



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the water and/or wastewater 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**. Compare the current 12 months with the previous 12 months and see your average daily usage. The more you know about your usage, the better you can plan and manage it.

Please note: customers who only have wastewater service will not have this graph on their bills.

If **paying by mail**, please detach and **return the bottom of the bill** with your payment.

energy and water for life

Liberty

Account Information

Customer Name: **JANE Q. PUBLIC**
 Service Address: 123 ANYSTREET, ANYTOWN TX US 75765-1234
 Account Number: 123456789012

What do I owe?

\$286.51

Payment will be drafted on the due date

How much did I use?

20,000

Gallons

When is it due?

Mar 20, 2023

Your Monthly Water Use At a Glance

Usage in 1000 Gallons (rel.)

- Prior 12 Months
- Current 12 Months
- Average Daily Use
- Prior 12 Months
- Current 12 Months

Important messages from Liberty

If there is an interruption to your service caused by system upgrades, maintenance or an unforeseen emergency, Liberty will attempt to contact you using the contact information on your account. Confirm or update your contact information by calling our office or visiting our website at www.libertyenergyandwater.com

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LATE PAYMENT FEE:
Payments received after the due date are subject to a greater of \$5.00 and 10.00% fee per month late

JANE Q. PUBLIC
123 ANYSTREET
ANYTOWN TX US 75765-1234

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 ANYSTREET
Bill Date: 27-FEB-2023
Due Date: 20-MAR-2023

\$286.51*	Amount Enclosed
Amount Due	

*Payment will be drafted on the due date

REMIT TO:
 LIBERTY UTILITIES - TEXAS
 P.O. BOX 95487
 GRAPEVINE TX 76099-9701

31772000069529520000286519




This page also includes information such as **general correspondence address, medical condition, and assistance programs.**

Here you will find information about some of our policies.

There are several different ways you can reach us.

Learn about **payment and billing options** here.

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.



Explanation of Regulations and Policies

For additional information please visit www.LibertyEnergyandWater.com.

Return Check Policy

All returned checks are subject to a return check fee and tax. All past-due amounts and the amount of the check must be paid to avoid interruption of your service.

Payment Policy

All payments should be mailed in sufficient time to ensure receipt before the printed due date. Accounts which remain unpaid after the due date may be subject to a late charge.

Other Information

General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

Mail to:
Liberty
16623 FM 2493, Suite E
Tyler, TX 75703

Dispute Resolution

If you have questions or complaints about your bill, you may call 844-367-2032 prior to the due date.

Medical Condition

Special protections are available. Contact a Customer Service Associate for information at 844-367-2032.

Important Information

Customer Service 844-367-2032	Emergency 844-367-2037 (available 24/7)
Website www.LibertyEnergyandWater.com	Social Media Facebook: @LibertyUtilAZ Twitter: @LibertyUtil_AZ
Phone Service for Hearing and Speech Impaired 7-1-1	Call before you Dig: 8-1-1

Payment Options

- EFT (Automatic) Payments**
Pay your bill automatically from your bank account.
- Online**
www.LibertyEnergyandWater.com
- Phone**
844-367-2032
- Mail Payments**
Liberty Utilities-Texas
PO Box 95487
Grapevine TX, 76099-9701
- In Person**
Visit LibertyEnergyandWater.com for our office locations or authorized payment centers.

Billing Programs

- 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.



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 33 days included.

Account Activity for Your Water Service from 01/13/2023 - 02/13/2023
Rate: Water Service 5/8" X 3/4" Meter
Next Scheduled Meter Read Date: 03/13/2023
Point of Delivery ID: 0000000000010858892



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	100 Gallons Used	Multiplier	Usage
HR12345678	Actual	32	1/13/23 - 2/13/23	24400	24200	200	0.1	20.00

Payments received and unpaid balances appear here.

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

Previous Balance as of 01/26/2023	\$ 140.20
Payment(s) Received as of 02/27/2023	\$ 0.00
Balance Forward	\$ 140.20

Liberty regularly maintains and upgrades infrastructure to continue providing safe, secure, and reliable service. Your rates take into account this necessary infrastructure maintenance. Any changes to rates must be approved by the public utilities commission. We pledge to do our part to keep the cost of service as fair and reasonable as possible.

1 Water Service Charge
 This is a fixed charge that supports the costs to operate and maintain the water system.

Current Charges

	QUANTITY USED	COST PER 1000		
			GALLONS	
1 WATER CHARGES				
Water Service Charge				\$ 24.93
Water Usage Charge	3.000 TGL	\$ 2.77200		\$ 8.32
Water Usage Charge	7.000 TGL	\$ 5.24200		\$ 36.69
Water Usage Charge	10.000 TGL	\$ 7.49200		\$ 74.92
TOTAL WATER CHARGES				\$ 144.86
3 OTHER CHARGES				
Texas Water Commission 144.86 * 1.0000%				\$ 1.45
TOTAL OTHER CHARGES				\$ 1.45
TOTAL CURRENT CHARGES				\$ 146.31

2 Water Usage Charge
 This charge is for the water used during the billing period. We charge at different rates based on the amount used. Visit our website for more information on usage tiers.

3 Texas Water Commission Charge
 This monthly charge, mandated by the Texas Water Commission, is equal to 1% of the Service and Usage charges.

Total Amount Due **\$ 286.51**

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