How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the electricity you use. Please take a moment to learn about the charges, rates and other useful information included with each bill.

Here's where you'll find the **customer name, service address** and your **account number**.

How much do you owe and **when is it due?** You'll find that right here.

This section of the bill is a great way to **track your usage**. Compare the current 12 months with the previous 12 months and see your average daily usage. The more you know about your usage, the better you can plan and manage it.

If **paying by mail**, please detach and **return the bottom of the bill** with your payment.



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Account Information

Customer Name: JANE DOE
Service Address: 123 MAIN ST, ANYTOWN, CA US 00000-0000
Account Number: 000000000000

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What do I owe?	How much did I use?	When is it due?
$179.90	524 kWh	Apr 11, 2024

Your Monthly Electricity Use At a Glance

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.

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Account Number:	000000000000
Service Address:	123 MAIN ST
Bill Date:	25-MAR-2024
Due Date:	11-APR-2024

$161.92	
Amount Due	**Amount Enclosed**

REMIT TO:

LIBERTY UTILITY CA
P.O. BOX 60144
CITY OF INDUSTRY CA 91716-0144

JANE DOE
123 MAIN ST
ANYTOWN, CA US 00000-0000

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This page also includes information such as **general correspondence address**, **dispute resolution,** and other important contact information.

Here you will find our payment policy and a definition of terms on your bill.

Learn about **payment** and **billing options** here.

Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.

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Explanation of Regulations and Policies

For additional information please visit www.LibertyEnergyandWater.com.

Electric Industry Definitions

Generation Charge: The non-fuel costs related to the operation and maintenance of Liberty electric generating facilities.
Energy Cost Adjustment Clause (ECAC) Charge: The current cost associated with fuel and power purchases. Liberty produces power with its generating plants and purchases power from wholesale suppliers and delivers that power to customers.
ECAC Amortization Charge: The under- or over-recovery of prior period fuel and power costs incurred by the company on behalf of its customers.
Distribution Charge: The costs associated with transporting electricity from your neighborhood to your home or business.
Public Purpose Program (PPP): These costs support state-mandated programs for low-income assistance and energy efficiency.

California Customers

Regular bills for service are rendered on a monthly basis and are due and payable upon presentation, which is considered to be two (2) days after mailing. Payment should be mailed or made at the Liberty Customer Business Office or authorized agent payment station.

Current charges become PAST DUE seventeen (17) days after the regular monthly bill is mailed. A termination of Service notice may be issues if payment has not been received within two (2) working days after the Past Due Date indicated on the billing statement.

If you are unable to pay your bill, call Liberty at 800-782-2506 or visit our website at libertyenergyandwater.com. We can connect you with community agencies that may be able to provide additional assistance to you. If you are a residential customer, you may qualify for programs such as Liberty's CARE program, that can help reduce your bill, or Liberty's energy assistance program which is an energy efficiency program for income-qualified customers.

Other Information

General Correspondence

Please remember to include your name, 12-digit account number, service address, mailing address and phone number including the area code, on any correspondence to us. Contact us if you have had a change in mailing address or name, or you may be billed even after a move.

Mail to:
Liberty
933 Eloise Ave
South Lake Tahoe, CA 96150

Dispute Resolution

Should you question this bill, please request an explanation from the Utility. A complaint or investigation request initiated within five (5) days of receipt of the contested bill will be reviewed by the Company,during which time consideration will be given to allow amortization of the unpaid balance over a reasonable period of time. If you thereafter believe you have been billed incorrectly, or disagree with the Company's disposition of your complaint or dispute, the amount of the bill should be deposited with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 94102, or telephone (415) 703-1170 or 1-800-649-7570, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. The Commission WILL NOT, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utilities service, general level of rates, pending rate applications and sources of fuel or power.

Important Information

Customer Service: 800-782-2506
Emergency: 844-245-6868
Website: www.LibertyEnergyandWater.com
Social Media:
Facebook: LibertyUtilitiesLT
X: @LibertyUtil_CA
Youtube: @libertyutilitieswestregion
Phone Service for Hearing and Speech Impaired: 7-1-1
Call before you Dig: 8-1-1

Payment Options

EFT (Automatic) Payments
Pay your bill automatically from your bank account.

