



Illinois Customer Handbook

Natural Gas



Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams deliver an exceptional customer experience while always prioritizing safety and reliability. Liberty delivers natural gas service through our network of underground pipelines, providing you an economical fuel choice for home, business, and industrial use. Liberty's commitment to our communities includes investments that help ensure safety and reliability for your home and business today and in the future.

For more information about Liberty, visit libertyenergyandwater.com.

Copies of price schedules and general rules and regulations are available at libertyenergyandwater.com. This booklet is being provided in accordance with state commission rules.

How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 8 a.m. to 6 p.m., Monday through Friday, by calling:

1-855-872-3242

To report a gas leak or emergency 24/7:

1-855-644-8134

Accessing Your Account Information Online

You may also access information about your account by visiting libertyenergyandwater.com and signing on to My Account or by downloading the Liberty My Account mobile app from your device's app store. My Account offers the easiest way to view your Liberty account from anywhere. Follow the simple steps to register and begin accessing your Liberty account information right away.

My Account offers a variety of tools to better understand your usage and account.

- View and pay your bill from the device of your choice, including your mobile phone through the Liberty My Account mobile app.
- Choose your account notifications – email and/or text message – and how and when you want to receive them.

- View up to 13 months of your usage with easy-to-read graphs, helping you better control your usage and save on your bill.
- Access, view, and print past bills.
- Go paperless – Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email inbox instead of your mailbox.

Bill Payment Options

Pay By Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7-10 business days for delivery and posting.

Automatic Payments

When you choose Autopay through your paperless billing account, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

Levelized Budget Billing

LBB allows you to pay a more uniform amount each month throughout the year. You pay an average each month based on your annual gas usage. This allows you to maintain control over your budget and to avoid paying large winter gas bills.

Paperless Billing

Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email instead of your mailbox. And just like your paper bills, you control your payments – but with a click of a mouse.

Pay By Phone/Pay Online

Phone in your payment by calling 1-855-872-3242 and following the prompts, or you can pay online at libertyenergyandwater.com. This feature utilizes an independent service which allows you to pay using a credit or debit card or electronic check. No additional fees are assessed for this service. Limit of \$600 per transaction for residential.

Pay In Person

You may pay in person at one of our independent, authorized payment centers. For a list of authorized locations, please visit our website. A fee may be charged by our independent providers.

Preferred Payment Date

Eligible customers can choose from one of the following options:

1. Sign up for Levelized Budget Billing and select a preferred payment date.*
2. Establish a preferred payment date.*

*Preferred payment dates cannot exceed 10 days from your regular billing date. This is different from your bill due date.

Contact our customer care team to start your preferred payment date.

Late Fees

It is important that you pay your bill each month by the due date. If you are unable to pay your bill by the due date, please contact us to see if you qualify for a deferred payment plan. If you do not pay your bill by the due date, you may incur late fees. Please call us at 1-855-872-3242 to discuss your account before you it become past-due.

Deposits

If you have recently applied for service, you may have been told that we will require a deposit. We also follow a verbal demand for deposit with a letter describing why we are requiring a deposit and how you may pay it. Residential and small business customer deposits shall not exceed 1/6 of the estimated annual charges for the service to that customer. We will use existing history for your premises if it is available. Present customers may also be assessed a deposit if that customer has paid late four times in the past 12 months and the customer's account has an undisputed past due balance that has remained unpaid for over 30 days beyond the due date. (This does not apply to customers that have qualified as low-income customers.)

Special Services

Community Energy Assistance Program (CEAP)

CEAP is an assistance program created to meet emergency energy-related expenses of the elderly, customers with disabilities, and low-income customers. CEAP is funded through voluntary donations and matched by the company.

To donate, simply make a selection on the back of your payment coupon to add any amount to your monthly payment or visit our website for more information. All donations are tax deductible. CEAP is administered by third party community action agencies.

