

WELCOME AND ILLINOIS CUSTOMER INFORMATION



CUSTOMER SERVICE

CustomerServiceMidStates@libertyutilities.com

1-855-872-3242

EMERGENCY SERVICE

1-855-644-8134



**Liberty
Utilities**[®]

libertyutilities.com



**Liberty
Utilities**[®]

➤ Welcome to Liberty Utilities.



We deliver natural gas to many residential, commercial and industrial customers in Illinois.

Thank you for choosing natural gas for your space heating, water heating, cooking, clothes drying, outdoor living or other

energy needs. We're committed to providing you with exceptional customer service. We appreciate the opportunity to serve you.

This booklet contains helpful information about our company and our service. Please keep it on hand to answer any questions about your natural gas utility service and the regulations that we operate under. We've included important contact, billing, safety information and regulatory information that you may need.

➤ Customer Service and Emergency Service

For customer service or emergency service, visit our website at www.libertyutilities.com or call the toll free numbers listed below:

Customer Service: 1-855-872-3242

Emergency Service: 1-855-644-8134

➤ Your Safety is Important to Us

We add a distinctive odor to natural gas to help you detect a leak. If you ever smell gas, get everyone out of the area and, from a safe distance, call our emergency service number or 911. Before digging or excavating, always call 811 to have all buried utility lines marked.



➤ Manage Your Account Online

The ultimate in convenience is managing your gas account online. Our Account Center allows you to receive your monthly bill by e-mail, pay your bill electronically, and view your payment and gas usage history, plus much more. You can even manage multiple gas accounts. Registering for the Account Center is quick and easy, and all transactions are secure.

➤ Learn How to Save Energy and Money

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

Description of services provided: Liberty Utilities 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 by calling emergency number listed above.
4. We provide, free of charge, locating and marking our gas facilities when you call 811 according to Illinois State Law.



➤ Your Natural Gas Bill

Liberty Utilities 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), the 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 break-down 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.

➤ **Estimated Bills**

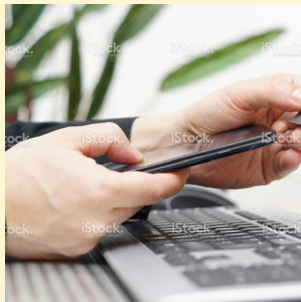
Illinois Rule stipulates that a utility shall perform an actual reading of a customer's meter at least every second billing period unless the utility's attempt to do so is prevented. We try to read your meter every month. However, there are situations that might prevent us from reading your meter one 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.

➤ **Budget Billing**

Budget billing is a great way to even out the seasonal highs and lows of your gas bills. This can help you plan your budget by making your gas bills more predictable. Our budget billing plan adjusts each month by taking your current bill and averaging it with the previous 12 months. You are then billed that average amount. This will result in you paying less than you actually used in the winter months but more in the summer months. It averages your bills out over the year. At any one time, you may have either a credit balance on your account or a debit balance. If you were to go off of budget billing, we will either send you the credit balance that we are holding or, if you have a debit balance, we will bill you everything that you owe us.

➤ **Payment Options**

Mail. Please mail your Liberty Utility bill in time to reach us by the due date. Mail may take 7 to 10 days to reach us. To ensure proper credit, write your 17-digit account number on your check or money order. Please do not send cash.



Automatic Payment Plan.

You can authorize the automatic transfer of funds directly from a checking or savings account.

Telephone. Use the automated phone system or speak with friendly agents to pay by check, credit card or debit card.

Electronic Billing Plan. You can receive your monthly bill electronically as an e-mail. Sign up for E-Bill Program online at www.libertyutilities.com.

Online. You can pay by check, credit card or debit card on our website, www.libertyutilities.com.

Payment Center. You can pay your bill at many grocery stores, banks, convenience stores and other merchants that are authorized to accept Liberty Utilities payments through CheckFreePay®. Please take your entire bill with you. A transaction processing charge may apply. You may find a payment center close to you on our website, www.libertyutilities.com or call our customer service number.

Electronic Banking. Most major banks offer an easy bill-paying feature on their websites that you can use to pay your Liberty Utilities bill.

Liberty Utilities Office Location. You may pay by check, credit card and debit card at any Liberty Utilities office location. To find a Liberty Utilities office location near you, check our website or call our customer service number.

For more information or to enroll in any of these payment options, please e-mail us at customerservice@libertyutilities.com, or visit our website www.libertyutilities.com, or call us at 1-855-872-3242.

➤ **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 become past-due.

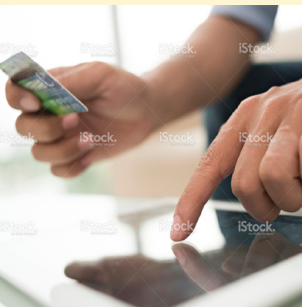
➤ **Deposits**

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.)

⤷ **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 his 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.



⤷ **Disconnection and Reconnection Procedures**

It is important to contact Liberty Utilities 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 non-compliance;
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 non-residential) 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 also will 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 PM on Monday through Thursday;
3. A residential customer after noon on Friday or a non-residential customer after 4:00 PM 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 Utilities 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 Utilities 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 received 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 Utilities 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.

After Liberty Utilities has given you their final decision and it is not resolved 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 Utilities will refrain from disconnection for at least three business days to allow you to contact the Commission's Consumer Services Division.

➤ **Contact Information for Liberty Utilities**

There are several ways that you can contact Liberty Utilities.

1. When on our website, www.libertyutilities.com, click "Contact Us".
2. E-mail us at customerservicemidstates@libertyutilities.com.
3. Call us 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 Utilities
Customer Service Department
2751 N. High St.
Jackson, MO 63755

➤ **Commission Complaint Procedures**

Intake of Complaints by the Commission's Consumer Services Division:

1. Telephone or in person: The Consumer Services Division shall perform a customer (or the customer's designated representative) interview 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. Presentation of the Complaint 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 Utilities office in the State of Illinois.