



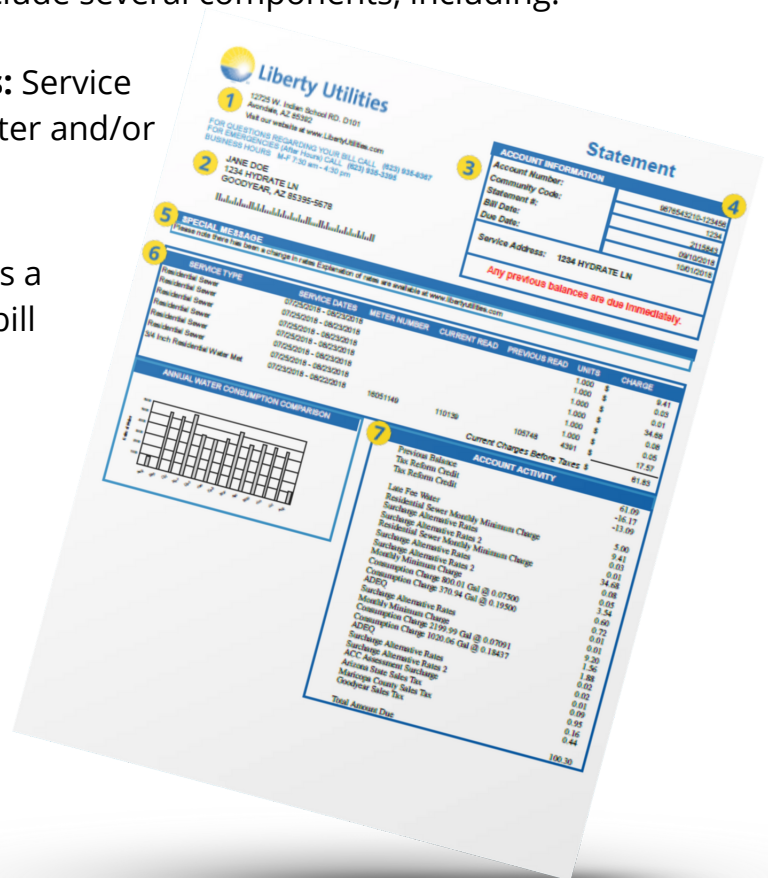
## A GUIDE TO READING YOUR LIBERTY UTILITIES BILL

- 1 **Liberty Utilities Information:** Local customer service office address, website information, customer service center phone numbers and hours of operation.
- 2 **Customer Information:** Customer name and mailing address.
- 3 **Account Information:** Account number, bill date, due date and service address.
- 4 **Customer Number:** The digits after the dash of your account number is your customer number. This number is needed when creating an online profile through "My Account" for online billing and payment access.
- 5 **Special Message:** Account updates and/or other important information.
- 6 **Usage Breakdown:** A breakdown of the water usage charge for the current billing period. Residential sewer is a fixed rate. Some commercial sewer rates are based on water usage and will be reflected here.
- 7 **Account Activity:** A breakdown of the cost related to providing safe water and reliable service. The charges include several components, including:

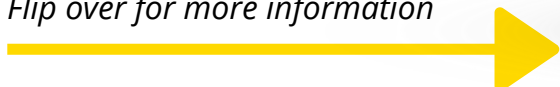
**Monthly Minimum Charges:** Service address fixed charges for water and/or sewer.

**Consumption Charge:** This is a charge for usage during the bill period.

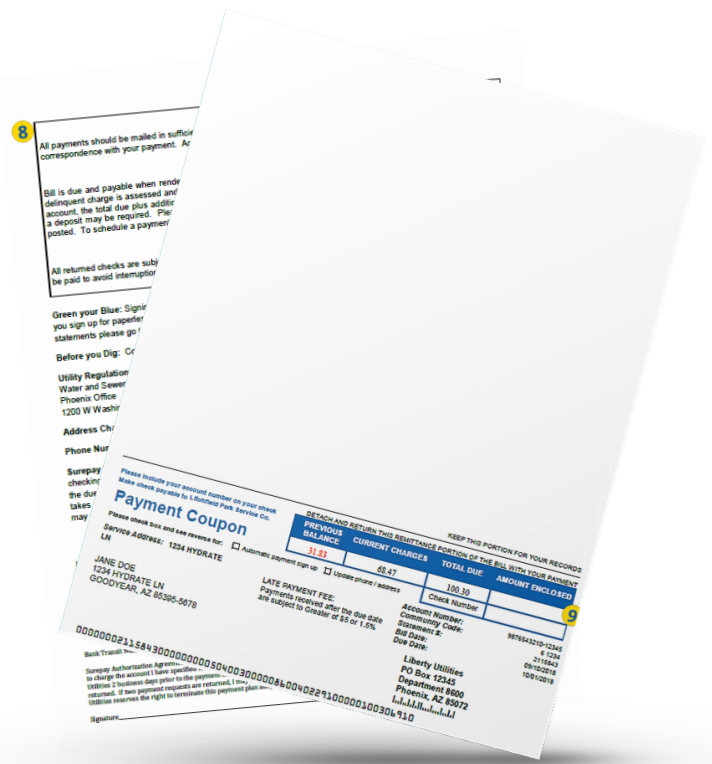
**Other Fees & Credits:** Surcharges, surcredits and local, state and regulatory charges.



Flip over for more information



- 8 **Payment Policy and Options:** Details payment policy and convenient options for bill payment.
- 9 **Payment Stub:** Return the bottom portion of the bill with payment.



## ABOUT MY BILL:

Liberty Utilities makes customer convenience a top priority, and that’s why we designed our bill to help customers better understand the charges on their account and options they have to pay and take control of their usage.

If you ever have a question about your bill, please visit [LibertyUtilities.com](http://LibertyUtilities.com) or call your local customer service center.



**Liberty Utilities**<sup>®</sup>

Local and Responsive. We Care.