Low-Income Customers

There are special “rights” available to low-income customers pertaining to deposits, late fees, and payment plans. A “Low-Income Customer” means a residential customer who has qualified under the income criteria of Section 6 of the Energy Assistance Act of 1989 [305 ILCS 20/6]. Qualification is effective for purposes of this definition when the Low Income Home Energy Assistance Program (LIHEAP) administrator notifies the customer’s utility of the customer’s low-income status. Qualifications established on or after September 1, shall remain effective for purposes of this definition until December 31 of the following year. Qualifications established before September 1 shall remain effective until December 31 of that same year.

Learn How to Save Energy and Money

Our website, libertyenergyandwater.com, has useful information on how to save energy and lower your energy bills. Please visit us often!

Description of services provided:

Liberty is a natural gas provider for homes, schools, businesses, and industry.

1. We provide service through the gas meter, with the customer responsible for all gas piping and gas utilization equipment from the outlet of the meter.
2. We provide, free of charge at the time that we turn your meter on, visual inspection on customer-owned gas equipment, venting, and exposed gas piping.
3. We provide, free of charge, 24-hour emergency response to reports of gas odor inside or outside the building. Call the emergency number listed above to report gas odor.
4. We provide, free of charge, locating and marking our gas facilities when you call 811, according to Illinois State Law.

Understanding Your Billing Charges

Liberty will send you a monthly bill for your natural gas service. Your monthly bill contains a wealth of information such as: your name, account number, service location, meter identification number, service dates for the current bill, current meter reading and previous meter reading, usage in CCF (hundred cubic feet), number of days that you are being billed, graphs showing annual usage, and temperature comparison between the current month and the same month last year. We also give a complete breakdown of the many components that make up your monthly bill. Of course, the bill will show the amount to pay and the due date and our contact information.

Delivery Charge/Facility Charge/ Customer Charge

A fixed monthly charge covers costs to meter and bill your account and provide customer service.

Distribution Commodity/Monthly Rate

The portion is billed for the cubic feet of natural gas used.

Purchased Gas Adjustment (PGA)

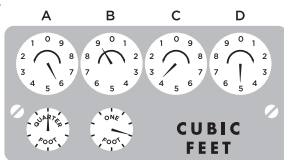
This is the cost the company pays to purchase natural gas on the open market, plus the transportation and storage services fees. It also reflects any under- or over-collection of actual costs in the previous period. Liberty does not earn a profit on the price of gas, only on its delivery. The PGA accounts for about two-thirds to three-fourths of a winter bill.

Franchise Fee

This fee is a tax levied by local municipalities, which the company collects and passes on to those respective cities. Applicable state and local taxes are also charged.

How To Read Your Meter

Some of the hands on the dial of your meter move in a clockwise fashion, while others move counterclockwise. All move from the lowest number to the highest. To read your meter, simply write down the number where the dial is pointing. When the hand is between numbers, use the smaller number.



This meter read: 5935

The company also utilizes digital meters. Their readout is much like a car odometer.

Estimated Bills

Illinois Rule stipulates that a utility shall perform an actual reading of a customer's meter at least every second billing period unless the utility's attempt to do so is prevented. We try to read your meter every month. However, there are situations that might prevent us from reading your meter one month. At that time, we estimate your meter based on the usage history at your premises. We also take into account the number of days that are being billed and any heating degree days that might apply.

Disconnection and Reconnection Procedures

It is important to contact Liberty if you see that you are unable to pay the full amount of a bill by the due date. If satisfactory arrangements are not made before a bill becomes delinquent, disconnection procedures are started. We will send you a disconnect notice that will tell you when disconnection can first occur, the reason for the disconnection, options that you can take to prevent disconnection, our contact information, contact information for the Commission's Consumer Services Division, and information about the medical certification process and customer bill of rights. We will also make an attempt to call you at least 48 hours prior to disconnection.

After sending the customer proper notice, a utility may disconnect a delinquent account for the following reasons:

1. Non-payment of past due bill for the same class and type of utility service;
2. Non-payment of valid utility service deposit owing on the account;
3. Failure to provide access to utility facilities;
4. Occupant usage without a valid customer of record;
5. Theft of service and/or tampering;
6. Non-compliance with any rules of the utility on file with the Commission for which the utility is authorized by tariff to disconnect service in the event of noncompliance;
7. Non-compliance of an order of the Commission;
8. Unsafe conditions; or
9. Cooperation with civil authorities.

