



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the water and/or sewer service you use. Please take a moment to learn about the charges, rates and other useful information included with each bill.

Here's where you'll find the **customer name, service address** and your **account number**.

How much do you owe and **when is it due?** You'll find that right here. You'll also find **your usage**, which may be displayed in CCF or gallons.

This section of the bill is a great way to **track your usage**. Compare the current 12 months with the previous 12 months and see your average daily usage. The more you know about your usage, the better you can plan and manage it.

Please note: Customers who only have Liberty sewer service will not have this graph on their bills.

If **paying by mail**, please detach and **return the bottom of the bill** with your payment.

energy and water for life

Account Information

Customer Name: JANE DOE
Service Address: 123 ANYSTREET, ANYTOWN AR US 71602
Account Number: 000123456789

What do I owe?

\$76.02

How much did I use?

6 CCF

When is it due?

Oct 27, 2023

Your Monthly Water Use At a Glance

Month	Prior 12 Months (CCF)	Current 12 Months (CCF)
SEPT	0.5	0.5
OCT	0.5	0.5
NOV	0.5	0.5
DEC	0.5	0.5
JAN	1.0	55.0
FEB	0.5	0.5
MAR	0.5	0.5
APR	0.5	0.5
MAY	0.5	0.5
JUN	0.5	0.5
JUL	0.5	0.5
AUG	0.5	0.5

Usage in CCF (ccf)

Prior 12 Months

Current 12 Months

Average Daily Use

Prior 12 Months

Current 12 Months

Important messages from Liberty

Be water safe. Learn how to properly dispose of chemicals and medications, install backflow prevention devices, and help your kids be more water safe. Visit www.libertyenergyandwater.com for more tips to help you stay safe around water.

Liberty

LATE PAYMENT FEE:
Payments received after the due date are subject to a 10.00% fee per month late.

Account Number: 000123456789
Service Address: 123 ANYSTREET
Bill Date: 05-OCT-2023
Due Date: 27-OCT-2023

\$76.02
Amount Due

Amount Enclosed

JANE DOE
123 ANYSTREET
ANYTOWN AR 71602

REMIT TO:
LIBERTY UTILITY ARKANSAS
P.O. BOX 75652
CHICAGO IL 60675-5652

32052000084519040000720471

This page also includes information such as **general correspondence address**, **dispute resolution**, and **medical emergency information**.

Here you will find information about some of our policies and common terms used on your bill.

There are several different ways you can reach us.

Learn about **payment** and **billing options** here.

Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications.

Explanation of Regulations and Policies

For additional information please visit www.LibertyEnergyandWater.com.

Understanding Your Bill

Due Date/Late Charge
Please pay your bill by the due date to avoid a late charge.

Multiplier
Converts the metered unit of measure to the standard billing unit of measure, where applicable.

Prorated Bill
If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Rate Code
This code represents the rate used to calculate your bill.

Read Type
If we are unable to read your meter we will estimate your consumption for the month.

Taxes
This section summarizes state and local taxes, including city franchise tax, if applicable.

Units
CCF = Hundred Cubic Feet
GAL = Tens of Gallons

Water Customer Charge:
The cost of providing services such as metering, billing, and account maintenance. Water Customer Charge is a fixed cost and is not affected by the services you use.

Other Information

General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

Mail to:
Liberty
P.O. Box 6070
Pine Bluff, AR 71611

Email to:
customerserviceAR@Libertyutilities.com

Glossary of Terms
For a definition of the additional billing terms, please visit: www.LibertyEnergyandWater.com

Dispute Resolution

Liberty is regulated by the Arkansas PSC. Customers can contact the PSC at:

Arkansas Public Service Commission:
P.O. Box 400, 1000 Center Street
Little Rock, AR 72203
1-800-481-1164/ www.arkansas.gov/psc

Employee Identification

All company service employees are uniformed and wear identification badges with the company logo, employee picture and name. Please verify the badge or call us to confirm employee identification.

