

Attachment 3 – Current ISRS Web Site Information



Liberty Utilities™

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Billing and Payment

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How To Read Your Gas Bill

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How To Read Your Gas Bill

Your natural gas bill has the following main parts:

- the first component shows the previous balance which would be the amount of the previous months bill
- next shown, is all payments that we have received since your last bill
- the first component of our current charge for delivering natural gas to you, called "Delivery Charge" or "Customer Charge"
- the second component is called "Delivery Charge – Commodity" or "Commodity Charge" which is a rate based on the amount of natural gas that you use
- next, the "Purchased Gas Adjustment" which is the cost for the natural gas based on the volume you consumed. To learn more about natural gas prices, [click here](#).
- any taxes, franchise fees or other charges.
- additional "state specific" charges

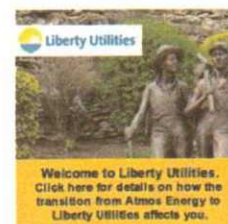
The illustration below shows the details on a sample bill.

[illegible]

USAGE IN CCF

This is how many hundreds of cubic feet of natural gas you've used this month. 1 CCF equals 100,000 BTU.

DELIVERY CHARGE or CUSTOMER CHARGE



FAQs about Billing & Payment

This charge covers a portion of the gas company's fixed costs that it incurs to serve each customer.

DELIVERY CHARGE – COMMODITY or COMMODITY CHARGE

This charge covers any remaining fixed costs and the company's variable costs incurred to serve customers, and is charged on each 100 cubic feet of natural gas that you use.

PURCHASED GAS ADJUSTMENT (PGA)

This charge recovers the actual gas cost paid to suppliers and the transportation charges paid to deliver gas to the company's distribution system. There is no profit or mark-up added to the gas cost and it may change from month-to-month. This amount is multiplied times your usage.

FRANCHISE FEE

This is a fee that is levied by local municipalities and is based on the amount of each customer's bill. The company collects and passes this fee on to the cities. It is not regulated by the state regulatory bodies or commissions.

TAX and OTHER CHARGES

This includes any sales tax assessed by your city or state, and any contribution you have made to an energy assistance program.

BUDGET BILLING AMOUNT

If you're a Budget Billing customer, your bill will show the amount to be paid this month, as well as the actual account balance.

PRORATED BILL

If applicable, we will adjust, or prorate, the delivery charge/customer charge on bills with more or less than the standard days of service.

RATE CODE

This identifies the rate schedule used to calculate the amount of your bill, based on the type of service you receive, as approved by the state public utility commission.

ESTIMATED BILL

If the word "Estimated" appears next to your rate code (shown under meter reading information) your usage for this period was estimated. All usage is actual unless otherwise shown. If we do not physically read your meter in a given month, we will estimate volume based on your average gas use. It will be shown as "ESTIMATED USAGE" on your bill, and any necessary adjustments will be made after the next actual meter reading.

STATE SPECIFIC CHARGES**MISSOURI ISRS CHARGE**

The infrastructure system replacement surcharge (ISRS) is a set, monthly charge that covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount.

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Bill Inserts

[Why Your Gas Bill May Vary](#)[How To Read Your Gas Bill](#)[How to Avoid Estimated Bills](#)

Bill Assistance

Meter Reading

Energy Saving Resources

Bill Inserts

- [If You Smell Natural Gas](#)
- [Welcome to Liberty Utilities!](#)

Archived Bill Inserts

- [Illinois](#)
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HOME SERVICE

BUSINESS SERVICE

OTHER BUSINESSES

INVESTORS

- > Account Center
- > Start Residential Service
- > Billing and Payment Options
- > Customer Service
 - > Bill Inserts
 - > Your Bill Explained
 - > Natural Gas Prices
 - > What Customers Are Saying
- > Safety & Reliability
- > Manage Energy Use
- > Why Choose Gas
- > Locate an Authorized Gas Dealer
- > Energy Efficiency Programs
- > Energy Assistance

Bill Inserts and Customer Messages

To provide up-to-date information to our customers, the inserts and announcements enclosed in our monthly bills are available online.





Please select your state below to view the important customer messages for your area.



