



Liberty Utilities

Payments and How to Read Your Bill



Customer Care entrance on Hartwell Street
36 Fifth Street

Special Edition - Payment & Bill Information (REV 03/18)

How to reach us

Gas Emergencies/Leaks

1-800-936-7000

Customer Service/Billing/Payments

1-800-544-4944

Safety and Savings Information

 [www.facebook.com/
LibertyUtilitiesMA](http://www.facebook.com/LibertyUtilitiesMA)

 www.twitter.com/LibertyUtil_MA

Customer Walk-In Center

36 Fifth Street (Hartwell Street entrance)
Fall River, MA 02720
8AM - 4PM M-F

Bill Payment Locations

Payments can be made at our walk-in center, most Walmart locations, and other authorized CheckFreePay® locations. To find a location near you, visit www.libertyutilities.com.

Income Eligible Assistance

for Fall River, Westport, Somerset, and Swansea:
Citizens for Citizens 1-508-679-0041

for North Attleboro and Plainville:
Self Help, Inc. 1-508-226-4192

How will you find us in an Emergency?

Please take a moment to program our emergency number in your cell phone. After you exit the area of the gas odor, it will be easy to find our emergency number: 1-800-936-7000.

In this newsletter, you can find information regarding help paying your bill, how to read your bill, our energy efficiency programs, and a description of the different payment options we offer. If you have questions about any of this information, please call Customer Care during normal business hours: 1-800-544-4944.



Daria Avila
Customer Call Center Rep

Payment Assistance

Sometimes circumstances arise that make it difficult to pay your bill, but there are a number of programs that are available through Liberty Utilities and other agencies to help. Here are a few:

Budget Billing Plans are a free service (available to any residential customer) to spread the cost of your natural gas more evenly throughout the year. Knowing your monthly payment in advance can make it easier to manage your household energy payments from season to season. Call Customer Care for more information.

Citizens For Citizens, Inc. and Self Help, Inc. are the local agencies offering a government-approved fuel assistance program where a payment is made on your behalf to reduce your winter heating bills. You must financially qualify in order to be accepted in this program. To see if you are eligible, apply with the agency in your area (as noted on the left of the page). If you are accepted to the program, call Customer Care to ensure you are changed to the low-income rate. Both agencies also offer other assistance programs.

The Massachusetts Good Neighbor Energy Fund is available for customers who are not on the low-income rate, but who find themselves in temporary financial crisis. Contact your local Salvation Army branch to see if you qualify for this or other assistance programs that are available.

An **Arrearage Management Plan (AMP)** helps income eligible customers with active accounts who are in arrears. Under this program, eligible low-income customers may qualify for monthly credits to their past due account once all the program requirements have been met. Contact Customer Care for more information.



03

| BILL DATE | DUE DATE | TOTAL DUE |
|-------------|-------------|------------------|
| 14-DEC-2017 | 08-JAN-2018 | 1 \$56.14 |

Account Number
0300111263423083165

Please fill in
Amount paid

REMIT TO:

LIBERTY UTILITIES
P.O. BOX 219501
KANSAS CITY, MO 64121-9501



03001112634230831650000125006

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To ensure proper processing of your payment, please print your account number 0300111263423083165 on your check.

ACCOUNT INFORMATION

Bill Date
14-DEC-2017
Due Date
08-JAN-2018

Customer No.
1112634
Premises No.
2308316

Next Read Date:
09-JAN-2018 (A)

Service Name/Address
BUDGET CUSTOMER
789 MAIN ST
Rate: Residential Heating
Account No. 0300111263423083165

Meter No: 000021
Billing Period: 11/08/2017 To 12/08/2017 **3**
Days: 30 Read Type: Actual
Meter Readings: Present : 2157 Previous: 1923
Gas Used: 234 CCF

Therm Factor: 1.027
Total Consumption: 234 x 1.027 = 240.318

| Delivery Charges | Quantity Used | Cost per Therm | Total |
|---|----------------|----------------|-----------------|
| Distribution Charge Step 1 5 | 240.318 Therms | \$ 0.4679 | \$112.44 |
| Revenue Decoupling 6 | 240.318 Therms | \$ 0.0328 | \$7.88 |
| Monthly Customer Charge 7 | | | \$12.11 |
| Distribution Adjustment Charge 8 | | | \$71.22 |
| Total Delivery Charges | | | \$203.65 |

| Gas Charges | Quantity Used | Cost per Therm | Total |
|--------------------------|----------------|----------------|----------------|
| Cost of Gas 9 | 240.318 Therms | \$ 0.3102 | \$74.55 |
| Total Gas Charges | | | \$74.55 |

Total Current Charges \$278.20

Budget Billing Program Information

Budget Billing Arrangement Program Start Date **11** 17-JUL-2017
 *Your 12 Month Budget Billing Amount is **12** \$56.14
 Total Charges Since Beginning of Arrangement **13** \$1887.69
 Current Monthly Charges **14** \$278.20
 Total Charges as of 14-DEC-2017 **15** \$2165.89
 Company Contribution \$-700.00
 Total Payments Received Since Start Date **16** \$280.70
 Leaving you a balance of \$1185.19¹
 * Your budget plan is recalculated after 6 months to adjust for fluctuations in gas usage due to weather.