We will not disconnect your natural gas service for:

1. Charges for non-utility services, unless otherwise authorized by Illinois statute;
2. Charges for another class (residential or nonresidential) of utility service;
3. Charges for another type (electric, water, or sewer) of utility service;
4. Charges for equipment or merchandise unless otherwise authorized by statute; or
5. Charges currently in dispute where you have filed a complaint with us and/or the Commission's Consumer Services Division.

We will also not disconnect you:

1. Within one hour before or at any time during which we do not have customer service personnel available to handle a contact from you;
2. After 4:00 p.m. on Monday through Thursday;
3. A residential customer after noon on Friday or a nonresidential customer after 4:00 p.m. on Friday;
4. On a weekend (Saturday or Sunday);
5. On a State of Illinois holiday or a holiday that the utility is observing or any time after noon on days preceding such holidays;
6. For a residential customer, any day that the National Weather Service forecast for the following 24 hours covering the area of the utility in which the residence is located includes a forecast that the temperature will be 32 degrees Fahrenheit or below; or
7. For a residential customer, any day preceding a holiday or weekend when the National Weather Service forecast covering the area of the utility in which the residence is located includes a forecast that the temperature will be 32 degrees Fahrenheit or below at any time during the holiday or weekend.

Reconnection

Liberty attempts to reconnect all customers by the next business day if possible. However, once a disconnected customer remedies the reason for the disconnection or provides a valid medical certificate, we shall prioritize reconnection as follows:

1. A customer account for which a valid medical certificate has been provided shall receive first priority and be reconnected within one business day after the certification.
2. A customer disconnected in error shall be reconnected within one business day.
3. A disconnected natural gas customer who remedies the reason for the disconnect and is not required by the utility to provide information as a new applicant for service shall be reconnected within seven calendar days.

Dispute Procedures and Escalation Procedures if a Dispute is Not Resolved

A Liberty Customer Service Representative (CSR) that takes your call can handle all issues that you may have. When you call, please clearly state what issue you may have and discuss it with the Customer Service Representative. If the CSR is not able to resolve the issue to your satisfaction, you may ask to be referred to a supervisor. In most cases, the supervisor will have to call you back.

The supervisor will respond to you as soon as possible. We respond to calls in the order that we receive them. However, priority for supervisory call backs shall be given:

1. First to customer accounts that are disconnected or when a health or safety concern has been raised by the customer;
2. Second to customer accounts in jeopardy of disconnection; and
3. Third to all other supervisory referrals.

Liberty will not disconnect a customer's natural gas service during the pendency of a complaint for any amount or reason that is the subject of the complaint. However, we do ask you to pay the non-disputed portion of a bill and any other bills that might become current during the complaint process.

If Liberty's final decision is not to your satisfaction, you may contact the Commission's Consumer Services Division to file an informal complaint at 1-800-524-0795. The Consumer Services Division does require you to try to resolve the issue with the utility before calling them.

In the case of a pending disconnection, Liberty will refrain from disconnection for at least three business days to allow you to contact the Commission's Consumer Services Division.

Natural Gas Safety

Natural gas is odorless and colorless. As a safety precaution, a sulfur-like odor that smells like rotten eggs is added to help identify gas leaks.

If you suspect a gas leak, never use matches or candles to look for a leak, never turn on or off any electrical switch or appliance, do not use a telephone inside of the building, and get everyone out of the building. Use a phone away from the location and call 1-855-644-8134.

For more information about natural gas safety and Excess Flow Valves (EFVs) visit libertyenergyandwater.com.

Contact Information for Liberty

There are several ways that you can contact Liberty.

