



Liberty UtilitiesSM

October 2014

SPECIAL EDITION - Changes Are Coming Soon!

YOUR BILL WILL LOOK DIFFERENT

In response to customers' requests about their bills, we'll be transitioning to a new billing, telephone and online account access system next month. We're committed to these changes as part of our commitment to being your local, responsive utility. Here's some of the changes you'll be seeing next month. Please keep this insert for future reference, or visit our website at www.libertyutilities.com/west and click on the Pay Your Bill link at the top for the latest updates.

NEW EMERGENCY TOLL-FREE NUMBER

Our new emergency number to report outages and other emergencies is changed to **1-844-245-6868**.

NEW TELEPHONE OPTIONS

You can still call the **1-800-782-2506** customer service number Mon-Fri, 8 am - 5 pm, with more options available, so listen to the message carefully before selecting.

E-BILL (PAPERLESS) OPTION

E-Bill, or electronic bill, is a new convenient, secure and environmentally friendly way to view and pay your ongoing, monthly bills. They contain the same information as your paper bills, but are delivered to you online instead of your mailbox. And just like your paper bills, you control how much you want to pay and when, but with a click of a mouse. You can make one-time payments to your E-Bill or set up automatic payments.

MORE AUTHORIZED PAYMENT LOCATIONS

We continue to add authorized CheckFreePay locations to give you more options on how to pay your bill. For the most updated list, please visit our Convenient Payment Options page and click on the Pay in Person link.



BILL PAYMENT QUESTIONS

There are several options available to make utility payment easier for you. Please visit www.libertyutilities.com/west and click on the Pay Your Bill link at the top or call our customer service representatives at 1-800-782-2506.

- **I WANT TO MAIL MY PAYMENT-WHERE DO I SEND IT?**

Return the lower portion of your statement along with a check or money order in the envelope provided with your bill. The remittance address below should show through the envelope window. If you do not have a return envelope with your statement, your payment should be mailed to:

Liberty Utilities
(CalPeco Electric), LLC
P.O. Box 80374
City of Industry, CA 91716-8374

- **CAN I PAY FOR MY BILL WITH A CREDIT CARD?**

Yes. This can be done online or by calling our customer service number. You can also use a debit card or electronic check. All three options incur a third-party convenience fee.

- **CAN I HAVE MY MONTHLY PAYMENT AUTOMATICALLY DEDUCTED FROM MY CHECKING ACCOUNT?**

Yes. This option is available to customers with satisfactory credit histories; you must complete an application for this Electronic Funds Transfer (EFT) first. There is no third-party convenience fee for this option.

- **I LIKE TO PAY MY BILL IN PERSON. WHERE CAN I DO THIS?**

You can visit one of our offices that are open Monday-Friday from 9 am to 5 pm:

Liberty Utilities South Lake Tahoe
933 Eloise Avenue
South Lake Tahoe, CA 96150

Liberty Utilities North Lake Tahoe
701 National Avenue
Tahoe Vista, CA 96148

Or...you can make your payment at one of our authorized CheckFreePay locations within the communities we serve. Visit our website to find the location nearest you.

- **CAN YOU HELP ME BUDGET FOR MY MONTHLY UTILITY BILLS?**

Yes. We offer equal payment plans that allow you to even out your annual utility expenses so the monthly payments are always the same. We can also assign a due date that works better for your budget. And, you may qualify for some of our income eligible programs that help you make your payment as well as provide energy efficiency options.

Local and Responsive. We Care.

Liberty Utilities North Lake Tahoe
701 National Ave.
Tahoe Vista, CA 96148



Liberty UtilitiesSM

Liberty Utilities South Lake Tahoe
933 Eloise Ave.
South Lake Tahoe, CA 96150