



Liberty UtilitiesSM

March 2014

WHAT'S IMPORTANT TO YOU?

Our annual survey results are in, and once again our customers told us that service reliability is a top priority.

The survey showed that 84% of our customers are satisfied with Liberty Utilities overall, unchanged from the previous year.

While our quality of services rating increased from last year thanks to a comprehensive tree trimming program and several targeted upgrade projects, we hope to begin a long-term improvement project of two major power lines and supporting structures soon. This will allow greater load transfer and switching ability improving our service to you.

Thank you for your confidence in us, and we'll work to improve your satisfaction even more.

Visit www.libertyutilities.com and click on the 625/650 Electric Lines Upgrade Project under "In The News" to learn more.

WHAT MAKES UP MY RATE?

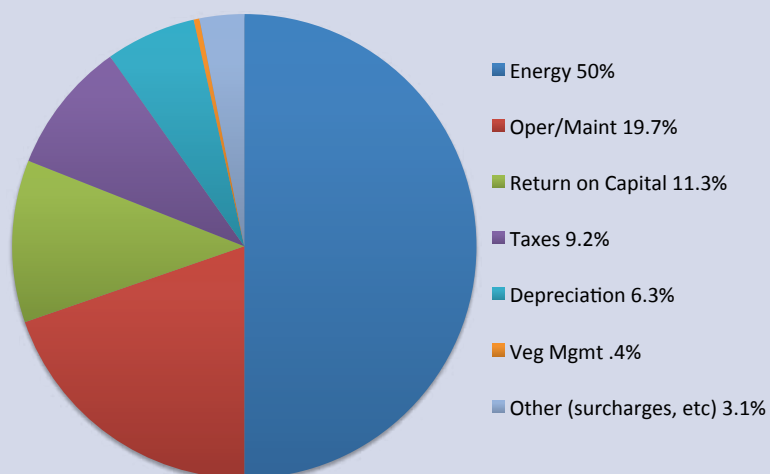
Utility rates aren't always the easiest to understand, as many of our customers tell us.

As a regulated utility, each component of Liberty's rates is mandated, audited, and authorized by the California Public Utilities Commission.

Rate tariff sheets are posted on our website providing detailed breakdown for each rate class (click on the "Customer Support" tab and select the "Billing and Payment" link).

As this graph shows, 88.7% of the average residential rate is simply a pass through for costs incurred to provide service to our customers (Liberty recovers dollar for dollar with no profit).

And, 50% of that is for energy costs alone (again with no profit). The balance, or 11.3%, is actually the CPUC-allowed return to the stockholders to compensate them for their investment.



Typical Residential Rate Allocation

Note: All costs except for return on equity component is a direct pass through of Liberty's costs.

earth day

CELEBRATE EARTH DAY WITH ENERGY EFFICIENCY

Liberty Utilities will be at two Earth Day events, and we hope you'll stop by and visit our booth. Learn about ways you can save both energy and money-- you can even walk away with some free energy-efficient light bulbs if you sign up for a free energy audit!

Earth Day at Squaw Valley
(North Shore)

Saturday, April 19th
11 am – 5 pm

Earth Day at Bijou Community Park
(South Shore)

Saturday, April 26th
10 am – 4 pm

PAYMENT OPTIONS

At Liberty Utilities, we know that one size doesn't fit all. That's why we provide you with options to pay your utility bill.

If a payment method requires the services of BillMatrix (Liberty Utilities' third-party vendor), there is a convenience fee directly charged by that vendor. Below is a summary of the ways you can pay your bill, and if there is a third-party convenience fee for that option.

To learn more, go to www.libertyutilities.com/west and click on the "Pay Your Bill" link at the top.

Credit Card/One-time Debit Card/Electronic Check Payment

 Online (www.libertyutilities.com/west) **FEE**

 By phone (1-800-782-2506) **FEE**

 In person (either SLT or Tahoe Vista offices) **FEE**

Cash

 In person only **NO FEE**

Paper check/Money Order

 In person (either SLT or Tahoe Vista offices) **NO FEE**

 By mail **NO FEE**

Automatic Checking Account Deduction

 For eligible customers who apply **NO FEE**

OUR COMMUNITY

NEED MONEY FOR COLLEGE OR VOCATIONAL SCHOOL?

If you're a high school senior and reside within our service territory, you could be eligible for a scholarship from Liberty Utilities! We're offering one \$500 scholarship to each of the six high schools served by Liberty, as well as one \$750 scholarship to an eligible student at Lake Tahoe Community College. Interested? Visit your school's financial aid office or counselor to find out more and to submit an application.



ENERGY EFFICIENCY MEASURES PAY OFF!

Liberty Utilities recently presented a \$7,917.08 rebate check to the Truckee Tahoe Unified School District in recognition of the energy efficiency measures they implemented at three of their facilities.

To learn more about both residential and commercial energy efficiency programs, visit www.libertyutilities.com/west and click on the "Save Energy and Money" link at the top.



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