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CUSTOMER BILL

Office Location: 21760 Ottawa Rd.
Apple Valley, CA 92308
Walk-in Office Hours: M-F 8am - 5 pm
General Office or Emergency: (760) 247-6484
24-hour automated information line: (800) 481-9190
Please visit our website: www.libertyutilities.com

JANE DOE
12345 MAIN ST
APPLE VALLEY CA 92308

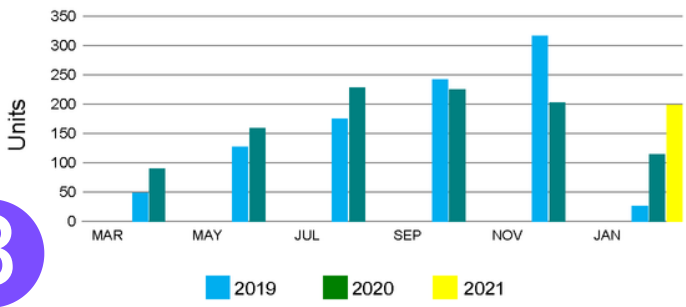
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Date of Bill: 02/18/2021

Account Number: 012345
Customer Number: 987654
Type of Service: RESIDENTIAL/REGULAR
Service Address: 12345 MAIN ST
Service Period: 12/17/2020 to 02/17/2021

Service Information

Your Bi-Monthly Water Usage



1 Unit (100 Cubic ft. of Water) = 1 CCF = 748 gal.

Usage Breakdown

Service From: 12/17/2020 To: 02/17/2021 62 days
Meter Number: 01234567 Meter Size: 1" Previous Read: 3107 Current Read: 3306 Usage: 199

| | | |
|-------------|-----------------------|-----------|
| Tier 1 | (22 CCF x \$ 3.9140) | \$ 86.11 |
| Tier 2 | (22 CCF x \$ 4.5320) | \$ 99.70 |
| Tier 3 | (155 CCF x \$ 5.1500) | \$ 798.25 |
| Total Usage | | \$ 984.06 |

Current Charges (See back of the bill for descriptions)

| | |
|------------------------------------|-------------------|
| Tier 1 Usage Charge | \$86.11 |
| Tier 2 Usage Charge | \$99.70 |
| Tier 3 Usage Charge | \$798.25 |
| CARW Surcharge | \$11.48 |
| Service Charge | \$112.50 |
| CA Public Utilities Commission Fee | \$15.84 |
| TOTAL CURRENT CHARGES | \$1,123.88 |

Amount Due

| | |
|---------------------------------------|-------------------|
| Previous Balance | \$1,112.02 |
| Payment - Thank You | -\$112.02 |
| TOTAL CURRENT CHARGES | \$1,123.88 |
| TOTAL AMOUNT DUE BY 03/10/2021 | \$1,123.88 |

A late fee will be applied if the current charges are not paid by 3/25/2021

Special Message

Account Number: 012345
Customer Number: 987654
Type of Service: RESIDENTIAL/REGULAR
Service Address: 12345 MAIN ST
Due Date: 03/10/2021

\$1,123.88
Amount Due

Amount Enclosed

LIBERTY UTILITIES
PO BOX 6005
ARTESIA, CA 90702-6005



073108006108000112388

Return this portion with your payment.



P.O. Box 7005
Apple Valley, CA

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JANE DOE
12345 MAIN ST
APPLE VALLEY CA 92308



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Payment Options



PHONE

760-247-6484



ONLINE

LibertyUtilities.com



IN PERSON

21760 Ottawa Rd.
Apple Valley, CA
92308

MAIL

P.O. Box 6005
Artesia, CA
90702-6005

WALMART

20251 CA-18,
Apple Valley, CA
92307

State Mandated Water Use Restrictions

Visit our website at libertyutilities.com for Local Drought Guidelines and State Mandated Water Use Restrictions.

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Customer Rate Assistance Programs



CALIFORNIA ALTERNATIVE RATES FOR WATER (CARW)

The CARW Program offers income-qualified customers a monthly rate discount on their water bill.



MILITARY FAMILY RELIEF PROGRAM

Provides extended payment terms to those families experiencing reduced income due to a call to active duty military service.

BILL INFORMATION

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after billing date. A late fee equal to 1.5% of the current charges will be assessed if payment is not received and posted to your account within 34 days of date of bill. The minimum late fee is \$1.00.

If you believe there is an error on your bill or have a question about your service, please call **Liberty Utilities (Apple Valley Ranchos Water) Corp.** customer support at (760) 247-6484.

If you are not satisfied with Liberty Utilities (Apple Valley Ranchos Water) Corp.'s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online.

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, 3rd floor, San Francisco, CA 94102

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If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contracts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

| Type of Call | Language | Toll-free 800 Number |
|-----------------------------|-------------------|----------------------|
| TTY/VCO/HCO to Voice | English | 1-800-735-2929 |
| | Spanish | 1-800-855-3000 |
| Voice to TTY/VCO/HCO | English | 1-800-735-2922 |
| | Spanish | 1-800-855-3000 |
| From or to Speech-to-Speech | English & Spanish | 1-800-854-7784 |

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

CHARGE DESCRIPTIONS

CARW: The California Alternative Rates for Water Program (CARW) offers a monthly discount to eligible low-income customers. As part of the program, the CPUC authorizes Liberty Utilities to track and recover the difference between recorded discounts provided to qualifying low-income customers and the recorded surcharges used to fund the program.

For a complete list of surcharges & surcredits, visit www.LibertyUtilities.com.