

Date Mailed: 03/03/2021 1Account Number: 000011-11-0



TOTAL AMOUNT DUE
Due 3/24/21, add late fee of
After 3/24/21, Pay
TOTAL AMOUNT ENCLOSED

**\$135.24** \$0.68 \$135.92





## 1294820394000000880000000088441

To speak to a Liberty Customer Service Representative or to pay your bill by phone, please dial 1-800-206-2300

Liberty (www.libertyutilities.com) 602 S. Joplin Avenue Joplin, MO 64801-2337 4 Account Number: 000011-11-0

## Summary as of 03/02/21:



02/11/21 \$162.77 03/01/21 Check (\$162.77) Thank you \$0.00 000011-11-001 \$135.24 \*\*\* TOTAL AMOUNT DUE



7 If you have a question or problem with billing or service or need help managing your charges with a delayed payment agreement, we welcome your call.

To use Liberty automated account information by phone, use the 11-digit location number on the back of your statement.

Pay your bill with a credit or debit card by phone by simply calling 800-206-2300. Pay your bill online at www.libertyutilities.com. Choose the Pay Your Bill option and select Make Payment.

When making a payment, use the nine-digit account number on the front of your statement.

To report an electric outage, use the 11-digit location number on the back of your statement.

Project Help - - - Neighbors Helping Neighbors

You may qualify for financial assistance with your Liberty bill. Visit www.libertyutilities.com and select Financial Help for options that may be right for you.

\*\*\* see Account Detail following message(s).

- 1) Nine-digit account number needed to make a payment.
- 2) Customer and billing location information.
- 3) Liberty mailing address to remit payment. Information on additional payment methods can be found on the company's website, www.libertyutilities.com.
- 4) Customer account number.
- 5) Previous balance, recent payments, and remaining balance.
- 6) Total amount due for current month detailed explanation on customer charges can be found on the back of the bill.
- 7) This area has important messages from the company.

## Account Detail



- 8) 11-digit location number to report outages or to use automated account information by phone.
- Service address this is important for customers who have multiple accounts with the company.
- 10) Meter number, previous meter read, current meter read, and usage information.
- 11) The company service includes a fixed monthly customer charge, no matter how much electricity is used.
- 12) The usage charge is for the kilowatt hours (κwh) used by a customer. The charge for each κwh used by a customer from June 16 through September 16 is \$0.13006 per κwh. The charge for electricity for the other eight months of each year is \$0.13006 per κwh for the first 600κwh and \$0.10574 for each κwh thereafter.
- 13) The cost to provide programs for customers to improve the energy efficiency of their homes and businesses.
- 14) A contractual fee required for the company to use the city public right-of-ways.
- 15) The charge for the difference between fuel and purchased power costs established in the current rate structure and the actual fuel and purchased power costs incurred by the company. This rate changes twice a year. If fuel costs are less than what is established by the current rates, customers will see a credit in the Fuel Charge line. The cost includes no mark-up or profit for the company.
- **16)** Taxes, fees, and other assessments.
- 17) Total charges for the billing period.
- 18) APP, average payment plan, is a payment contract that calculates a customer's expected annual usage and divides it into 12 equal payments. Each month one payment installment is due from the customer. At the end of 12 months the actual usage is reviewed and a customer's contract and installments are adjusted for the next 12 months.
- 19) The amount due from the customer by the due date.
- 20) Important information about a customer's payment contract.