1. When on our website, libertyenergyandwater.com, click "Contact Us"
2. Email:
customerservicemidstates@libertyenergyandwater.com
3. Call our toll-free customer service number, 1-855-872-3242
4. For gas leaks, call our emergency number, 1-855-644-8134
5. By mail: Liberty, Customer Service Department
2751 N. High St., Jackson, MO 63755

Commission Complaint Procedures

Intake of Complaints by the Commission's Consumer Services Division is handled as follows:

1. Telephone or in person: The Consumer Services Division shall perform an interview with the customer or the customer's designated representative and draft an informal complaint, including a description of the dispute and the relief sought.
2. Writing: The customer or the customer's designated representative may submit informal complaints in writing, either electronically or through traditional mail or fax to the Consumer Services Division.
3. Complaint is presented to the Utility.
4. If all the parties agree, the written informal complaint process may be waived, and the Consumer Service Division may work to resolve the complaint by immediate, direct contact between the parties at the time the customer initiates the informal complaint.
5. Except as noted above, the complaint shall be submitted by the Consumer Services Division to the utility in writing and shall contain as much of the following information as is available: the customer's name, service address, mailing address if different from service address, phone number, account number, any alternative contact information, a description of the complaint, and the relief being sought by the customer.

Timeline to Answer

1. The utility shall answer the informal complaint within 14 days.
2. The Consumer Services Division shall mark as "urgent" those informal complaints that should be handled by the responding party on a priority basis.

Utility Answer to the Informal Complaint

1. Except when the parties agree to a non-written response, the utility's answer to the Consumer Services Division shall be made in writing and shall contain:
 - a. A detailed description of the utility's position on the complaint, including the reasons for taking the position;
 - b. If applicable, a reference to the section of the tariff, rule, or law that supports the utility's position;
 - c. A description of any interaction between the utility and the customer in answering the informal complaint;
 - d. The amount of any adjustments to the customer's bill;
 - e. The results of any tests performed on the equipment serving the customer; and
 - f. Any additional information requested by the Commission Staff.
2. Review of answer with customer: After receipt of the utility response, the Consumer Services Division shall have 14 days to contact the customer to review the results of the informal complaint.
3. Ongoing dialogue/negotiations: Upon agreement of the customer and the utility, further discussion may occur between the parties after the response to the informal complaint.

Prohibition on Disconnection

The utility shall refrain from disconnecting a customer during an informal or formal complaint for any amount or reason that is the subject of the informal or formal complaint. However, nothing shall prevent the utility from disconnecting service for reasons of safety or cooperating with civil authorities.

Right to Appeal

1. Except in situations in which to do so would cause the statute of limitations for filing a formal complaint to expire, any customer with a dispute arising under the jurisdiction of this Part shall first use the informal complaint process before proceeding with a formal complaint.
2. If the customer expresses non-acceptance of the response to the informal complaint and further dialogue cannot secure an agreement, the Consumer Services Division shall advise the complainant of the right to escalate the informal complaint to the Commission's formal complaint process.
3. If the utility fails to respond to the informal complaint within 14 days, the customer may file a formal complaint in accordance with the Commission's Rules of Practice (83 Ill. Adm. Code 200).
4. Upon a customer's request for escalation to a formal complaint, the Consumer Services Division shall provide notice to the utility of the customer's intent to escalate the complaint.
5. Upon notice from Consumer Services Division of the customer's intent to file a formal complaint, the utility shall provide a minimum of 10 business days for the customer to file the formal complaint without disconnection of service. Nothing, however, shall prevent the utility from disconnecting service for reasons of safety or compliance with civil authorities.

Illinois Commerce Commission's 83 Ill. Adm. Code 280: Part 280, the rules and regulations of the Illinois Commerce Commission prescribing procedures governing eligibility for service, deposits, billing, payment, refunds and disconnection of service, is on file in the Commission offices and open to public inspection. Copies of Part 280 in the Spanish language are available for inspection at the offices and online. These rules apply to utility service standards and reliability.

The rules are available at any Liberty office in the State of Illinois.



Liberty[®]

Telephone

1-855-872-3242

Emergency Telephone

1-855-644-8134

libertyenergyandwater.com

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