



# How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the natural gas 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 how your usage is affected by outside temperature. The more you know about your usage, the better you can plan and manage it.

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

energy and water for life

### Account Information

Customer Name: **JANE DOE**  
 Service Address: 123 ANYSTREET, ANYTOWN IL US 62946  
 Account Number: 000123456789

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What do I owe?

**\$104.74**

How much did I use?

**54**  
CCF

When is it due?

**Oct 26, 2023**

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### Your Monthly Gas Use At a Glance

Volume of Gas Used (CCF)

- Prior 12 Months
- Current 12 Months

Impact of Temperature (Degree Days)

- Prior 12 Months
- Current 12 Months

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### Important messages from Liberty

**CALL US IMMEDIATELY IF YOU SMELL GAS:** If you suspect a natural gas leak, leave the area immediately and then call our emergency number at 855-644-8134 or 911.

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**Account Number:** 000123456789  
**Service Address:** 123 ANY STREET  
**Bill Date:** 05-OCT-2023  
**Due Date:** 26-OCT-2023

**\$104.74**

Amount Due

Amount Enclosed

Please check box and see reverse for:  Assistance Donation

JANE DOE  
 123 ANYSTREET  
 ANYTOWN IL 62946

REMIT TO:  
 LIBERTY UTILITY ILLINOIS  
 P.O. BOX 75658  
 CHICAGO IL 60675-5658

3202200009&0&6310000166&43

This page also includes information such as **general correspondence address, dispute resolution, and medical emergency information.**

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.



### Explanation of Regulations and Policies

For additional information please visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com).

#### Understanding Your Bill

##### Distribution Adjustment

The cost of environmental, energy efficiency, and low income assistance programs.

##### Distribution Commodity

The cost of operating and maintaining the Liberty natural gas piping system that delivers natural gas to your home or business.

##### Due Date/Late Charge

Please pay your bill by the due date to avoid a late charge.

##### Multiplier

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

##### 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 measure reflects market increases and decreases in the price we pay for gas supplies without markup or other charges. It may vary monthly and is based on the amount of natural gas you use.

##### Rate Code

This code represents the rate used to calculate your bill.

##### Taxes

This section summarizes state and local taxes, including city franchise tax, if applicable.

##### Units

CCF = Hundred Cubic Feet

##### WNA Amount

If applicable, this Weather Normalization Amount adjusts for variations above and below normal temperatures.



### 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  
2751 North High Street  
Jackson, MO 63755

#### 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 855-872-3242 for more information.

#### Dispute Resolution

When seeking assistance on any issue, you must contact Liberty Utilities prior to contacting the Commission's Consumer Services Division. The Illinois Commission Consumer Services Division telephone number is 1-800-524-0795.

If your primary source of income comes from Temporary Assistance for Needy Families (TANF), Aid to the Aged, Blind and Disabled (AABD), General Assistance, Supplemental Security Income, Social Security, Veterans Benefits or Unemployment Compensation Benefits, then you may qualify for an extended due date up to 10 days.



### Important Information

Customer Service: 855-872-3242

Emergency: 855-644-8134

Website: [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)

Social Media:

Facebook: @LibertyUtilitiesCentral

Twitter: @PlugIntoLiberty

Youtube: @liberty-centralregion718

Phone Service for Hearing and Speech Impaired: 7-1-1

Call before you Dig: 8-1-1

Here you will find information about some of our policies and common terms used on your bill.

There are several different ways you can reach us.

Learn about payment and billing options here.

### Payment Options



#### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



#### Online

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)



#### Phone

855-872-3242



#### Mail Payments

Liberty - IL  
PO Box 75658  
Chicago IL 60675-5658



#### In Person

Visit [LibertyEnergyandWater.com](http://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 [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com) for information on which agency(ies) received your donation.

Thank you for sharing with those in need in your community. 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.

Account Activity for Your Natural Gas Service from 07/05/2023 - 08/04/2023  
 Rate: Residential Gas Service (Schedule 110)  
 Next Scheduled Meter Read Date: 09/07/2023  
 Point of Delivery ID: 00000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
IL13W123456	Actual	31	7/5/23 - 8/4/23	5587	5533	54	54

Payments received and unpaid balances appear here.

### What am I paying for?

### Additional messages

Previous Balance	\$ 62.10
Payment(s) Received as of 10/05/2023	\$ 62.10
<b>Balance Forward</b>	<b>\$ 0.00</b>

Stay Safe: Remember to keep flammable materials (rags, newspapers, chemicals) away from gas appliances such as furnaces, boilers, and water heaters. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for more safety tips.

**1 Delivery Charges**  
 These charges cover the costs to meter and bill your account and provide customer service. More information about these charges can be found on page 2 of your bill.

### Current Charges

DELIVERY CHARGES	QUANTITY USED	COST PER CCF	
Facilities Charge			\$ 35.00
Renewable Energy & Coal Charge			\$ 0.56
Energy Charge for Low Inc Fund			\$ 0.07
Commodity Charge	54 CCF	\$ 0.27675	\$ 14.94
Rider VBA	54 CCF	\$ 0.03000	\$ 1.62
Rider GUA			\$ -0.38
Gas Revenue Tax	54 CCF	\$ 0.05000	\$ 2.70
<b>TOTAL DELIVERY CHARGES</b>			<b>\$ 54.51</b>

GAS CHARGES	QUANTITY USED	COST PER CCF	
RIDER PGA	9 CCF	\$ 0.98420	\$ 8.86
RIDER PGA	39 CCF	\$ 0.92140	\$ 35.93
RIDER PGA	6 CCF	\$ 0.89040	\$ 5.34
<b>TOTAL GAS CHARGES</b>			<b>\$ 50.13</b>

TAX CHARGES	
Gross Revenue Tax   \$101.94 * 0.100%	\$ 0.10
<b>TOTAL TAX CHARGES</b>	<b>\$ 0.10</b>

**TOTAL CURRENT CHARGES \$ 104.74**

**Total Amount Due \$ 104.74**

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

**2 Gas Charges**  
 Purchase Gas Adjustment (PGA) charges represent the cost Liberty pays to purchase natural gas on the open market, plus the transportation and storage services fees. We do not earn a profit on the price of gas, only on its delivery. It may vary monthly and your charge is based on the amount of natural gas you use.

**3 Tax Charges**  
 This amount is the total taxes you were charged for the billing period.