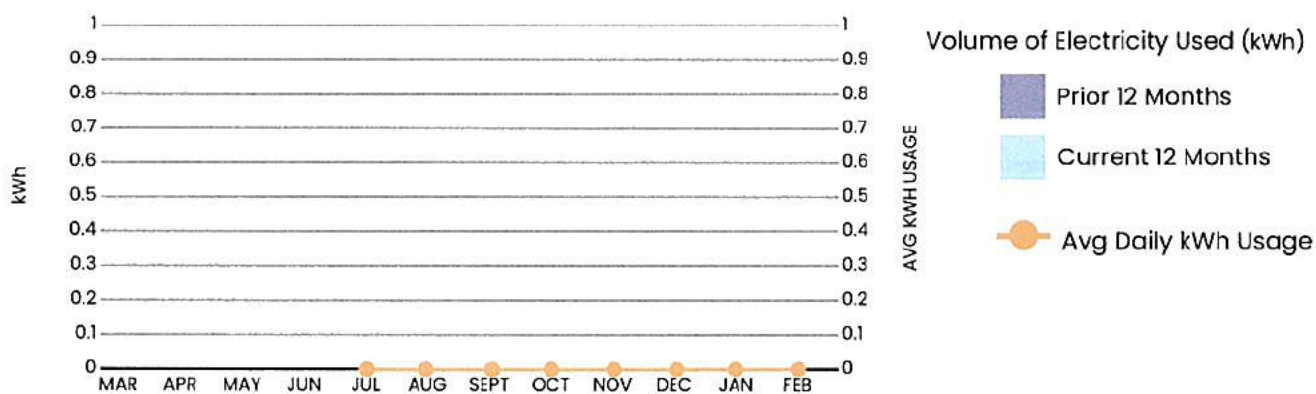
What do I owe?

## \$13.85

When is it due?

## Mar 14, 2025

### 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

energy and water for life



## 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

#### Call before you Dig:

8-1-1

#### Website:

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

#### Social Media:

Facebook: @LibertyUtilitiesCentral

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:

[customer.service@libertyutilities.com](mailto:customer.service@libertyutilities.com)

### Glossary of Terms

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

### 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.

### 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)



What am I paying for?

Additional messages

Previous Balance as of 01/21/2025	\$	13.85
Payment(s) Received as of 02/21/2025	\$	-13.85
Balance Forward	\$	0.00

Current Charges

ELECTRICITY CHARGES		
Customer Charge	\$	13.00
TOTAL ELECTRICITY CHARGES	\$	13.00
TAX CHARGES		
Franchise Fee   \$13.00 @ 5.000%	\$	0.65
City of Miller   \$13.00 @ 1.5%	\$	0.20
TOTAL TAX CHARGES	\$	0.85
TOTAL CURRENT CHARGES	\$	13.85

Total Amount Due	\$	13.85
------------------	----	-------

Need help paying your utility bills? There are free community programs that can help you pay your electric and other utility bills. Visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to find an assistance agency near you. If you meet the income requirements and you have received a Final Notice or Shut-Off Notice, you may qualify for weather-related energy crisis assistance and should contact your local energy assistance agency immediately.



## Account Information

Customer Name: CAROLYN K HURLEY

Service Address: [REDACTED]

Account Number: [REDACTED]



# Liberty

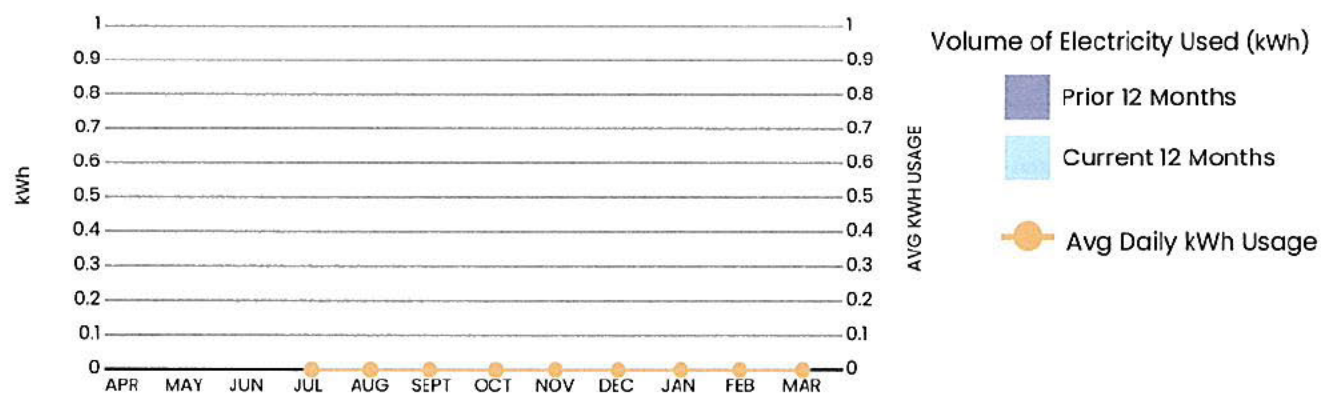
What do I owe?

