



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the energy 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 temperature affects your usage. The more you know about your usage, the better you can plan and manage it.

We put **important messages** here. Please read these and share the info with family members.

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

energy and water for life

Account Information

Customer Name: **MARY Q. PUBLIC**
 Service Address: 123 MAIN ST, ANYTOWN MA US 12345-1000
 Account Number: 123456789012

What do I owe?

\$28.35

How much did I use?

12.348

Therms

When is it due?

Feb 6, 2023

Your Monthly Gas Use At a Glance

Important messages from Liberty

! IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 800-936-7000 or call 9-1-1.

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 MAIN ST
Bill Date: 11-JAN-2023
Due Date: 06-FEB-2023

\$28.35	
Amount Due	Amount Enclosed

MARY Q. PUBLIC
 123 MAIN ST
 ANYTOWN MA US 12345-1000

REMIT TO:
 LIBERTY UTILITIES
 P.O. BOX 219094
 KANSAS CITY, MO 64121-9094

30682000000001700000028350

This page also includes other useful information such as **protection against shut-off, and residential consumer rights.**

Each bill contains a **glossary of terms** on page two. Visit this section if you need information about terminology used on the bill.

Important info about meter reading and contact info.

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.



Understanding Your Bill

For additional information please visit www.LibertyEnergyandWater.com.

Your Monthly Gas Use At a Glance

CCF: Basic measurement of the volume of gas used. One CCF equals one hundred cubic feet.

Degree Day: A measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the average temperature is 35°F, there would be 30 degree days experienced.

Therm Factor: The factor which converts your gas usage from CCF into therms, which is a measurement of the heating value of the gas used. The energy density of the gas is measured every day to arrive at the volume to energy factor.

Therm: A therm is a measurement of the amount of heat energy in natural gas, equal to 100,000 BTUs. A BTU, is the quantity of heat required to raise the temperature of one pound of water by one degree Fahrenheit. To calculate therms, multiply the CCF used by the Therm Factor.

Charges

Customer Charge: Recovers the basic cost of providing service to each customer regardless of gas use, i.e. meter reading, billing and account maintenance. Included in this charge is the customer's contribution to the Energy Audit Program.

Distribution Charge: The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

Distribution Adjustment Charge: Includes customer's contribution to conservation, environmental and industry restructuring programs.

Cost of Gas: The cost of purchased, storage and interstate transmission of gas.

Revenue Decoupling: This adjustment is intended to help manage monthly energy costs by eliminating excessive high or low gas bills due to substantial changes in temperature. This change encourages customers to pursue energy efficiency opportunities and reduce energy costs.



Important Information

If we haven't read your gas meter in the past four months, call us at 800-544-4944 to schedule an appointment. Long periods of estimate readings may not reflect your actual gas usage.

Customer Service: 800-544-4944

Emergency: 800-936-7000

Website: www.LibertyEnergyandWater.com

Social Media: @LibertyEnergyandWaterMA

Phone Service for Hearing and Speech

Impaired: 7-1-1

Dig Safe®: 8-1-1

Mass Save®: 800-632-5947



Other Information

Protection Against Shut-off

Your utility service cannot be shut off or will be restored if you have certified to the Company that you are unable to pay any overdue bill because of financial hardship and:

- someone living in your home is seriously ill; or
- a child under 12 months of age lives in the home; or
- between November 15 and March 15 your service provides heat and your service has not been shut off for non-payment before November 15.

Senior Protection: If you have notified the Company that all adults living in your home are over 65, your service cannot be shut off for failure to pay a past-due bill.

Residential Consumer Rights

Low-Income Rate Eligibility: If your household income is within 80% of the state median income, you may qualify for our Low-Income Gas Rate that provides a discount of approximately 25% off your natural gas rates. To apply, please call Customer Care at 800-544-4944. Applications are also available by calling Citizens for Citizens at 508-679-0041 in the Fall River area or Self Help at 508-226-4192 in the North Attleboro area.

Dispute Resolution: You have the right to dispute your bill. You may place a request to have the bill investigated by calling Customer Care at 800-544-4944. If you do not agree with the findings of the Company or have a service quality complaint or question, you may appeal to the Consumer Division of the Massachusetts Department of Public Utilities.

Massachusetts Department of Public Utilities

Consumer Division
One South Station
Boston, MA 02110

877-886-5066
617-737-2836
www.mass.gov/dpu

- **Aviso importante:** Faça favore de traduzir imediatamente.
- **Avis important:** Veuillez traduire immédiatement.
- **Aviso importante:** Por favor tradúzcalo inmediatamente.

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

800-544-4944



Mail Payments

Liberty Utilities - Massachusetts
PO Box 219094
Kansas City, MO 64121-9094



In Person

36 Fifth Street, Fall River, MA
(Hartwell Street entrance)

Visit LibertyEnergyandWater.com for pay stations.

Billing Programs

Budget Billing (BBP)

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget 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.

Arrears Management Program

If you are experiencing financial difficulty and your household income is within a certain level, the Company offers an arrearage management program that allows eligible customers that are past due to earn forgiveness credits toward their past due balance by paying a budget amount each month.

Please call 800-544-4944 for further information regarding your payment options and to make arrangements to pay your bill. If a mutually satisfactory payment agreement cannot be worked out, you may appeal to the Consumer Division of the Massachusetts Department of Public Utilities.

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 Natural Gas Service from 12/08/2022 - 01/09/2023
 Rate: R3 - Residential Heating
 Next Scheduled Meter Read Date: 02/09/2023
 Point of Delivery ID: 000000000000



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
MA123456	Actual	33	12/8/22 - 1/9/23	2628	2616	12	1.029	12.348

Payments received and unpaid balances appear here.

What am I paying for?

Additional messages

Previous Balance as of 12/12/2022	\$ 21.84
Payment(s) Received as of 01/11/2023	\$ -21.84
Balance Forward	\$ 0.00

Deadly carbon monoxide (CO) can be produced by the incomplete combustion of almost any fuel. Have your heating system and vents checked annually, change batteries in CO and smoke detectors twice a year, and make sure vents are clear from snow and ice.

Current Charges

	QUANTITY USED	COST PER THERM		
1 DELIVERY CHARGES				
Monthly Customer Charge				\$ 11.80
Distribution Charge	12.348 Therms	\$ 0.4561	\$	5.63
Distribution Adjustment	12.348 Therms	\$ 0.6446	\$	7.96
Revenue Decoupling	12.348 Therms	\$ 0.0391	\$	0.48
Discount 25%				\$ -9.45
TOTAL DELIVERY CHARGES				\$ 16.42
4 GAS CHARGES				
Cost of Gas	12.348 Therms	\$ 0.9664	\$	11.93
TOTAL GAS CHARGES				\$ 11.93
TOTAL CURRENT CHARGES				\$ 28.35

Total Amount Due \$ 28.35

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

1 Monthly Customer Charge - Recovers the basic cost of providing service to each customer regardless of gas use, (i.e. meter reading, billing and account maintenance). Included in this charge is the customer's contribution to the Energy Audit Program.

2 Distribution Charge - The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

3 Distribution Adjustment Includes customer's contribution to conservation, environmental and industry restructuring programs.

4 Revenue Decoupling Intended to help manage monthly energy costs by eliminating excessive high or low gas bills due to substantial changes in temperature. This charge encourages customers to pursue energy efficiency opportunities and reduce energy costs.

5 Cost of Gas - The cost of purchased, storage and interstate transmission of gas. This cost is passed through to customers. Liberty does not profit from this charge

