



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the energy 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**. You can compare the current 12 months with the previous 12 months and you can see how temperature affects your usage. The more you know about your usage, the better you can plan and manage it.

We put **important messages** here. Please read these and share the info with family members

If **paying by mail**, please detach and **return the bottom of the bill** with your payment and place in the provided payment envelope

energy and water for life

Account Information

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

What do I owe?

\$184.99

How much did I use?

6
CCF

When is it due?

Apr 24, 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.

Liberty

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

Please check box and see reverse for: Assistance Donation

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

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: 03-APR-2023
Due Date: 24-APR-2023

\$184.99	Amount Enclosed
Amount Due	

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



This page also includes other useful information such as **medical emergencies, general correspondence address and contact information**

Each bill contains a **glossary of terms** on page two. Visit this section if you need information about terminology used on the 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 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

Learn about **payment and billing options** here

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 ___



Here you'll find the **billing period** and the **number of days included** in this bill. Typically we bill for 30 days of service each month but in some cases your bill may have as few as 28 and as many as 32 days included.

Account Activity for Your Natural Gas Service from 02/24/2023 - 03/27/2023
 Rate: 810 - Residential Gas Service
 Next Scheduled Meter Read Date: 04/28/2023
 Point of Delivery ID: 00000000000000000000



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
PSM12345678	Actual	32	2/24/23 - 3/27/23	964	958	6	6

Payments received and unpaid balances appear here.

What am I paying for? **Additional messages**

Previous Balance as of 03/01/2023	\$ 139.49
Payment(s) Received as of 04/03/2023	\$ 0.00
Balance Forward	\$ 139.49

PIPELINE RIGHTS OF WAY: Yellow warning markers show the approximate route of larger pipelines and how to contact the operator. The right of way for a pipeline must always be kept clear of any obstructions, such as buildings, cars, or debris.
CALL BEFORE YOU DIG: Striking an underground utility line while digging can cause injuries, disrupt service to an entire neighborhood, and result in fines and repair costs. One free, easy call to 811 at least two working days prior to every digging project gets your utility lines marked and helps protect you from injury and expense - and it's the law! Visit www.call811.com for more information.

1 The cost of delivering gas to you is collected through a combination of the **Monthly Customer Charge** and the **Volumetric Charge** which is based on your usage. These charges cover maintenance, safety and inspection programs, customer service metering and billing.

Current Charges

	QUANTITY USED	COST PER CCF	
DELIVERY CHARGES			
Monthly Customer Charge			\$ 29.77
Volumetric Charge	6.000 CCF	\$ 0.56667	\$ 3.40
Weather Normalization Adj.	6.000 CCF	\$ 0.10490	\$ 0.63
TOTAL DELIVERY CHARGES			\$ 33.80
GAS CHARGES			
PGA - Purchased Gas Adj.	6.000 CCF	\$ 0.77000	\$ 4.62
TOTAL GAS CHARGES			\$ 4.62
MISCELLANEOUS CHARGES AND CREDITS			
Late Fee			\$ 2.09
TOTAL MISC. CHARGES AND CREDITS			\$ 2.09
Tax and Fee Charges			
State of GA Sales Tax \$38.42 @ 4%			\$ 1.54
County of Meriwether \$38.42 @ 4%			\$ 1.53
City of Manchester Franchise Fee \$38.42 @ 5%			\$ 1.92
total Tax and fee charges			\$ 4.99
TOTAL CURRENT CHARGES			\$ 45.50

Total Amount Due **\$ 184.99**

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

2 **Weather Normalization Adj** is 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.

3 **PGA Purchased Gas Adj** is the cost of the gas we purchase on the energy market. We pass this cost through to customers without a mark up in price.

4 If you **paid your bill late** last month we charge a fee.

5 **Liberty pays taxes** to the state, county and city. Taxes and fees are collected based on a percentage of your bill amount.