

Account Information

Customer Name: **MARY Q. PUBLIC**
Service Address: 123 MAIN STREET
Account Number: ANYTOWN, GA 12345-6789



What do I owe?

\$225.73

How much did I use?

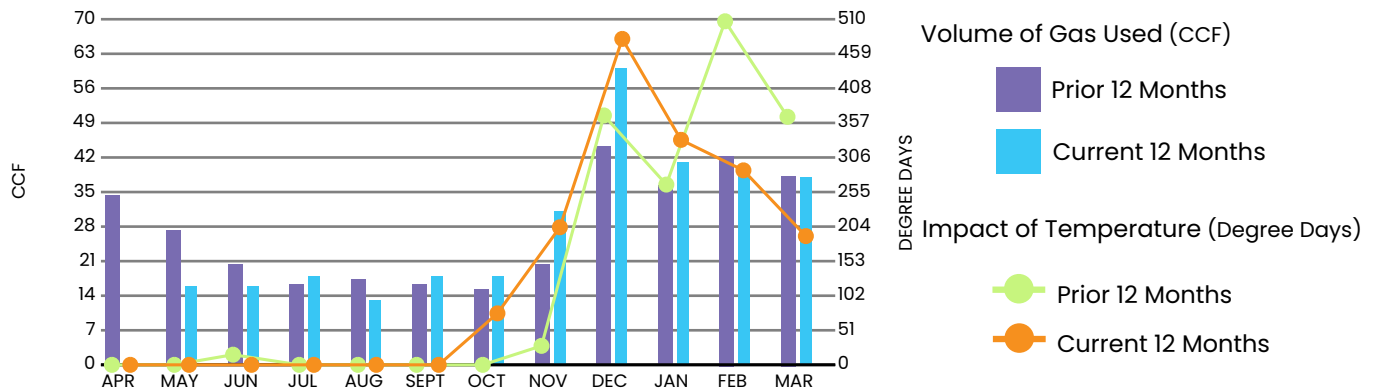
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When is it due?

Apr 19, 2023

Your Monthly Gas Use At a Glance



Important messages from Liberty

IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 855-216-6306 or call 9-1-1.

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: 123456789012
Service Address: 123 MAIN ST
Bill Date: 30-MAR-2023
Due Date: 19-APR-2023

LATE PAYMENT FEE:
Payments received after the due date are subject to a 1.50% fee per month late.

\$225.73
Amount Due

Amount Enclosed

Please check box and see reverse for: Assistance Donation

MARY Q. PUBLIC
123 MAIN STREET
ANYTOWN GA 12345-6789

REMIT TO:
LIBERTY UTILITIES GEORGIA
75 REMITTANCE DRIVE, SUITE 1918
CHICAGO, IL 60675-1918

energy and water for life

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.

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

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



Phone

855-216-6305



Mail Payments

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



In Person

Visit 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 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 ___

Account Activity for Your Natural Gas Service from 02/24/2023 - 03/29/2023

Rate: 810 - Residential Gas Service

Next Scheduled Meter Read Date: 04/28/2023

Point of Delivery ID: 00000000000010313616



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
00000000	Actual	34	2/24/23 - 3/29/23	8510	8472	38	38

What am I paying for? Additional messages

Previous Balance as of 02/28/2023	\$ 150.45
Payment(s) Received as of 03/30/2023	\$ 0.00
Balance Forward	\$ 150.45

Current Charges

DELIVERY CHARGES	QUANTITY USED	COST PER CCF		
Monthly Customer Charge			\$	33.74
Volumetric Charge	38.000 CCF	\$ 0.56605	\$	21.51
Weather Normalization Adj.	38.000 CCF	\$ 0.09093	\$	3.46
TOTAL DELIVERY CHARGES			\$	58.71
GAS CHARGES	QUANTITY USED	COST PER CCF		
PGA - Purchased Gas Adj.	38.000 CCF	\$ 0.77000	\$	29.26
TOTAL GAS CHARGES			\$	29.26
MISCELLANEOUS CHARGES AND CREDITS				
Security Deposit Interest			\$	-0.98
Late Fee			\$	2.26
TOTAL MISC. CHARGES AND CREDITS			\$	1.28
Tax and Fee Charges				
State of GA Sales Tax \$87.97 @ 4%			\$	3.52
County of Muscogee \$87.97 @ 5%			\$	4.40
City of Columbus Franchise Fee \$87.97 @ 5%			\$	4.40
total Tax and fee charges			\$	12.32
TOTAL CURRENT CHARGES			\$	101.57

Budget Billing Program Information (BBP)

Budget Billing Start Date	01-JAN-2023
Your Current Budget Installment is	\$ 74.00
Total Actual Charges to Date	\$ 321.81
Total Budget Plan Charges to Date	\$ 222.00
Difference between Budget and Actual Charges to Date	\$ 99.81
Total Amount Due on this bill	\$ 225.73
Actual Account Balance if you come off Budget	\$ 325.54

Total Amount Due \$ 225.73

Security Deposit Held \$ 170.00

IMMEDIATE ASSISTANCE AVAILABLE:
 Additional funds are available to help people in need pay their utility bills. To learn if you qualify, call toll-free 855-216-6305 for utility bill assistance or visit www.libertyenergyandwater.com to find a local energy assistance agency near you. If you have received a termination notice or a delinquent door tag, you may qualify for weather-related energy crisis assistance. **CONTACT YOUR LOCAL ENERGY ASSISTANCE AGENCY IMMEDIATELY.**

We want to hear from you! Visit libertyenergyandwater.com to learn how you can be part of Liberty Listens, our new customer feedback panel.



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