## \$13.85

When is it due?

## Apr 10, 2025

### 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

energy and water for life





## 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

**Call before you Dig:**

8-1-1

**Website:**

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

**Social Media:**

Facebook: @LibertyUtilitiesCentral

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 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:**

[customer.service@Libertyutilities.com](mailto:customer.service@Libertyutilities.com)

**Glossary of Terms**

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

### 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.

### 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)



What am I paying for?

Additional messages

Previous Balance as of 02/21/2025	\$	13.85
Payment(s) Received as of 03/20/2025	\$	-13.85
Balance Forward	\$	0.00

Current Charges

ELECTRICITY CHARGES		
Customer Charge	\$	13.00
TOTAL ELECTRICITY CHARGES	\$	13.00
TAX CHARGES		
Franchise Fee   \$13.00 @ 5.000%	\$	0.65
City of Miller   \$13.00 @ 1.5%	\$	0.20
TOTAL TAX CHARGES	\$	0.85
TOTAL CURRENT CHARGES	\$	13.85

Total Amount Due

\$ 13.85

We're extreme weather ready. You can be too. Be prepared before, during, and after any storm:

- Make an emergency plan for your family
- Create an emergency preparedness kit
- Download the Liberty My Account mobile app and enroll in outage notifications

Learn more at [libertyenergyandwater.com](http://libertyenergyandwater.com).





Account Information  
Customer Name: CAROLYN K HURLEY  
Service Address: [REDACTED]  
Account Number: [REDACTED]



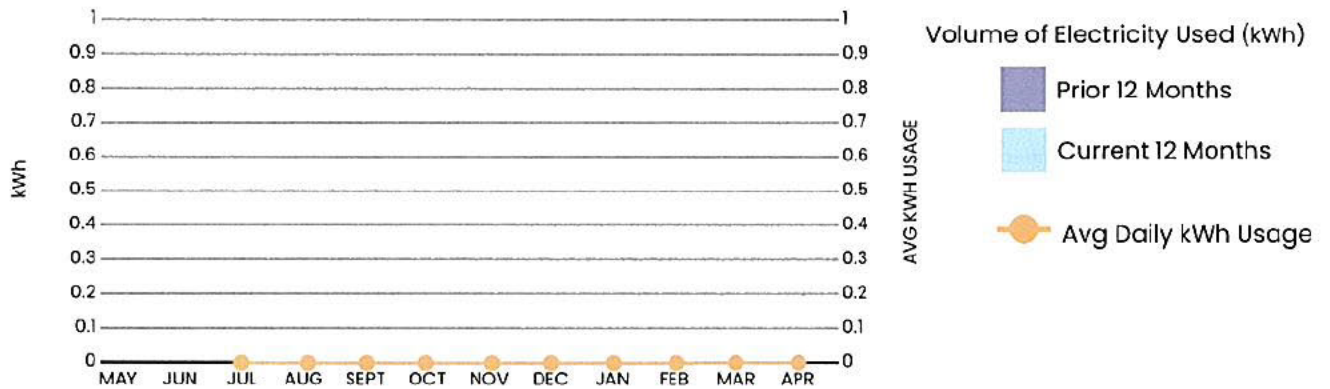
What do I owe?

\$13.85

When is it due?

May 13, 2025

### 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

energy and water for life



## 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

#### Call before you Dig:

8-1-1

#### Website:

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

#### Social Media:

Facebook: @LibertyUtilitiesCentral

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:

[customer.service@Libertyutilities.com](mailto:customer.service@Libertyutilities.com)

### Glossary of Terms

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

### 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.

### 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)





What am I paying for?

Additional messages

Previous Balance as of 03/20/2025	\$	13.85
Payment(s) Received as of 04/22/2025	\$	-13.85
Balance Forward	\$	0.00

Current Charges

ELECTRICITY CHARGES		
Customer Charge	\$	13.00
TOTAL ELECTRICITY CHARGES	\$	13.00
TAX CHARGES		
Franchise Fee   \$13.00 @ 5.000%	\$	0.65
City of Miller   \$13.00 @ 1.5%	\$	0.20
TOTAL TAX CHARGES	\$	0.85
TOTAL CURRENT CHARGES	\$	13.85

Total Amount Due

\$ 13.85

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).

Enjoy the benefits of Paperless Billing! You'll be so impressed with how much faster and more efficient it is to get your bills directly to your inbox, not to mention save some precious counter space. Plus, you can download PDF copies of your bills and check your account at any time online. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to sign up today.