Online
www.LibertyEnergyandWater.com

Phone
800-782-2506

Mail Payments
Liberty - CA
PO Box 60144
City of Industry, CA 91716-0144

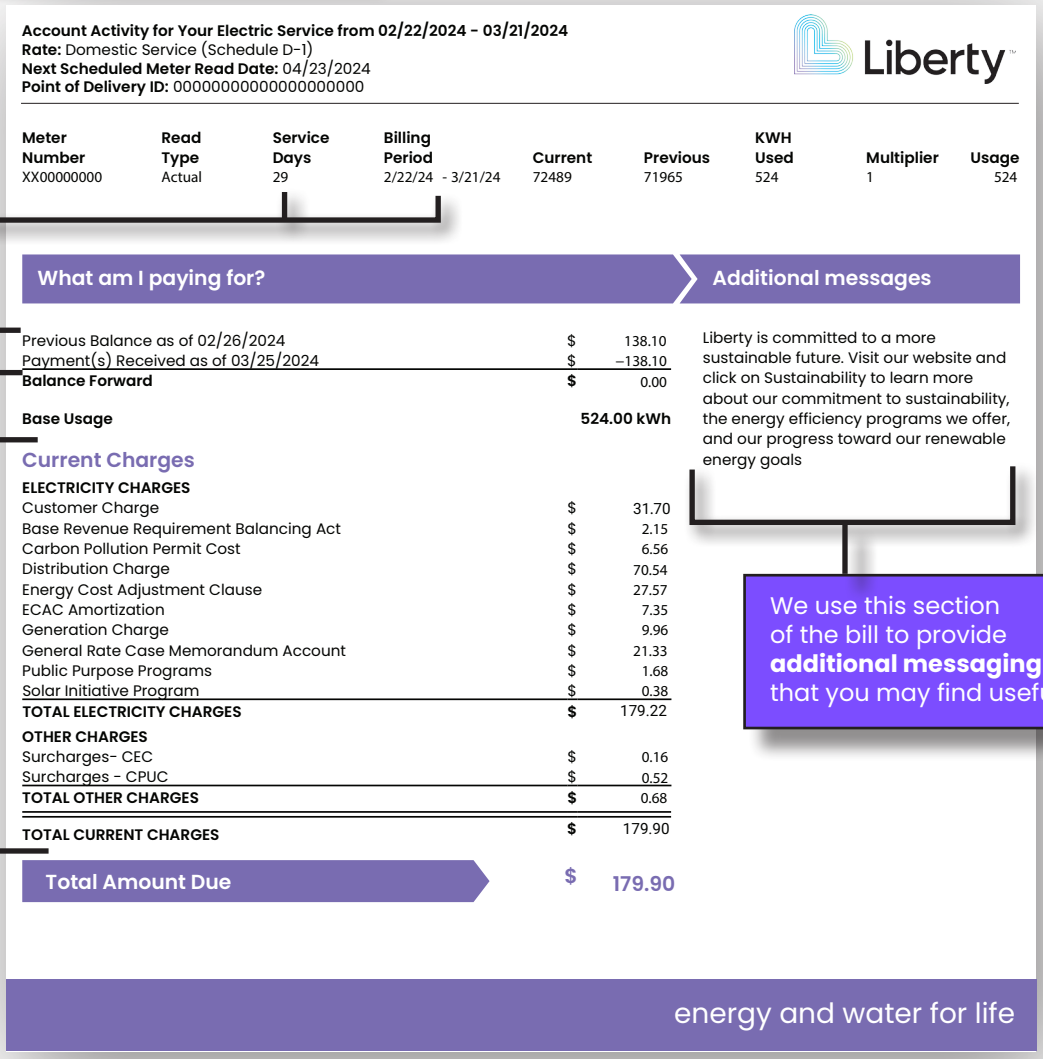
In Person
Visit LibertyEnergyandWater.com for our office locations or authorized payment centers.

Billing Programs

Budget Billing (BBP)/Levelized Budget Billing (LVL)
Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the difference between Budget/Levelized Budget Billing and Actual Charges to Date otherwise known as Settlement Amount.

Installment Plan
An extended payment plan where past-due bills may be paid in installments over a specific time period. The statement will also show the remaining Installment Plan amount to be billed.

