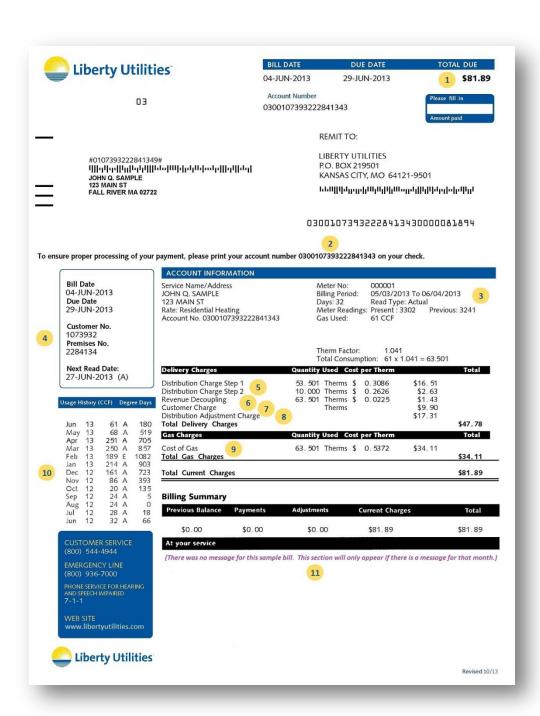
Bill Explainer





Glossary of Terms

Bill Explainer



- **1. Total Due** The Total Due is the total amount that you are required to pay by the due date shown on your bill. This total contains current charges plus any previous balance.
- **2. Account Number** The Account Number is shown in several places on the bill. This number should be included on all payments, including those made through online banking.
- 3. Actual or Estimated Read
 - a. Actual Read: This indicates that the read taken from your meter was an actual reading of your gas usage.
 - b. Estimated Read: This indicates that your meter was not read and your gas usage for this billing cycle has been estimated.
- **4. Customer and Premise Numbers** These numbers are used internally by the company to locate your account.
- **5. Distribution Charge** This is the cost of operating and maintaining the Liberty Utilities distribution system.
- **6. Revenue Decoupling** This charge adjusts bills for the impact on delivery charges in connection with initiatives that enable customers to participate in and benefit from programs aimed at reducing energy costs and promoting a more efficient energy future.
- **7. Customer Charge** A portion of the company's cost to serve you with such items as mailing, system maintenance, and record keeping, which is not related to the quantity of gas used.
- **8. Distribution Adjustment Charge** Includes the customer's contribution to energy efficiency, environmental, infrastructure replacement, and industry restructuring programs.
- **9. Cost of Gas** The cost of purchased, storage, and interstate transmission of gas. This cost is passed directly to customers and the company does not lose or benefit from the amounts charged.
- 10. Usage History & Degree Day Table Your Usage History is displayed for thirteen months, including the most recent month, so that you can easily monitor your annual usage. Additionally, we again refer to the type of read: (A) Actual or (E) Estimated. The degree days are a measure of coldness based on the extent to which the daily mean temperature falls below 65 degrees Fahrenheit. For example, on a day when the average temperature is 35 degrees Fahrenheit, there would be 30 degree days experienced.
- 11. At Your Service Important bill messages appear in this section.