



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the natural gas you use. Please take a moment to learn about the charges, rates and other useful information included with each bill.

Here's where you'll find the **customer name, service address** and your **account number**.

How much do you owe and **when is it due?** You'll find that right here.

This section of the bill is a great way to **track your usage**. Compare the current 12 months with the previous 12 months and see how your usage is affected by outside temperature. The more you know about your usage, the better you can plan and manage it.

If **paying by mail**, please detach and **return the bottom of the bill** with your payment.

energy and water for life

Account Information

Customer Name: **JANE DOE**
 Service Address: 123 ANYSTREET, ANYTOWN MO US 63501
 Account Number: 000123456789

What do I owe?

\$93.65

How much did I use?

54

CCF

When is it due?

Oct 26, 2023

Your Monthly Gas Use At a Glance

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:	000123456789
Service Address:	123 ANYSTREET
Bill Date:	05-OCT-2023
Due Date:	26-OCT-2023

\$93.65

Amount Due

Amount Enclosed

Please check box and see reverse for: Assistance Donation

JANE DOE
123 ANYSTREET
ANYTOWN MO 63501

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

32032000093249360000305002

This page also includes information such as **general correspondence address, dispute resolution, and medical emergency information.**

Here you will find information about some of our policies and common terms used on your bill.

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.



Explanation of Regulations and Policies

For additional information please visit www.LibertyEnergyandWater.com.

Understanding Your Bill

- 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.
- 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.

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
- Social Media:**
Facebook: @LibertyUtilitiesCentral
Twitter: @PlugIntoLiberty
Youtube: @liberty-centralregion718
- Phone Service for Hearing and Speech Impaired:** 7-1-1
- Call before you Dig:** 8-1-1

There are several different ways you can reach us.

Learn about payment and billing options here.

Payment Options | Billing Programs

- EFT (Automatic) Payments**
Pay your bill automatically from your bank account.
- Online**
www.LibertyEnergyandWater.com
- Phone**
855-872-3242
- Mail Payments**
Liberty - MO
PO Box 75660
Chicago IL 60675-5660
- In Person**
Visit 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 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 ____



Here you'll find the **billing period** and the **number of days included** in this bill.

Account Activity for Your Natural Gas Service from 09/01/2023 - 09/25/2023
 Rate: Residential Firm Service
 Next Scheduled Meter Read Date: 10/24/2023
 Point of Delivery ID: 0000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
KM18E123456	Actual	25	9/1/23 - 9/25/23	4381	4327	54	54

Payments received and unpaid balances appear here.

What am I paying for? Additional messages

Previous Balance as of 10/05/2023	\$ 179.00
Payment(s) Received as of 10/05/2023	\$ 179.00
Balance Forward	\$ 0.00

Auto Pay customers please note: The amount due on this bill may include the amount due from your previous bill. The amount due from your previous bill will be drafted on the due date included in that bill. The remainder will be drafted on the due date for this bill. For the exact amounts that will be drafted on each due date, please log in to My Account at libertyenergyandwater.com

1 Delivery Charges
 These charges cover the costs to meter and bill your account and provide customer service. More information about these charges can be found on page 2 of your bill.

Current Charges

	QUANTITY USED	COST PER CCF	
1 DELIVERY CHARGES			
Delivery Charge			\$ 18.33
WNAR Charge	54 CCF	\$ -0.05362	\$ -2.90
Distribution Commodity ISRS	30 CCF	\$ 0.32935	\$ 9.88
Distribution Commodity			\$ 2.51
	24 CCF	\$ 0.38193	\$ 9.17
TOTAL DELIVERY CHARGES			\$ 36.99
2 GAS CHARGES			
PGA	54 CCF	\$ 0.91851	\$ 49.60
TOTAL GAS CHARGES			\$ 49.60
3 MISCELLANEOUS CHARGES AND CREDITS			
Donations			\$ 1.00
TOTAL MISC. CHARGES AND CREDITS			\$ 1.00
4 TAX CHARGES			
County of Adair \$86.59 @ 1%			\$ 0.87
City of Kirksville \$86.59 @ 1%			\$ 0.86
Franchise Fee \$86.59 @ 5.000%			\$ 4.33
TOTAL TAX CHARGES			\$ 6.06
TOTAL CURRENT CHARGES			\$ 93.65

We use this section of the bill to provide **additional messaging** that you may find useful.

2 Gas Charges
 Purchase Gas Adjustment (PGA) charge represents the cost Liberty pays to purchase natural gas on the open market, plus the transportation and storage services fees. We do not earn a profit on the price of gas, only on its delivery. It may vary monthly and your charge is based on the amount of natural gas you use.

Total Amount Due **\$ 93.65**

energy and water for life

3 Miscellaneous Charges and Credits
 This amount is the total of all Miscellaneous Charges/Credits, if any, applied to your account and are unique for the billing period.

4 Tax Charges
 Applicable county and city taxes, plus the Franchise Fee which is tax levied by local municipalities, which the company collects and passes on to those respective cities.