Billing Summary

| Previous Balance | Payments | Adjustments | Budget Charges | Total |
|------------------|----------|-------------|----------------------|---------|
| \$56.14 | \$56.14 | \$0.00 | \$56.14 ¹ | \$56.14 |

At your service

(There was no message for this sample bill. This section will only appear if there is a message for that month.)

¹The Balance includes non-gas charges, if applicable. **17**

MAIL PAYMENT TO: P.O. BOX 219501, KANSAS CITY, MO 64121-9501

Revised 8/17

Usage History (CCF) Degree Days

| Month | CCF | Degree Days |
|--------|-------|-------------|
| Dec 17 | 234 A | 685 |
| Nov 17 | 70 A | 205 |
| Oct 17 | 70 A | 33 |
| Sep 17 | 26 A | 14 |
| Aug 17 | 29 A | 6 |
| Jul 17 | 32 A | 1 |
| Jun 17 | 34 A | 192 |
| May 17 | 37 A | 306 |
| Apr 17 | 107 A | 799 |
| Mar 17 | 74 A | 792 |
| Feb 17 | 129 A | 788 |
| Jan 17 | 194 A | 1038 |
| Dec 16 | 32 A | 621 |

CUSTOMER SERVICE
(800) 544-4944

EMERGENCY LINE
(800) 936-7000

PHONE SERVICE FOR HEARING
AND SPEECH IMPAIRED
7-1-1

WEB SITE
www.libertyutilities.com



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 that is less than 90 days old. To confirm your total amount due, please call Customer Care during normal business hours.

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

Actual Read: This indicates the read taken from your meter was an actual reading of your gas usage.

Estimated Read: This indicates your meter was not read and your gas usage for this billing cycle has been estimated.

4. Customer and Premises 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 related to 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. Budget Billing Arrangement Program Start Date

This is the date your budget was set up and the month that it will be reconciled each year. At this time you will pay the actual balance on your account or apply your credit to future bills.

12. Your 12 Month Budget Billing Amount Is

The amount that is due to be paid toward your budget plan each month.

13. Total Charges Since Beginning of Arrangement

The total actual charges incurred since your budget billing arrangement start date.

14. Current Monthly charges

The actual amount billed for that month.

15. Total Charges as of <date>

Total charges plus the current monthly charges.

16. Leaving you a balance of

This is the total actual balance on your account.

17. At Your Service

Important bill messages appear in this section.

This section (11-16) only applies to residential customers on a Budget Billing Arrangement.



Energy Efficiency is for Everyone!

Liberty Utilities is a proud sponsor of Mass Save® — a statewide energy efficiency collaborative for Massachusetts residents and businesses. Liberty Utilities offers a variety of programs for our residential customers such as a no-cost Home Energy Assessment, generous rebates towards efficient heating and hot water equipment, insulation upgrades, and more. Zero percent financing may also be available for certain energy efficiency improvements. Income eligible customers may qualify to receive energy efficiency benefits at no cost. Liberty Utilities also provides generous offers to our business customers, regardless of the business type or size. For more information, please visit masssave.com or call 1-866-527-7283.



Payment Options

We offer several options for customers to make payments. Choose the option that works best for you. Some payment options require a transaction fee of \$3.95 for residential customers and \$9.95 for commercial customers. This fee is assessed by our payment processing provider. Liberty Utilities does not profit from this fee.



Website (Fee Applies - Bank, Debit, or Credit Card Only)

At www.libertyutilities.com, you can make a one-time payment using a credit card. Please note that a transaction fee will be charged per payment and will appear as a separate line item from your cardholder.



Direct Pay (No Fee - Automatic Payments from Your Checking Account)

You can request that payments be automatically made from your checking account for your monthly bill. Simply send a voided check with the completed authorization form, which you can download from our website – www.libertyutilities.com – by accessing the Billing Options tab in the My Account section.



Phone (Fee Applies - Check or Bank, Debit, or Credit Card)

Pay your bill using our automated phone service, 24 hours a day, by calling 1-877-785-5672.



In Person at Liberty Utilities Walk-in Center (No Fee - Cash, Check, or Money Order Transactions Only)

Liberty Utilities has one walk-in center in Massachusetts. Come to the Hartwell Street entrance at 36 Fifth Street to make payments, provide documentation, and speak directly to Liberty Utilities customer service representatives.



In Person at Authorized Payment Agents (No Fee)

There are several retailers authorized to accept payments on our behalf including Walmart. A full list of authorized retailers can be found on our website at www.libertyutilities.com.



Mail (No Fee)

Please return the upper portion of your statement, along with a check or money order, in the envelope provided with your bill. Additional envelopes can be sent to the appropriate address below.

For customers in Fall River, Somerset, Swansea, and Westport:
 Liberty Utilities - Massachusetts
 PO Box 219501
 Kansas City, MO 064121-9501

For customers in Plainville and North Attleboro:
 Liberty Utilities - Massachusetts
 PO Box 219599
 Kansas City, MO 064121-9501

If you are subject to disconnection of service for non-payment or have already been disconnected, please contact Liberty Utilities' Customer Service BEFORE you make a payment by calling (800) 544-4944.