



Liberty Utilities  
2751 North High Street  
Jackson, MO 63755  
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (855) 872-3242  
FOR EMERGENCIES CALL (855) 644-8134

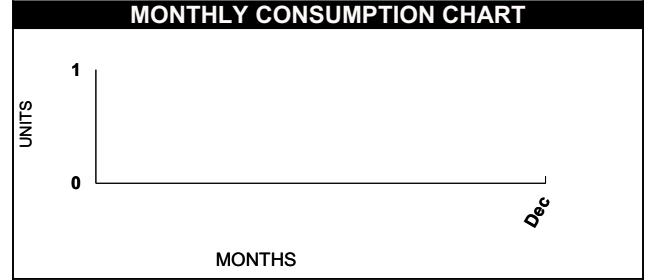
JOHN DOE  
123 SAMPLE LN  
JACKSON, MO 63755

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# Statement

ACCOUNT INFORMATION	
Account Number:	XXXXXXXX-XXXXXXXX
Statement #:	XXXXXX
Bill Date:	06/25/2020
Due Date:	07/16/2020
Service Address:	123 SAMPLE LN JACKSON MO 63755

**NOT A BILL**



Meter #	Rate	Read Type	# of Days	Service Dates	(Current - Previous) x Multiplier	= Usage	Unit Of Measure
				////-////		1 0	

ACCOUNT ACTIVITY	
Previous Balance:	0.00
Payments Received:	0.00
Balance Forward:	0.00
<b>Current Charges:</b>	
Sewer Charge	36.97
<b>Taxes:</b>	0.37
Miscellaneous Charges/Credits:	
<b>Total Amount Due:</b>	37.34

**SAMPLE BILL**

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Please include your account number on your check  
Make checks payable to Liberty Utilities

## Payment Coupon

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
0.00	37.34	37.34	

Please check box and see reverse for:  Update phone/address  Assistance Donation

Service Address: 123 SAMPLE LN  
JACKSON MO 63755

Account Number: XXXXXXXX-XXXXXXXX  
Statement #: XXXXXX  
Bill Date: 06/25/2020  
Due Date: 07/16/2020

JOHN DOE  
123 SAMPLE LN  
JACKSON, MO 63755

LATE PAYMENT FEE:  
Payments received after the due date are subject to 5% per month penalties.

**NOT A BILL**

Liberty Utilities Midstates  
75 Remittance Drive, Suite 1741  
Chicago, IL 60675-1741

557760682477317098100000003734100000003734

***Understanding Your Bill...For additional information please visit [www.libertyutilities.com](http://www.libertyutilities.com) or call 1-855-872-3242.***

**Distribution Adjustment**

The cost of environmental, energy efficiency, and low income assistance programs.

**Distribution Commodity**

The cost of operating and maintaining the Liberty Utilities 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.

**Read Type**

If we are unable to read your meter we will estimate your consumption for the month.

**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.

***Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.***

**Authorized Payment Center**

Check our website for a list of authorized payment agencies where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

**EFT Payments (Automatic Payment Plan)**

Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

**Pay By Mail**

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill.

**Mail To:**

**Liberty Utilities MidStates**  
75 Remittance Drive, Suite 1741  
Chicago, IL 60675-1741

**Pay In Person**

Visit our website at [www.libertyutilities.com](http://www.libertyutilities.com) for our office locations.

**Pay Online or By Telephone**

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

**Payment Posting**

Payments may take up to 2 business days to post to your account.

***Billing Programs...***

**Budget Billing**

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

**Paperless Billing**

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at [www.libertyutilities.com](http://www.libertyutilities.com). We also offer recurring monthly payments through Autopay.

**Special Payment Arrangement**

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

***Other Information...***

**For General Correspondence**

Please remember to include your 16 digit account number on any correspondence to us.

**Mail To:**

Liberty Utilities  
2751 North High Street  
Jackson, MO, 63755

**E-mail To:**

[customerservicemidstates@libertyutilities.com](mailto:customerservicemidstates@libertyutilities.com)

**Glossary of Terms**

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

**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 1-855-872-3242 for more information.

**Illinois Customers Only**

When seeking assistance on any issue, you must contact Liberty Utilities prior to contacting the Commission's Consumer Services Division. The Illinois Commission Consumer Services Division telephone number is 1-800-524-0795.

If your primary source of income comes from, Temporary Assistance for Needy Families (TANF), Aid to the Aged, Blind and Disabled (AABD), General Assistance, Supplemental Security Income, Social Security, Veterans Benefits or Unemployment Compensation Benefits, then you may qualify for an extended due date up to 10 days.

**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.libertyutilities.com](http://www.libertyutilities.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 Utilities Statement.**

_____ \$1	_____ \$20
_____ \$5	_____ Other
_____ \$10	_____ Round Up
_____	One Time Contribution

**CHANGE OF ADDRESS**

\_\_\_\_\_  
EFFECTIVE DATE (Day/Month/Year)

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
PO BOX

\_\_\_\_\_  
CITY

\_\_\_\_\_  
STATE, ZIP

\_\_\_\_\_  
TELEPHONE NUMBER

**TO CHANGE ACCOUNT NAME, PLEASE CALL  
1-855-872-3242**