

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 about your usage.



## Understanding Your Bill

For additional information please visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com).

### Your Monthly Gas Use At a Glance

**Heating Degree Day:** A measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the mean temperature is 35°F, there would be 30 heating degree days experienced.

#### Units:

- CCF = Hundred Cubic Feet
- MCF = Thousand Cubic Feet

### Charges

**Due Date/Late Charge:** Please pay your bill by the due date to avoid a late charge.

**Franchise Fee:** This fee is charged by cities and counties for the use of alleys, streets and rights-of-ways for gas lines. The fee is based on the amount of each customer's bill.

**Monthly Customer Charge:** This is a fixed cost regardless of your usage and is applied to costs such as metering, billing and account maintenance.

**Multiplier:** Converts the metered unit of measure to the standard billing unit of measure, where applicable.

**Pressure Factor:** A factor by which the metered usage is multiplied to determine the actual usage billed.

**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 reflects the market increases and decreases in the price we pay for gas delivered to our customers. There is no markup, we simply recover the costs of gas. This rate can vary on a monthly basis as the cost of gas changes.

**Read Type (Actual):** If we are unable to read your meter, we will estimate your consumption for the month. The next actual read will self-correct the estimated read.

**Taxes:** This section shows state and local taxes and fees, including city franchise taxes, if applicable.

**Volumetric Charge:** The Volumetric Charge is part of the delivery charge that is calculated based on the amount of natural gas that is used during the billing period.

**Weather Normalization Adjustment (WNA):** A charge (during warmer than normal weather) or credit (during colder than normal weather) applied to your bill that is calculated based on usage and average temperatures during a billing period. This generally happens between October and April.



## Other Information

### 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 855-216-6306 for more information.

### General Correspondence

Please remember your 12-digit account number on any correspondence to us. Contact us if you have had a change in mailing address or name.

#### Mail to:

Liberty Utilities  
2300 Victory Drive  
Columbus, GA 31901



## Important Information

**Customer Service:** 855-216-6305

**Emergency:** 855-216-6306

**Website:** [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)

**Social Media:** @LibertyUtil\_GA

**Phone Service for Hearing and Speech Impaired:** 7-1-1

**Dig Safe®:** 8-1-1

## Payment Options



### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



### Online

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)



### Phone

855-216-6305



### Mail Payments

Liberty Utilities Georgia  
75 Remittance Dr, Suite 1918  
Chicago, IL 60675-1918



### In Person

Visit [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com) for our office locations or authorized payment centers.

## Billing Programs

### 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 [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com) for information on which agency(ies) received your donation. **Please choose an amount to be billed monthly on your Liberty statement:**

\$1 \_\_\_ \$5 \_\_\_ \$10 \_\_\_ \$20 \_\_\_ Other \_\_\_ One-Time Contribution \_\_\_