Here you'll find the **billing period** and the **number of days included** in this bill. Typically we bill for 30 days of service each month but in some cases your bill may have as few as 28 and as many as 33 days included.



Account Activity for Your Electric Service from 02/22/2024 - 03/21/2024
Rate: Domestic Service (Schedule D-1)
Next Scheduled Meter Read Date: 04/23/2024
Point of Delivery ID: 00000000000000000000

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Meter Number	Read Type	Service Days	Billing Period	Current	Previous	KWH Used	Multiplier	Usage
XX00000000	Actual	29	2/22/24 - 3/21/24	72489	71965	524	1	524

Payments received and unpaid balances are here.

What am I paying for?

Previous Balance as of 02/26/2024	$	138.10
Payment(s) Received as of 03/25/2024	$	–138.10
Balance Forward	**$**	0.00
Base Usage		**524.00 kWh**

Current Charges

ELECTRICITY CHARGES		
Customer Charge	$	31.70
Base Revenue Requirement Balancing Act	$	2.15
Carbon Pollution Permit Cost	$	6.56
Distribution Charge	$	70.54
Energy Cost Adjustment Clause	$	27.57
ECAC Amortization	$	7.35
Generation Charge	$	9.96
General Rate Case Memorandum Account	$	21.33
Public Purpose Programs	$	1.68
Solar Initiative Program	$	0.38
TOTAL ELECTRICITY CHARGES	**$**	179.22
OTHER CHARGES		
Surcharges- CEC	$	0.16
Surcharges - CPUC	$	0.52
TOTAL OTHER CHARGES	**$**	0.68
TOTAL CURRENT CHARGES	**$**	179.90

Total Amount Due $ 179.90

Additional messages

Liberty is committed to a more sustainable future. Visit our website and click on Sustainability to learn more about our commitment to sustainability, the energy efficiency programs we offer, and our progress toward our renewable energy goals

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We use this section of the bill to provide **additional messaging** that you may find useful.

Current Charges

Customer Charge - A flat fee that covers costs related to fixed costs, such as wildfire mitigation and billing data processing.

Base Revenue Requirement Balancing Act (BRRBA) – BRRBA is the difference between Liberty's authorized annual base rate revenue requirements and the annual recorded revenue from base rates as set by the CPUC. Adjustments are required to amortize under collections or over collections in the BRRBA authorized by the commission from time to time. This charge is based on usage.

Carbon Pollution Permit Cost - This charge recovers Liberty's Greenhouse Gas compliance obligation costs under California's Cap-and-Trade Program. This charge is based on usage.

Distribution Charge – This charge is based on usage and recovers costs for infrastructure, including wildfire mitigation investments, used to safely deliver electricity from the transmission system to a customer's premises. This includes investment to help Liberty monitor, prevent, withstand, and recover from a wildfire which results in a safer and more dependable system.

Energy Cost Adjustment Clause (ECAC) - The current cost associated with fuel and power purchases. Liberty produces power from its generating plants and purchases power from wholesale suppliers and delivers that power to customers. This charge is based on usage.

Continued...

ECAC Amortization - The under (or over) recovery of prior period fuel and power costs incurred by the company on behalf of its customers. This charge is based on usage.

Generation Charge - This charge is for the non-fuel costs related to the operation and maintenance of Liberty's electric generating facilities. This charge is based on usage.

General Rate Case Memorandum Account - This charge is temporary and will end once the revenue allowed by the CPUC in the current Rate Case is collected from the timeframe allowed but before it was approved by the commission.

Public Purpose Programs - This charge is to fund programs that were created by the California Legislature to benefit society, like energy efficiency and low-income ratepayer assistance programs. This charge is based on usage.

Continued...

Solar Initiative Program - The SIP balancing account is to record the difference between the Solar Initiative Program revenue requirement and Liberty's Solar Initiative Program expense. This charge is based on usage.

Surcharge CEC - A surcharge collected and passed through to the California Energy Commission. The surcharge is based on electric usage during a billing period.

Surcharge CPUC - This surcharge applies to all electric customers, with the exceptions of interdepartmental sales or transfers and sales to electric public utilities. In 1983 the Legislature established the Public Utilities Commission Reimbursement Fee to be paid by utilities to fund their regulation by the Commission. The surcharge is to recover the cost of that fee. This charge is based on usage.