

## Account Information

Customer Name: DAVID SAMPLE  
Service Address: 1 LIBERTY LN., FALL RIVER, US 02720-6116  
Account Number: 200000012345



### What do I owe?

**\$458.68**

### How much did I use?

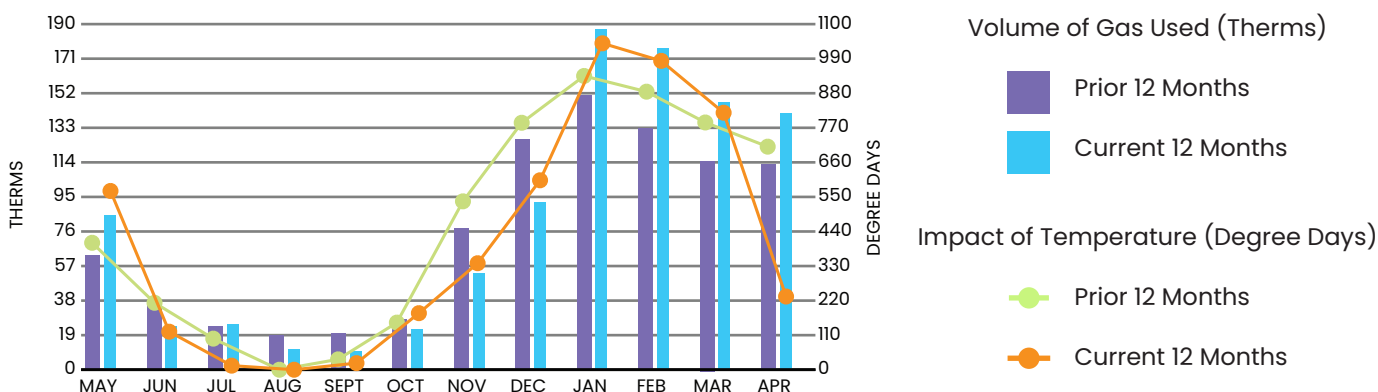
**140.562**

Therms

### When is it due?

**May 14, 2021**

## 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: 200000012345  
Service Address: 1 Liberty Ln.  
Bill Date: 19-APR-2021  
Due Date: 14-MAY-2021

**\$458.68**  
Amount Due

Amount Enclosed

#0107213222829047#



DAVE SAMPLE  
C/O SAMPLE ENTERPRISES  
1 LIBERTY LN  
FALL RIVER MA 02720-6116

### REMIT TO:

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



30682000000123450000168719

energy and water for life

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](http://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](http://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 60% 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](http://www.mass.gov/dpu)

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

## Payment Options



### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



### Online

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



### Phone

877-785-5672



### Mail

Liberty Utilities - Massachusetts  
PO Box 219501  
Kansas City, MO 64121-9501



### In Person

36 Fifth Street, Fall River, MA  
(Hartwell Street entrance)  
Visit [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com) for pay stations.

## Billing Programs

### Budget Billing

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 specified time period. The statement will also show the Remaining Payment Arrangement Amount.

### 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.

**Account Activity for Your Natural Gas Service from 03/13/2021 to 04/15/2021**

Rate: Residential Heating <sup>TM</sup>

Next Scheduled Meter Read Date: 05/14/2021

Point of Delivery ID: 00000000000010001234



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
MA012345	Actual	34	03/13/21 - 04/15/21	5778	5641	137	1.026	140.562

**What am I paying for?**

**Additional messages**

Previous Balance as of 03/23/2021	\$ 868.58
Balance deferred to Installment Plan	\$ 868.58
Payment(s) Received as of 04/19/2021	\$ - 86.86
<b>Balance Forward</b>	<b>\$ - 86.86</b>

**Current Charges**

DELIVERY CHARGES	QUANTITY USED	COST PER THERM	
Monthly Customer Charge		\$	11.80
Distribution Charge	140.562 Therms	\$ 0.4561	\$ 64.11
Distribution Adjustment Charge		\$	53.74
Revenue Decoupling	140.562 Therms	\$ 0.0324	\$ 4.55
<b>TOTAL DELIVERY CHARGES</b>		<b>\$</b>	<b>134.20</b>
GAS CHARGES	QUANTITY USED	COST PER THERM	
Cost of Gas	140.562 Therms	\$ 0.4547	\$ 63.91
<b>TOTAL GAS CHARGES</b>		<b>\$</b>	<b>63.91</b>
<b>TOTAL CURRENT CHARGES</b>		<b>\$</b>	<b>198.11</b>

**Installment Plan Information**

<b>Installment Plan Start Date</b>	21-APR-2021
Your Current Month Installment (2 of 4)	\$ 347.43
Remaining Installment amount to be billed	\$ 521.15

**Total Amount Due**

**\$ 458.68**