## Account Information

Customer Name: CAROLYN K HURLEY

Service Address: [REDACTED]

Account Number: [REDACTED]



# Liberty®

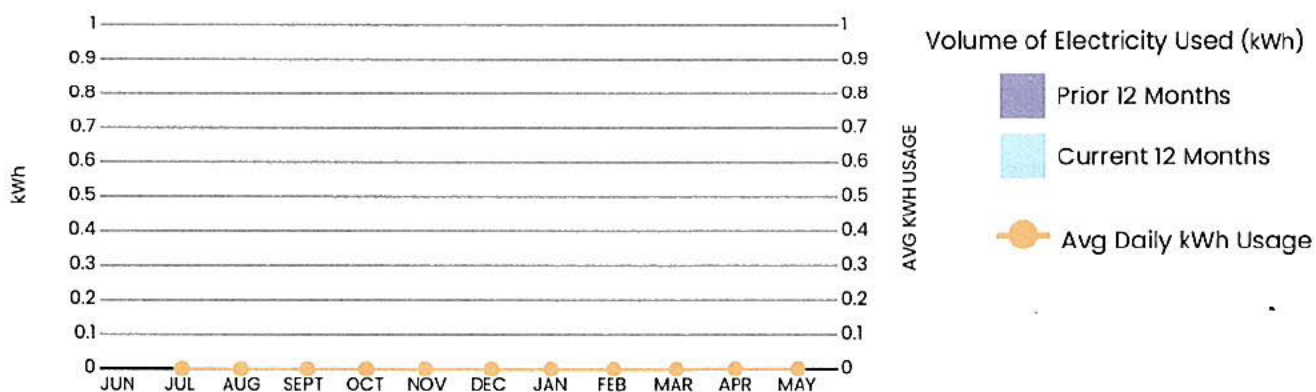
What do I owe?

## \$13.85

When is it due?

## Jun 10, 2025

### 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

energy and water for life





## 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

#### Call before you Dig:

8-1-1

#### Website:

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

#### Social Media:

Facebook: @LibertyUtilitiesCentral

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:

[customer.service@Libertyutilities.com](mailto:customer.service@Libertyutilities.com)

### 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.

### 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)

### Natural Gas Hazards

Unintended natural gas releases can cause fires, explosions, and health risks. Natural gas is highly flammable and can ignite from heat, sparks, or flames. In confined spaces, it may form explosive mixtures, posing risks of injury, structural damage, or death.

### How to Recognize the Location of a Pipeline

Pipelines are often located in rights-of-way - strips of land cleared of trees, buildings, or structures, sometimes on private property. Pipeline markers indicate approximate locations (not depth) and are typically found at road crossings, fences, or intersections. Markers list the product transported, the operator's name, and an emergency contact number.

What am I paying for?

Additional messages

Previous Balance as of 04/22/2025	\$	13.85
Payment(s) Received as of 05/20/2025	\$	-13.85
Balance Forward	\$	0.00

Current Charges

ELECTRICITY CHARGES		
Customer Charge	\$	13.00
TOTAL ELECTRICITY CHARGES	\$	13.00
TAX CHARGES		
Franchise Fee   \$13.00 @ 5.000%	\$	0.65
City of Miller   \$13.00 @ 1.5%	\$	0.20
TOTAL TAX CHARGES	\$	0.85
TOTAL CURRENT CHARGES	\$	13.85

Total Amount Due	\$	13.85
------------------	----	-------

Residential Customers: Summer Season rates take effect on June 16. The Summer Season, which has a higher per kilowatt-hour cost, will be the first four monthly billing periods billed on and after June 16. The Winter Season, which has a lower per kilowatt-hour cost, is the remaining eight monthly billing periods of the calendar year. For simple, low- or no-cost energy tips that can help you conserve energy, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) or contact us at 1-800-206-2300.

Time Choice Plus Residential Customers: Summer Season rates take effect June 1 - September 30. For simple, low- or no-cost energy tips that can help you conserve energy, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) or contact us at 1-800-206-2300. Winter Season is the remaining months of the calendar year.

Kickstart your summer with savings tips. Get started with these: Monitor your usage with My Account. Weatherize your home by sealing air leaks around windows, doors, and vents. Grill outside to reduce extra heat in your home from kitchen appliances. Invest in smart tools like smart thermostats and smart appliances. Look for the ENERGY STAR® label. For more savings tips, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

**May is National Electrical Safety Month** – these tips can help you and your family stay safe around electricity: Use outlet covers in homes with small children or curious occupants. Stay 30 feet away from downed wires and report them immediately. When using a ladder, stay 10 feet away from overhead powerlines. For more ways to stay safe, visit our website.

