



# Arkansas Customer Handbook

Water and Wastewater



# Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams deliver an exceptional customer experience while always prioritizing safety and reliability. Liberty delivers water and wastewater service through our network of underground infrastructure, providing you an economical and safe, water source. Liberty's commitment to our communities includes investments that help ensure safety and reliability for your home and business today and in the future.

For more information about Liberty, visit [libertyenergyandwater.com](http://libertyenergyandwater.com).

Copies of price schedules and general rules and regulations are available at [libertyenergyandwater.com](http://libertyenergyandwater.com). This booklet is being provided in accordance with state commission rules.

## How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 8 a.m. to 4 p.m., Monday through Friday, by calling:

**1-855-382-6508**

To report an emergency 24/7:

**1-855-382-6511**

# Accessing Your Account Information Online

You may also access information about your account by visiting [libertyenergyandwater.com](http://libertyenergyandwater.com) and signing on to My Account or by downloading the Liberty My Account mobile app from your device's app store. My Account offers the easiest way to view your Liberty account from anywhere. Follow the simple steps to register and begin accessing your Liberty account information right away.

My Account offers a variety of tools to better understand your usage and account.

- View and pay your bill from the device of your choice, including your mobile phone through the Liberty My Account mobile app.
- Choose your account notifications – email and/or text message – and how and when you want to receive them.
- View up to 13 months of your usage with easy-to-read graphs, helping you better control your usage and save on your bill.
- Access, view, and print past bills.
- Go paperless – Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email inbox instead of your mailbox.

## Bill Payment Options

### Pay By Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7-10 business days for delivery and posting.

### Automatic Payments

When you choose Automatic Payments through your paperless billing account, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

### Paperless Billing

Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email instead of your mailbox. And just like your paper bills, you control your payments – but with a click of a mouse.

## Pay By Phone/Pay Online

Phone in your payment by calling 1-855-382-6508 and following the prompts, or you can pay online at [libertyenergyandwater.com](http://libertyenergyandwater.com). This feature utilizes an independent service which allows you to pay using a credit or debit card or electronic check. There is a processing fee for using this online payment service. Limit of \$600 per transaction for residential.

## Pay In Person

You may pay in person at any of our local offices without incurring an additional fee. You may also pay at one of our independent, authorized payment centers. For a list of authorized payment centers, please visit our website. A fee may be charged by our independent providers.

## Second Party Sign Agreement To Pay

If a customer needs for any reason to have a second party agree to pay their bill, the following options are available.

- Accountholder may call our Customer Service line along with the second party contact person to request they be added to the account and provide the necessary contact information to be set up with the second party status;
- Account holder may visit the local office and request a form to complete to have the second party added to the account; or
- Second party may provide necessary documentation in person, via email, or by fax showing power of attorney, guardianship, or other documentation to be added to the account

# Starting and Transferring Service

You can start new service or transfer your current service to another location by calling our Contact Center at 1-855-382-6508 or by completing a request form available on our website, [libertyenergyandwater.com](http://libertyenergyandwater.com).

Please contact us at least two business days in advance to schedule the start of your service; this does not include weekends or holidays. Identification may be required.

A deposit may be required for customers who have unsatisfactory or insufficient credit, in cases where tampering or diversion has occurred, and when there is a history of delinquency. Deposits may be billed in installments in some cases. The deposit, plus interest, will be returned when:

- You establish a suitable credit history (residential customers); or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty.

## Stopping Service

If you need to discontinue your service, please call our Contact Center at 1-855-382-6508 or complete a request form available on our website, [libertyenergyandwater.com](http://libertyenergyandwater.com). Arrangements must be made at least two days in advance, and you must provide an address to receive your final bill.

## Special Services

If a residential customer, upon receiving a shut-off notice, is unable to pay the bill and has someone in the household whose illness would be made worse if the water service was discontinued, they may present a certificate from their doctor stating why the loss of water service would gravely impair the illness and/or risk death.

The certificate must be signed by the doctor (not his/her nurse, etc.) and must include his/her office address, telephone number and state in which they are licensed to practice. Under these conditions, the water company will extend the period of time within which the bill may be paid for 30 days before discontinuing service. This certificate will be sent to the Doctor from the company's office.

## Customers with Disabilities

If you need special services, please contact our customer care team by calling 1-855-382-6508.

