

Hello.

We're making a change to respond to customer feedback and improve your billing experience, and we want to keep you informed. There is no action you need to take.

Important Update for Customers Who Receive a Combined Liberty Bill

What's changing?

If you receive one bill for multiple accounts, we'll now read your meters around the same time and send your bill shortly after—rather than waiting until the end of the month to bill you, which is our current process. Customers shared that it was confusing to receive a bill with different billing periods for each meter – we heard them, and we are adjusting our meter reading and billing cycles to fix this.

What to expect with this transition:

- Your bill may arrive a little earlier than in the past. You'll have the regular amount of time to pay.
- You may receive two bills in one month during the transition. However, they'll cover different billing periods. This should happen only once as we make the switch to our new process.
- Your first bill under the new process may have more or fewer service days than usual.
- Going forward, all meters on your bill will be read around the same time and have the same billing period, making your bill easier to understand.

How to check your billing dates:

Each bill shows the billing period for your meters. You can find the billing period information on your bill directly above the "What am I paying for?" section. If you get two bills in one month because of this change, just compare the billing period dates—they'll be different.

<insert image of bill>

Why we're making this change:

This new process helps us send bills more efficiently and makes it easier for you to understand your bill and track your usage, since all meters on the bill will have the same billing period.

Need help or have questions?

We're here for you. Call us at **1-800-206-2300** to speak with a Customer Care Representative.

Thank you for being a valued Liberty customer. We appreciate your patience as we work to improve your billing experience.

Liberty Billing and Customer Care