Important Information

Emergency/Leak: (Available 24/7): 1-855-382-6508	Customer Service: 1-855-382-6508 (M-F 8:00 am to 4:00 pm)
Wastewater Utility - Pine Bluff Pine Bluff Wastewater Utility Customer Service: 1-870-535-6603	Call before you Dig: 8-1-1
Garbage Service - Pine Bluff and White Hall Waste Management Services Pickup: 1-870-247-3747	Website: www.LibertyEnergyandWater.com
	Social Media: Facebook: @LibertyUtilitiesCentral Twitter: @PlugIntoLiberty Youtube: @liberty-centralregion718

Payment Options

EFT (Automatic) Payments
Pay your bill automatically from your bank account.

Online
www.LibertyEnergyandWater.com

Phone
855-382-6508

Mail Payments
Liberty - AR
PO Box 75652
Chicago IL 60675-5652

In Person
Visit LibertyEnergyandWater.com for our office locations or authorized payment centers.

Billing Programs

Installment Plan
An extended payment plan where past-due bills may be paid in installments over a specific time period. The statement will also show the remaining Installment Plan amount to be billed.

Here you'll find the **billing period** and the **number of days included** in this bill.

Account Activity for Your Water Service from 07/20/2023 - 08/16/2023
 Rate: Residential Service
 Next Scheduled Meter Read Date: 09/19/2023
 Point of Delivery ID: 00000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
PB12345678	Actual	28	7/20/23 - 8/16/23	585	579	6	6

Payments received and unpaid balances appear here.

What am I paying for?

Additional messages

Previous Balance	\$ 78.97
Payment(s) Received as of 10/05/2023	\$ 78.97
Balance Forward	\$ 0.00

At Liberty, we're taking steps to ensure safe and reliable water service for customers. We also encourage you to prepare for colder temperatures by winterizing water pipes to prevent freezing. Did you know that water expands as it freezes? This can put pressure on metal or plastic pipes and can cause them to break. For winterizing tips, visit libertyenergyandwater.com.

Current Charges

	QUANTITY USED	COST PER CCF	
1 WATER CHARGES			
Customer Charge			\$ 19.22
Water Usage Charge	6 CCF	\$ 2.85330	\$ 17.12
Power Cost Adjustment	6 CCF	\$ 0.08030	\$ 0.48
Storm Water Fee			\$ 0.79
Sanitation Charge			\$ 18.48
TOTAL WATER CHARGES			\$ 56.09
2 SEWER CHARGES			
Sewer Facility Charge			\$ 4.65
Sewer Consumption Charge			\$ 9.75
TOTAL SEWER CHARGES			\$ 14.40
3 MISCELLANEOUS CHARGES AND CREDITS			
TOTAL MISC. CHARGES AND CREDITS			\$ 0.00
4 TAX CHARGES			
State of AR Sales Tax \$18.48 @ 6.5%			\$ 1.20
State of AR Sales Tax \$36.82 @ 6.5%			\$ 2.39
County of Jefferson \$55.30 @ 1.25%			\$ 0.69
City of Pine Bluff \$18.48 @ 2.25%			\$ 0.42
City of Pine Bluff \$36.82 @ 2.25%			\$ 0.83
TOTAL TAX CHARGES			\$ 5.53
TOTAL CURRENT CHARGES			\$ 76.02

Total Amount Due

\$ 76.02

We use this section of the bill to provide **additional messaging** that you may find useful.

1 Water Charges

This amount is the total charges you incurred for water service in the billing period, including fixed costs like the Customer Charge, consumption charges like the Water Usage Charge, and other applicable fees and charges.

Sanitation Charge

For Pine Bluff and White Hall customers, a Sanitation Charge is listed on the bill for trash services provided by the city. This is not a Liberty charge.

2 Sewer Charges

This amount is the fixed cost you incurred for sewer service in the billing period.

For Pine Bluff customers, Liberty bills these charges on behalf of other entities to reduce the number of utility bills you receive each month.

3 Miscellaneous Charges and Credits

This amount is the total of all Miscellaneous Charges/Credits, if any, applied to your account and is unique for the billing period.

4 Tax Charges

This amount is the total taxes you were charged for the billing period, including state, county, and city taxes.

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