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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

John Smith
12345 Main St
Apple Valley CA 92307

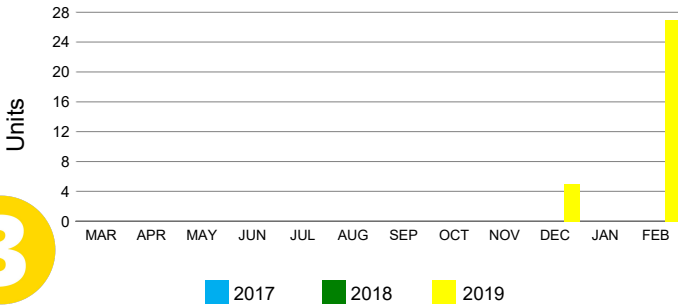
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Account Number: 158070
Customer Number: 295594
Type of Service: RESIDENTIAL/REGULAR
Service Address: 12345 Main St
Service Period: 12/21/2018 to 02/19/2019

Date of Bill: 02/19/2019

Service Information

Your Bi-Monthly Water Usage



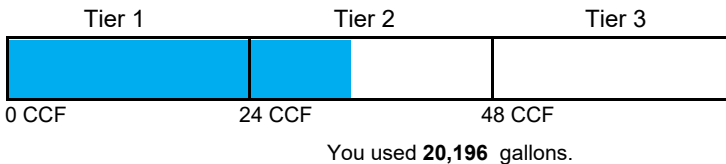
1 Unit (100 Cubic ft. of Water) = 1 CCF = 748 gal.

Usage Breakdown

Service From: 12/21/2018	To: 02/19/2019	60 days
Meter Number: 09086165	Meter Size: 5/8 x 3/4"	Previous Read: 5
		Current Read: 32
		Usage: 27

Tier 1	(24 CCF x \$ 3.8760)	\$ 93.02
Tier 2	(3 CCF x \$ 4.4880)	\$ 13.46
Total Usage		\$ 106.48

Your Water Usage This Billing Period



Return this portion with your payment.



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JOHN SMITH
12345 MAIN ST
APPLE VALLEY CA 92307



Current Charges (See back of the bill for descriptions)

Tier 1 Usage Charge	\$93.02
Tier 2 Usage Charge	\$13.46
Surcharge 228-W	\$4.21
CARW Surcharge	\$1.38
Service Charge	\$44.48
CA Public Utilities Commission Fee	\$2.19

TOTAL CURRENT CHARGES \$158.74

Amount Due

Past due balance due immediately **\$67.10**

TOTAL CURRENT CHARGES \$158.74

TOTAL AMOUNT DUE BY 03/11/2019 \$225.84

A late fee will be applied if the current charges are not paid by **3/26/2019**

Special Message

The account has a past due balance of \$67.10 and is subject to disconnection. Please call our office immediately to avoid disconnection of your water service.

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Account Number:	158070
Customer Number:	295594
Type of Service:	RESIDENTIAL/REGULAR
Service Address:	12345 Main St
Due Date:	03/11/2019

\$225.84
Amount Due

Amount Enclosed

LIBERTY UTILITIES
PO BOX 6005
ARTESIA, CA 90702-6005



295594158070000022584

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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.**10**

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, Room 2003, San Francisco, CA 94102

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

Sur-Charge 228-W: Effective May 2, 2018 to October 2, 2019 - \$0.156/CCF – The California Public Utilities Commission authorized a 3.45% increase or \$0.156 per CCF for 17 months to recover losses in revenue due to conservation offset by savings in water supply costs. Liberty Apple Valley will not receive additional earnings from this increase.

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.