Call & ask for Mary Cope





Customer Name: CAROLYN K HURLEY

Service Address:

Account Number:



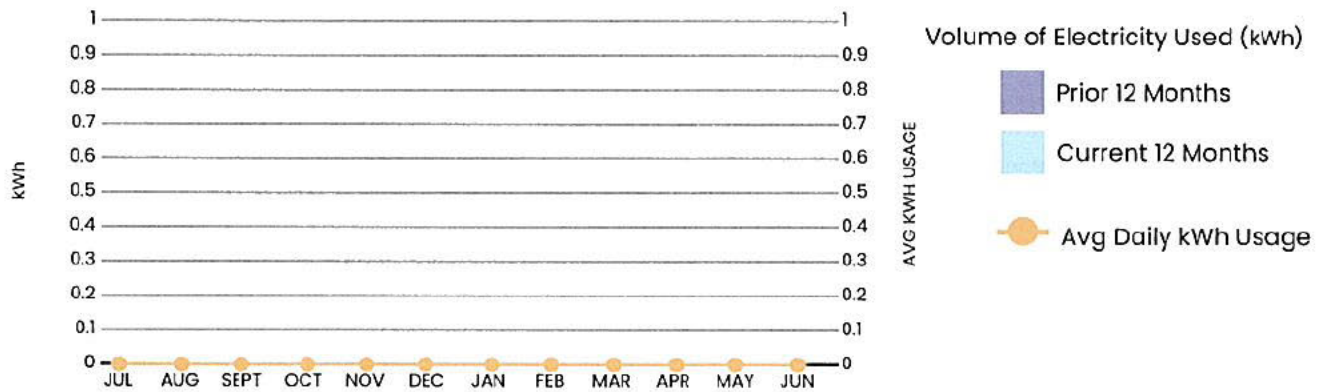
What do I owe?

\$13.85

When is it due?

Jul 10, 2025

### 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

energy and water for life

Pay online at [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com), or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.





## 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

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 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:

[customer.service@libertyutilities.com](mailto:customer.service@libertyutilities.com)

### 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.

### 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)

### Natural Gas Hazards

Unintended natural gas releases can cause fires, explosions, and health risks. Natural gas is highly flammable and can ignite from heat, sparks, or flames. In confined spaces, it may form explosive mixtures, posing risks of injury, structural damage, or death.

### How to Recognize the Location of a Pipeline

Pipelines are often located in rights-of-way - strips of land clear of trees, buildings, or structures, sometimes on private property. Pipeline markers indicate approximate locations (not depth) and are typically found at road crossings, fences, or intersections. Markers list the product transported, the operator's name, and an emergency contact number.

## What am I paying for?

## Additional messages

Previous Balance as of 05/20/2025	\$	13.85
Payment(s) Received as of 06/19/2025	\$	-13.85
<b>Balance Forward</b>	<b>\$</b>	<b>0.00</b>

### Current Charges

#### ELECTRICITY CHARGES

Customer Charge	\$	13.00
-----------------	----	-------

<b>TOTAL ELECTRICITY CHARGES</b>	<b>\$</b>	<b>13.00</b>
----------------------------------	-----------	--------------

#### TAX CHARGES

Franchise Fee   \$13.00 @ 5.000%	\$	0.65
----------------------------------	----	------

City of Miller   \$13.00 @ 1.5%	\$	0.20
---------------------------------	----	------

<b>TOTAL TAX CHARGES</b>	<b>\$</b>	<b>0.85</b>
--------------------------	-----------	-------------

<b>TOTAL CURRENT CHARGES</b>	<b>\$</b>	<b>13.85</b>
------------------------------	-----------	--------------

## Total Amount Due

**\$ 13.85**

Residential Customers: Summer Season rates take effect on June 16. The Summer Season, which has a higher per kilowatt-hour cost, will be the first four monthly billing periods billed on and after June 16. The Winter Season, which has a lower per kilowatt-hour cost, is the remaining eight monthly billing periods of the calendar year. For simple, low- or no-cost energy tips that can help you conserve energy, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) or contact us at 1-800-206-2300.

Time Choice Plus Residential Customers: Summer Season rates take effect June 1 - September 30. For simple, low- or no-cost energy tips that can help you conserve energy, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) or contact us at 1-800-206-2300. Winter Season is the remaining months of the calendar year.

Our Budget Billing Program (formerly Average Payment Plan) can help you manage your electric bill, but you must pay your monthly budget bill amount in full and on time. If your account becomes past due, your budget billing plan will end. At that time, your entire account balance is due, including any amount that has been deferred under the plan. Enrolling in Automatic Payments can help ensure that your bill is paid on time. However, if you're having trouble paying your monthly budget bill, please call our customer care team at 1-800-206-2300 for assistance.