Choose a state above, or select from this drop down list:

Atmos Energy - Bill Inserts and Customer Messages for MO

PDF File	Month Sent	Document Description	Size
	08.2012	Keep Flammable Materials Away From Natural Gas Appliances	111.13 KB
	07.2012	Save Time, Save Paper and Save Energy	1085.68 KB
	06.2012	Sign Up Now for Budget Billing	99.75 KB
	05.2012	Natural Gas Is Green	290.16 KB
	04.2012	Energize Atmos Energy Homes	188.98 KB
	04.2012	Call Before You Dig	746.09 KB
	03.2012	Payment Options	499.4 KB
	02.2012	Natural Gas Safety and You	1074.51 KB
	01.2012	Scratch and Sniff for Natural Gas	346.26 KB
	12.2011	Call 811 Before You Dig	164.49 KB
	12.2011	Qualified Low-Income Customers Can Get Help to Pay Gas Bills	87.03 KB
	12.2011	Help Keep Your Neighbors Warm This Winter	2306.53 KB

			
	11.2011	Energygize Atmos Energy Homes	256.61 KB
	11.2011	Help Keep Your Neighbors Warm This Winter	183.37 KB
	10.2011	If You Smell Natural Gas	75.75 KB
	10.2011	Help Keep Your Neighbors Warm This Winter	511.07 KB
	09.2011	Managing Your Home Energy Use	965.33 KB
	09.2011	Consejos gratis de Atmos Energy para ahorrar energia en su hogar	964.33 KB
	08.2011	Keep Flammable Materials Away From Natural Gas Appliances	61.84 KB
	08.2011	If You Smell Natural Gas	75.74 KB
	07.2011	Save Time, Save Paper and Save Energy	1058.34 KB
	06.2011	Sign Up Now for Budget Billing	100.98 KB
	05.2011	Appliance Rebate Offer	308.81 KB
	05.2011	Natural Gas is Green	226.88 KB
	04.2011	Call 811 Before You Dig	4193.54 KB
	03.2011	Payment Options	508.42 KB
	03.2011	ISRS Notice	82.64 KB
	02.2011	Natural Gas Safety and You	412.36 KB
	02.2011	Customer Notice	82.64 KB
	01.2011	Scratch and Sniff for Natural Gas	55.5 KB
	12.2010	Call 811 Before You Dig	179.36 KB
	12.2010	Help Keep Your Neighbors Warm This Winter	151.2 KB
	11.2010	Natural Gas Safety	353.33 KB
	11.2010	Your Family Deserves The Comfort of Natural Gas	155.1 KB
	10.2010	Sharing The Warmth Energy Assistance Program	58.31 KB
	08.2010	Natural Gas Safety	296.44 KB
	08.2010	Sign Up for Our Automatic Payment Plan	58.15 KB

	08.2010	Here's Help for Managing Your Energy Use	1803.79 KB
	07.2010	Sign Up for Free Electronic Billing	92.04 KB
	05.2010	Call 811 Before You Dig	165.08 KB
	05.2010	Notice of Requested Rate Increase and Request for Public Comment	73.48 KB
	04.2010	Natural Gas: The Smart Choice for Environment	172.66 KB
	03.2010	Atmos Energy Appliance Rebate Program	1667.19 KB
	03.2010	ISRS Customer Notice	30.79 KB
	03.2010	Your Payment Options	512.16 KB
	03.2010	Save Money on Natural Gas Appliances Now	196.56 KB
	02.2010	Natural Gas Safety and You	412.46 KB
	02.2010	ISRS Customer Notice	29.8 KB
	01.2010	Scratch and Sniff for Natural Gas	1703.88 KB
	01.2010	We've Moved Our Billing Address	58.84 KB
	12.2009	Call 811 Before Your Dig	368.53 KB
	12.2009	Generous Hearts Make Warm Homes	49.96 KB
	12.2009	Infrastructure System Replacement Surcharge	16.9 KB
	11.2009	Infrastructure System Replacement Surcharge Customer Notice	110.57 KB
	10.2009	Sharing The Warmth Energy Assistance Program	54.54 KB
	09.2009	Here's Help For Managing Your Energy Use	1786.92 KB
	08.2009	Auto Pay is the Easiest Way to Pay	60.13 KB
	08.2009	If You Smell Gas - Missouri	71.4 KB
	07.2009	Protecting Your Identity	64.55 KB
	06.2009	Budget Billing	108.81 KB
	05.2009	811 Call Before You Dig	212.53 KB
	04.2009	Atmos Energy Offers Online Energy Management Tools	283.06 KB
	03.2009	Your Payment Options	491.02 KB