# Understanding Your Billing Charges

## Customer Charge

A fixed monthly charge to cover costs to meter and bill your account and provide customer service.

## Usage Charge

The portion billed for the gallons or hundred cubic feet of water used.

## Power Cost Charge

This charge is only applicable to Pine Bluff customers. It covers the energy cost required to pump water within the water system. It is based on invoices from the electricity provider, and the volumes of water pumped. The calculation establishes a rate that is charged to customers on the system that changes each month. It accounts for over/under collection and employs the rate calculation mechanism to self-adjust.

## Franchise Fee

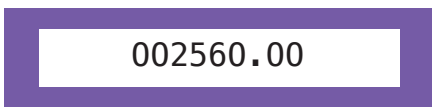
This fee is a tax levied by local municipalities, which the company collects and passes on to those respective cities. Applicable state and local taxes are also charged.

## Rates

For information on rates specific to you, please visit our website for a full list of current rates and a copy of the applicable tariff.

# How To Read Your Meter

Generally, outdoor meters should not be opened, as they are sometimes difficult to re-seal properly. If you want to read your meter, you will find a numerical odometer type meter (similar to the device that records miles traveled in a car). The odometer-type meter readings show the gallons or CCFs (Cubic Feet) used with a series of numbers in a small window. You can calculate the difference between readings to determine your monthly usage. Your bill may show usage in terms of gallons or CCFs. This illustration depicts an odometer-type meter with a reading of 2560.00. The company also utilizes digital meters. Their readout is much like a car odometer.



## Estimated Meter Reading

The company tries to read each customer's meter each month. Despite efforts to read each month, on occasion it is impossible to do so due to extreme weather conditions, locked doors or gates, emergencies, etc. When a meter cannot be read for any reason, an estimate of the amount of water used during the billing period will be made. If the reading is estimated, the bill will be marked "Estimated." Estimated bills are based on meter history.

The following procedure will be used when it is necessary to estimate bills:

- If the customer has been at the location for the past twelve (12) months, usage will be estimated based on that customer's usage at that location the year before.
- If the customer has not been at the location for the past twelve (12) months, usage will be estimated on the usage at that location the year before.
- If there was no usage at the location during the same period the year before, usage will be estimated based on the class average usage for the class of the customer in question.

# Disconnection/ Reconnection of Service

Your Liberty bill is due upon receipt, and a delinquent date appears on your monthly statement.

To avoid service interruption, call immediately if you cannot pay your bill on time, if you receive a disconnection notice, or if there is any problem with your bill.

If you find you cannot pay your entire bill, please contact us for a mutually agreeable installment plan.

Although we do not routinely disconnect service without advance notice, there are times when we must for health, safety, emergency, or maintenance reasons, or when someone has tampered with our equipment.

We will turn your service back on after the cause for the disconnection has been corrected. Service will be restored the same day, if possible, but no later than the next working day.

## Reporting Water Leaks

Water customers who experience increased usage due to a water leak should contact Liberty at 1-855-382-6508.

## Water Conservation

We offer a variety of water conservation tips for both residential and commercial customers. Visit our website, [libertyenergyandwater.com](http://libertyenergyandwater.com) for details and tips specific to your home.



# Call Before You Dig

Before you plant a tree or build a fence, make sure you know where your underground utilities are located. We encourage customers to dial 811, the nationwide one call system, or their state one call system:

## Arkansas

**1-800-482-8998**

This is a free service provided by Liberty and other local utilities. This single call allows customers to avoid the possibility of a serious injury or expense of repair costs for damaged utilities.

## General Service Rules

A copy of our General Service Rules and Arkansas Special Water Rules are on display in local offices and available upon request.

## Procedure for Making Complaints to Liberty or the Public Service Commission

Any customer who is dissatisfied with their water service or bill may personally contact the Company's office; write to the Company at P.O. Box 6070, Pine Bluff, AR 71611; or call 1-855-382-6508 to ask questions for clarification or to discuss any matter concerning their service or bill. If they are not satisfied with the company's explanation, they may write or call the Arkansas Public Service Commission.

**Arkansas Public Service Commission**

PO Box 400 • Little Rock, AR 72203

1-800-482-1164



**Liberty**<sup>®</sup>

Telephone

1-855-382-6508

Emergency Telephone

1-855-382-6511

[libertyenergyandwater.com](https://libertyenergyandwater.com)

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