










New Liberty My Account

In October, Liberty will introduce a new My Account web portal to make it easier to do business with Liberty and to make your service more convenient. This platform will provide easy online access to account information and offer new payment options.

Here is some important information you need to know about the change:

-  **New bill** – In October, you'll receive a refreshed, easy-to-read bill. It will feature a new usage chart that will provide detailed information. Please see the back of this letter for a bill sample.
-  **Your account number will change** – Your new account number will be shared on your October bill. If you use your bank's online bill payment service to pay your Liberty bill, you'll need to edit the payee information to include your new account number.
-  **Online billing history** – The new portal will build your billing history beginning with your October 2023 bill. If you need access to billing history before October 2023 and you are a current paperless billing customer, you can temporarily access bills from the current paperless billing portal, otherwise please call our customer care center.

You'll also have more options, new helpful tools, and easier access:

-  **Usage information** – See your usage history, compare to previous months and see how your usage was affected by temperature.
-  **Account information** – See your balance, payments applied and next payment due date. Make a payment directly from My Account.
-  **Paperless billing and automatic payments** – Get rid of the clutter and sign up for paperless billing. If you want to make things even easier, set up automatic payments so you don't have to worry about missing a payment.
-  **Notification preference center** – Choose how and when to receive account notifications from us, such as when your bill is available or a payment is due.

Learn more at libertyenergyandwater.com or scan the QR code

Here is a sample of what your new monthly bill will look like, beginning with your October 2023 bill. There will be a definition of terms and other information on the back of the bill.

Here is where you'll find your new account number. Use this number when you call, write or email us with a question, or to make a payment.

Here is the address of your gas service.

To avoid late charges, please pay your bill by the due date.

Account Information
Customer Name: SALLY Q SAMPLE
Service Address: 123 ANY STREET, ANYTOWN IL US 62690
Account Number: 200001234567



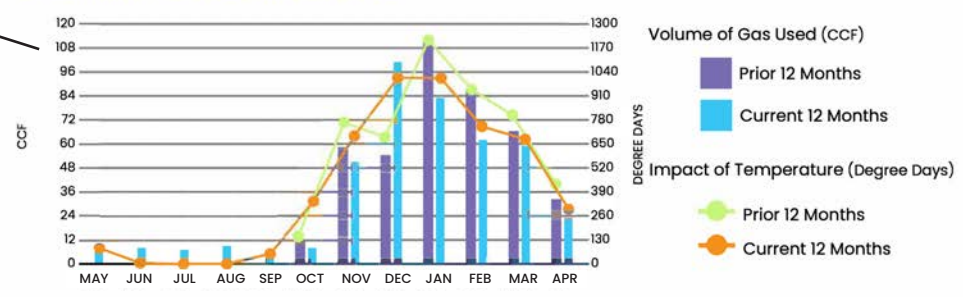
What do I owe? **\$129.90**

How much did I use? **24 CCF**

When is it due? **May 19, 2023**

This chart shows your gas usage for current and previous billing cycles.

Your Monthly Gas Use At a Glance



energy and water for life

On occasion, we will use this blank area below your usage chart to convey important messages to you.

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: 200001234567
Service Address: 123 ANY STREET
Bill Date: 26-APR-2023
Due Date: 19-MAY-2023

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

\$129.90
 Amount Due

Amount Enclosed

Total amount due reflects current charges, previous charges and any additional taxes and fees.

Please check box and see reverse for: Assistance Donation

REMIT TO:

SALLY Q SAMPLE
 123 ANY STREET
 ANYTOWN IL 62690

320220000994232300001234567

Your bill is mailed to this address each month. This may differ from the service address. Please indicate any address changes on the reverse of this coupon.

Detach this payment coupon and include with your payment. Please verify that this address is visible through the payment envelope window.