



## Keep Meters Clear To Avoid Bill Estimates

When snow or debris pile up around electric meters, Liberty Utilities' meter readers are unable to take accurate readings even with remote technology. So every year we ask our customers to do their best to keep meters clear of snow, ice or anything else that may prevent access.

### *What if the snow/ice is so bad that I can't keep my meter clear?*

During really bad snowfalls (like the epic winter storms experienced earlier this year), customers may not be able to clear their meters resulting in estimated billing.

### *What is estimated billing?*

As approved by the California Public Utilities Commission in rate tariffs, Liberty Utilities estimates energy use if meters are inaccessible and then reconciles future billings once an actual read can be obtained. Your estimated bill is based on your energy usage history. For some customers, actual reads may not occur until a month after a meter read was attempted.

### *How does an estimated read affect my power bill?*

Once an actual read is obtained, Liberty will provide an adjusted corrected statement if the estimated read was higher than the actual meter reading. If the actual read is larger than the estimate, we will ensure you receive the full baseline allowance (i.e., maximum allowed usage under a lower rate) and then bill for usage above that baseline to ensure the lowest possible charge.

### *What if my actual read is higher than the estimate and I can't pay the adjusted bill all at once?*

Please call our local customer care representatives at **1-800-782-2506** to set up special payment arrangements if you are unable to pay any bill on time.

### *What if I own a second property and cannot ensure that my meter is cleared?*

If your secondary home's meter is inaccessible, an estimated bill will be processed as described. Non-permanent residential customers can also choose to be billed under our Zero Estimate Billing program which bills winter months at zero energy use (other charges may still apply), and then reconciles these bills in the Spring when meters are accessible. To sign up for this service, contact us at **1-800-782-2506**.



*Keep meter reader Jackie smiling and avoid estimated bills by keeping your meters clear of snow this winter.*

RESPONSIVE

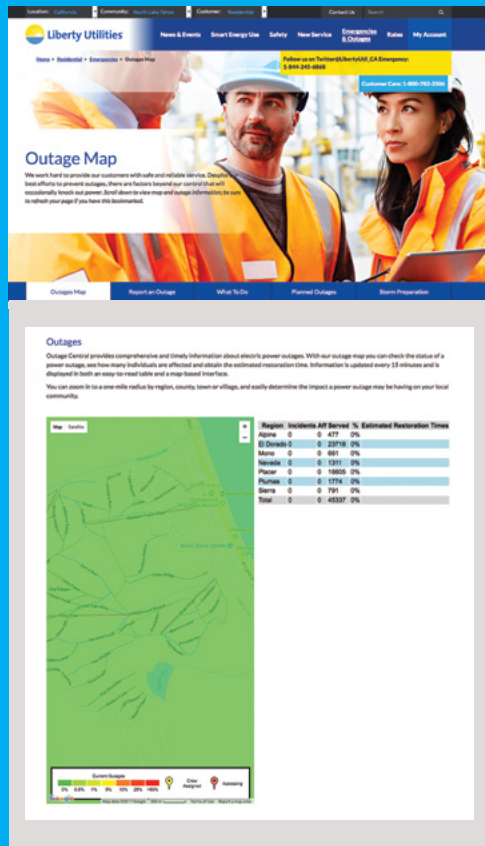


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## Outage Map Provides More Details

Improvements have been made to our real-time outage map in an effort to provide customers with more details. Specifically, the map will show if a crew has been dispatched or if they are assessing/working on the problem. Customers can also zoom in to see the outage area, including nearby streets; specific addresses affected by an outage are not shown for security reasons but even ski runs show up on this map! Estimated restoration times will be shown, but customers should continually check for updates as information may change based on what our crews discover. Check out this new feature by clicking on the **Emergencies & Outages** link on our homepage.

Another way to get outage information is to check out Liberty's tweets on **Twitter@LibertyUtil\_CA**. Don't have a Twitter account? No problem! Just click on the Twitter symbol on our homepage, and you'll be able to access this information.

Both the website and Twitter are accessible via portable devices.

## Understanding Utility Rates And Your Bill

Liberty Utilities wants to help customers take the mystery out of reading your monthly energy bill and have developed several documents to do just that.

**Electric Rates Explained.** This four-page document answers basic questions like: How Are Rates Determined? What Is My Rate Class? How Do I Know What Rate Class I'm In? How Am I Charged? How Is My Bill Calculated? The information is presented in a color-coded format, and includes a breakdown of the specific charges for the four major customer classes.

**Sample Bills With Glossary of Terms.** Liberty Utilities has also prepared a sample bill for residential, budget payment, small commercial, medium commercial and large commercial customers with an associated glossary of terms. Customers can reference the numbered item on the sample bill to the corresponding definition in the glossary of terms.

All documents are available at [www.libertyutilities.com](http://www.libertyutilities.com); simply click on the **My Account** link at the top and scroll down to the **Understanding My Bill** section. Customers can download and print at home or visit any local Liberty Utilities office for a printed copy. Customers are also encouraged to call the local Customer Care number, **1-800-782-2506**, with any questions about their bills.

