



## Keep Meters Clear To Avoid Bill Estimates

When snow or debris pile up around electric meters, Liberty Utilities' meter readers are unable to take accurate readings even with remote technology. So every year we ask our customers to do their best to keep meters clear of snow, ice or anything else that may prevent access.

### *What if the snow/ice is so bad that I can't keep my meter clear?*

During really significant snowfalls (like the epic winter storms experienced in 2016/17) customers may not be able to clear their meters resulting in estimated billing.

### *What is estimated billing?*

As approved by the California Public Utilities Commission in rate tariffs, Liberty Utilities estimates energy use if meters are inaccessible and then reconciles future billings once an actual read can be obtained. Your estimated bill is based on your energy usage history. For some customers, actual reads may not occur until your next scheduled meter read.

### *How does an estimated read affect my power bill?*

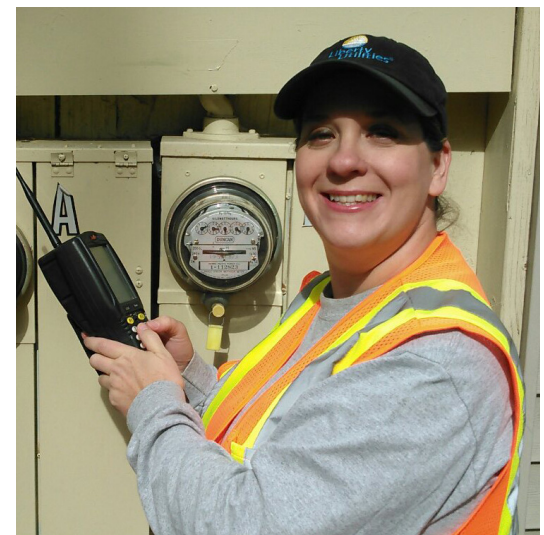
Once an actual read is obtained, Liberty will provide an adjusted corrected statement if the estimated read was higher than the actual meter reading. If the actual read is larger than the estimate, we will ensure you receive the full baseline allowance (i.e., maximum allowed usage under a lower rate for permanent residential customers) and then bill for usage above that baseline to ensure the lowest possible charge.

### *What if my actual read is higher than the estimate and I can't pay the adjusted bill all at once?*

Please call our local customer care representatives at **1-800-782-2506** to set up special payment arrangements if you are unable to pay any bill on time.

### *What if I own a second property and cannot ensure that my meter is cleared?*

If your secondary home's meter is inaccessible, an estimated bill will be processed as described. Non-permanent residential customers can also choose to be billed under our Zero Estimate Billing program which bills winter months at zero energy use (other charges may still apply) and then reconciles these bills in the Spring when meters are accessible. To sign up for this service, contact us at **1-800-782-2506**.



*Keep meter reader Jackie smiling and avoid estimated bills by keeping your meters clear of snow this winter.*



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