



Liberty Utilities[®]

Detailed Glossary of Terms – California

Account Number

This is your 16 digit account number.

Amount Enclosed

Enter the amount of payment you are making.

Annual Consumption Comparison Chart

This graph illustrates usage at the service address on a monthly and previous year basis.

Authorized Payment Center

Check our website for a list of authorized payment agencies, where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

Base Usage

Total billed kWh usage. For permanent residential customers see “Baseline Quantities”.

Baseline Quantities

The baseline rate structure provides permanent residential customers with a minimum quantity of electricity at the most cost effective rate, and offers an incentive to conserve energy.

Bill Date

This is the date when your statement was generated.

Budget Amount Due

Amount of monthly budget installment. Total account balance will display as actual account balance.

Budget Billing (Equal Payment Plan)

An equal payment every month based on prior electricity usage. Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill.

California (CA) Climate Credit

A credit designed to encourage customers to invest in energy-saving upgrades as set forth in the State’s Global Warming Solutions Action of 2006 (AB 32). Residential customers receive this credit twice a year and eligible commercial customers receive the credit monthly.

California Surcharge

A surcharge based on electric usage during a billing period that we collect and remit to the California Energy Commission.

CPUC Surcharge

Legislatively-authorized surcharge for utilities to recover the cost to fund their regulation by the California Public Utilities Commission.

Carbon Pollution Permit Cost

Charge to meet CA's Global Warming Solutions Act (AB 32) designed to reduce the state's carbon footprint to 1990 levels which resulted in increases utility regulation costs.

Catastrophic Event Memorandum Account (CEMA)

Account used to track costs incurred associated with a state or federally declared catastrophic event to restore service, repair or replace damaged equipment, and comply with governmental agency orders.

Current Read

Meter read recorded or estimated on reading date.

Customer Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

Customer Service & Emergency Service Phone Number

Call this number to talk to Customer Service Representatives, utilize automated service by phone and to report a power outage, downed wires or other electrical emergencies.

Demand Charge

For commercial customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used in a 15-minute interval during the billing period.

Deposit Refund

If you have maintained regular and full payments towards your account for the prescribed period of time, the security deposit that was required from you would be refunded by applying it against current charges and will be aggregated under Miscellaneous Charges/Credits.

Distribution Charge

The cost of operating and maintaining the electric distribution system that delivers electricity to your home or business.

Distribution Demand Charge

This is a measurement of capacity or the rate at which you use energy. Demand represents the greatest amount of energy used in 15-minute intervals during a billing cycle.

ECAC Amortization

The under-or over-recovery of prior period fuel and energy costs incurred by the utility.

EFT Payments (Electronic Funds Transfer/Electronic Check)

Pay your bill automatically from your bank account monthly.

Energy Cost Adjustment Clause (ECAC)

Current cost for fuel and energy, either produced by the utility or purchased wholesale from suppliers.

Establishment Charge

This is the administration cost of connecting your service.

Estimated Read

If we are unable to read your meter (because of snow accumulation, for example), we will estimate your consumption for the month. If necessary, the charge will be adjusted the next time the meter is actually read.

Excess Usage

The quantity of kWh billed above the baseline allowance rate for permanent residential customers.

Facilities Charge

The Maximum Demand peak for the billing period month used at a specific time.

General Rate Case Memorandum Account

Temporary charge during years 2017 and 2018 to recover 2016 costs associated with the General Rate Case decision due to the delay in the CPUC issuing a final decision.

Generation Charge

Non-fuel costs related to the operation and maintenance of the utility's generating facilities.

Generation Demand Charge

The measured kW shown by or computed from the readings of a Utility's demand meter, or by appropriate test, for the 15-minute period of Customer's greatest use during the billing month.

Kilowatt Hour (kWh)

This is the most common unit for measuring electric energy and is defined as the use of 1000 watts for one hour.

KVAR

Unit of reactive power. Actual power consumed by loads though is not utilized as useful power, some power is being wasted referred to as reactive power.

kWh Usage

This represents your energy usage for the billing period measured in kilowatt hours (kWh) and Kilo volt amperes (kVa).

Late Fees

Current charges become past due seventeen (17) days after the due date and are subject to a 1% late charge if not received within 45 days of the due date.

Liberty Utilities Address

Please use this address to send us written correspondence only.

Mailing Address

Each month, the bill is sent to this address, which may differ from the service address.

Meter Number

This is the meter(s) number at the service location where the usage is measured. You may have multiple meter numbers if your meter has been changed or if you have more than one meter installed.

