



IMPORTANT NOTICE:

November – January bills corrected.

Dear valued customer,

We recently discovered that the incorrect distribution rate (or demand rate for G53 and T53 customers) was used to calculate your November – January bills. Because of this, we have canceled your bills for these months and reissued them.

We want to apologize for this issue. We have corrected the problem and included your November, December, and January corrected invoices with your February bill.

In this packet, you will see the amounts charged and reversed from November, December, and January, along with the breakdown of correct charges for these same bills.

The last piece of this packet is your February bill. This includes your February charges, along with any amount still due for November, December, and January as a result of the application of the correct rate. If you already paid those bills, your previous payments are still valid and have been applied. Only additional charges due to the application of the correct rate will be due.

Because of this issue, we have temporarily deactivated automatic bank withdrawals (ACH) and AutoPay. If you are enrolled in either of these programs, please call our office at the number below to continue this service without interruption.

We recognize this may have a financial impact on some. If you need assistance setting up a payment arrangement or would like to explore other options for financial support, please call customer care at 1-800-544-4944 or email us at customerservicema@libertyutilities.com.

We appreciate your understanding.

Sincerely,

Liberty