



**Liberty
Utilities®**



Savers Farm Subdivision Jackson, Missouri Customer Handbook

Wastewater

Welcome

Thank you for establishing service with us.

Liberty Utilities is dedicated to providing safe and reliable wastewater service throughout our service areas. We care about the quality of the local service we deliver and plan and invest for the long term. We also place a tremendous focus on the safety of our employees and the public.

Welcome to the Liberty family. We are proud to serve you and your family. For more information about Liberty Utilities, 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 Utilities account from anywhere. Simply follow the easy tips to register. Instantly you can begin accessing your Liberty Utilities 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. A fee may be charged by our independent providers.

Starting & Transferring Service

You can start new service or transfer your current service to another location by either 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; or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty Utilities.

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.

Community Energy Assistance Program (CEAP)

CEAP is an assistance program created to meet emergency energy-related expenses of elderly, customers with disabilities, and low-income customers. CEAP is funded through voluntary donations and matched by the company. To donate, simply make a selection on the back of your payment coupon to add any amount to your monthly payment or visit our website for more information. All donations are tax deductible. CEAP is administered by third party community action agencies.

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 Utilities 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 Utilities 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.

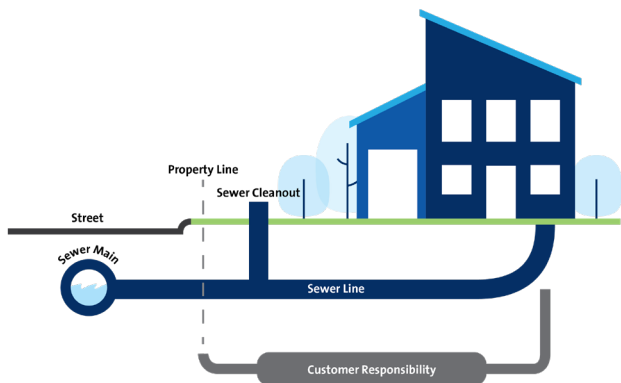
Call Before You Dig

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 Utilities and other local utilities. This single call allows customers to avoid the possibility of a serious injury or 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 7800 • Jefferson City, MO 65102
1-573-751-4857 • 1-866-922-2959



Liberty Utilities®

Telephone

1-855-872-3242

Emergency Telephone

1-855-644-6134

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

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