Metered received

The amount of energy, measured in kWh, produced by the solar panels that is not used by the customer and is sent back through the meter to the grid. (Utility Received) Used to offset the customer's bill, or banked as Accumulated on the account.

Mid-Peak

Period of time when demand for electricity is moderate such as during the day.

Miscellaneous Charges/Credits

This amount is the total of all Miscellaneous Charges/Credits applied to your account and are unique for the billing period.

Multiplier

The factor by which the difference between current and previous meter reads has to be multiplied to get to the billing units.

Net Meter Surplus Compensation

Amount paid to eligible customer generators for net electricity provided back to the utility.

New Accumulated

The amount of energy (kWh) banked on the customer account. Previous month's banked total plus the current amount received. Could either be higher or lower depending on the amount of kWh delivered from Liberty Utilities to the customer.

Number of Days

The number of days in the current billing period for which the usage is measured.

Off-Peak

Period of time when demand for electricity is low such as nights.

On Peak

Period of time when demand for electricity is high during the day and early evening.

Past Due Date

This is the date by which we need to receive your payment. To avoid late payment charges, please ensure that you allow sufficient time for your payment to reach us, especially if you are mailing your payment.

Pay by Mail

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill. Remit to: Liberty Utilities; California Pacific Electric Company, P.O. Box 80374, City of Industry, CA 91716

Pay in Person

Pay your bill at either of our two locations: 933 Eloise Avenue, South Lake Tahoe, CA or 70£1 National Avenue, Tahoe Vista, CA

Pay Online or By Phone

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

Payment

This is the dollar amount received and posted to your account (regardless of the payment method). If you have recently made a payment it may not have posted to your account at the time of billing.

Payment Coupon

Include this portion of your statement if you are mailing a payment or take it with you when you are making a payment at one of our authorized payment locations.

Power Factor Adjustment

When the power factor is less than 90% during the interval of greatest monthly use, billed kW will be determined by multiplying kilowatt demand during this interval by 90% and then dividing that total by the recorded power factor during this interval.

Preferred Due Date Selection

Customers can select when they would like their utility payment due to help with their monthly budgeting.

Previous Accumulated

The excess amount of energy (kWh) sent back to the grid, banked on the customer account, from the previous month's statement.

Previous Read

Meter read recorded on the previous meter reading date.

Previous Balance

This is the Total Amount Due from your previous statement.

Prorated Bill: If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Post Test Year Adjustment Mechanism (PTAM)

Annual adjustment to account for changes in a utility's capital investments and operating costs in between General Rate Case requests, which are submitted every 3 years.

Public Purpose Programs (PPP)

Funds programs created by the CA Legislature to benefit society generally with energy efficiency and low-income ratepayer assistance programs such as CARE and ESAP.

Rate Code

This code represents the rate used to calculate your bill.

Service Address

This address specifies where the electricity service is being supplied and measured.

Service Dates

Start and end of the service period for which the current statement is provided.

Solar Incentive Program

Funding for a program designed to provide incentives for solar installations by both residential and commercial customers.

Special Message

We will use this section to communicate regulatory and other important messages to you.

Special Payment Arrangement (SPA)

An extended payment plan where past-due bills may be paid in installments over a specified time period.

Time-of-Use (TOU) Rates

Residential and commercial customers who are willing to use less electricity during periods when total energy demand is highest (the peak), can save money by shifting their usage to times with lower rates.

Total Current Charges Due

This is the date by which we need to receive your payment. To avoid late payment charges, please ensure that you allow sufficient time for your payment to reach us, especially if you are mailing your payment.

Total Account Balance

This amount is the cumulative charge including Balance Forward, Voided Charges/Credits, Charges for the current billing period and Miscellaneous Charges/Credits.

TOU – Electric Vehicles

Residential and small commercial customers who charge electric vehicles during off-peak hours can benefit from TOU-EV rates.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of the utility's distribution system.

Vegetation Management Charge

Associated with the utility's costs incurred for its vegetation management program to reduce risks of outages and wildfires due to falling trees and branches, adhering to both federal and state regulations.

Void & Misc Chg/Credits

This amount is the total of all Miscellaneous Charges/Credits and all Voided Charges/Credit that are applied to your account for the billing period.

Voltage and Transformer Adjustment

When service is delivered directly from a primary distribution or transmission system, the customer, kW demand and kWh energy charges are decreased accordingly.

Zero Estimate Billing

This program is available to second homeowners who may not occupy their residence during the winter months. This program allows for zero billing during winter months with reconciliation once meters are accessible.