



Missouri Customer Handbook

Wastewater

Savers Farm
Subdivision
Jackson



Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams deliver an exceptional customer experience while always prioritizing safety and reliability. Liberty's commitment to our communities includes investments that help ensure safety and reliability for your home and business today and in the future.

For more information about Liberty, visit www.libertyutilities.com.

Copies of price schedules and general rules and regulations are available at www.libertyutilities.com. This booklet is being provided in accordance with state commission rules.

How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 8 a.m. to 6 p.m., Monday through Friday, by calling:

1-855-872-3242

To report a wastewater emergency 24/7:

1-855-644-6134

Accessing Your Account Information Online

You may also access information about your account by visiting our website, www.libertyutilities.com, and signing on to MyAccount. MyAccount offers the easiest way to view your Liberty account from anywhere. Simply follow the easy tips to register. Instantly, you can begin accessing your Liberty account information.

This feature can be utilized in addition to your current paper billing statement.

Bill Payment Options

Pay By Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7-10 business days for delivery and posting.

Autopay

When you choose Autopay through your paperless billing account, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

Paperless Billing

Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email instead of your mailbox. And just like your paper bills, you control your payments – but with a click of a mouse.

Pay By Phone/Pay Online

Phone in your payment by calling 1-855-872-3242 and following the prompts, or you can pay online at www.libertyutilities.com. This feature utilizes an independent service which allows you to pay using a credit or debit card or electronic check. No additional fees are assessed for this service.

Pay In Person

You may pay in person at any of our local offices without incurring an additional fee. You may also pay at one of our independent, authorized payment centers. For a list of authorized payment centers, please visit our website. A fee may be charged by our independent providers.

Starting and Transferring Service

You can start new service or transfer your current service to another location by calling our Contact Center at 1-855-872-3242 or by completing a request form available on our website, www.libertyutilities.com.

Please contact us at least two business days in advance to schedule the start of your service; this does not include weekends or holidays. Identification may be required.

A deposit may be required for customers who have unsatisfactory or insufficient credit, in cases where tampering or diversion has occurred, and when there is a history of delinquency. Deposits may be billed in installments in some cases. The deposit, plus interest, will be returned when:

- You establish a suitable credit history (residential only); or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty.

Stopping Service

If you need to discontinue your service, please call our Contact Center at 1-855-872-3242 or complete a request form available on our website, www.libertyutilities.com. Arrangements must be made at least two days in advance, and you must provide an address to receive your final bill.

Special Services

Third-Party Notices

The company's program to support the elderly is designed to lift the burden of worry from customers age 60 and older and/or customers with disabilities. For those who qualify, deposits and late penalties may be waived, due dates can be adjusted, and third-party notification is available when accounts become delinquent.

Understanding Your Billing Charges

Delivery/Facility/Customer Charge

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

Meter Reading

For customers who use wastewater services only and no water services, Liberty charges a flat consumption rate. This is reflected on your bill as a customer charge line item.

Since there is no actual meter to read, you will not see service technicians physically reading a meter each month.

Disconnection/ Reconnection of Service

Your Liberty bill is due upon receipt, and a delinquent date appears on your monthly statement.

To avoid service interruption, call immediately if you cannot pay your bill on time, if you receive a disconnection notice, or if there is any problem with your bill. With wastewater services, please note that any disconnection will result in a disconnection of your water service as well.

If you find you cannot pay your entire bill, please contact us for a mutually agreeable installment plan.

Although we do not routinely disconnect service without advance notice, there are times when we must for health, safety, emergency, or maintenance reasons, or when someone has tampered with our equipment.

We will turn your service back on after the cause for the disconnection has been corrected. Service will be restored the same day, if possible, but no later than the next working day.

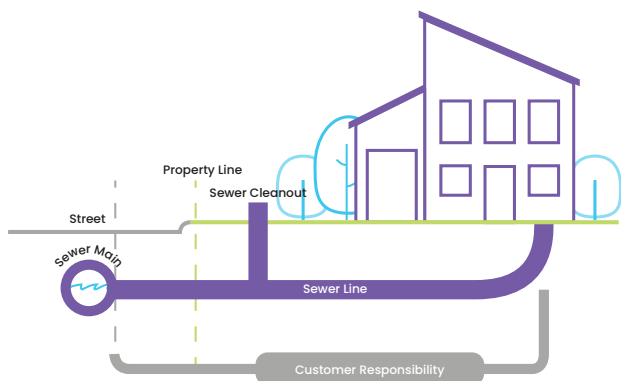
Call Before You Dig

Before you plant a tree or build a fence, make sure you know where your underground utilities are located. We encourage customers to dial 811, the nationwide one-call system, or Missouri One Call at 1-800-DIG-RITE (1-800-344-7483).

This is a free service provided by Liberty and other local utilities. This single call allows customers to avoid the possibility of a serious injury or the expense of repair costs for damaged utilities.

Customer Responsibility

Property owners are responsible for maintaining the sewer line running between the home or building exterior and the property line. In most cases, the sewer line was put in place at the time the home or building was originally built. Depending on the age of your home, your sewer line may have gone through years, or even decades, of seasonal changes, root invasions or cumulative blockages. Any of these may cause problems with your sewer service, and usually occur with little to no advance notice.



Customer Inquiries

If you have any questions or concerns about your bill, please call 1-855-872-3242. We will work to find a solution to your concerns. If you are not satisfied with the resolution we offer, you may contact:

Missouri Public Service Commission

PO Box 360 • Jefferson City, MO 65102

1-800-392-4211

Office of Public Counsel

PO Box 2230 • Jefferson City, MO 65102

1-573-751-4857 • 1-866-922-2959



Liberty™

Telephone

1-855-872-3242

Emergency Telephone

1-855-644-6134

[LibertyUtilities.com](https://www.LibertyUtilities.com)

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