



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the water 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.

energy and water for life

Account Information

Customer Name: **ROBERT SMITH**
 Service Address: 123 Anystreet, ANYTOWN CA US 92307
 Account Number: 000123456789

What do I owe?

\$390.94

How much did I use?

26
CCF

When is it due?

May 1, 2023

Your Monthly Water Use At a Glance

Month	Prior 12 Months (CCF)	Current 12 Months (CCF)
FEB	18	22
MAR	12	24
APR	32	32
MAY	32	38
JUN	38	48
JUL	48	42
AUG	72	32
SEPT	48	28
OCT	32	28
NOV	28	24
DEC	18	24
JAN	12	24

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.

Account Number: 000123456789
Service Address: 123 ANYSTREET
Bill Date: 10-APR-2023
Due Date: 01-MAY-2023

\$390.94

Amount Due

Amount Enclosed

ROBERT SMITH
123 ANYSTREET
ANYTOWN CA 92307

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

31782000068156960000123456

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This page also includes information such as **general correspondence address, medical condition, and assistance programs.**

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

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.



Understanding Your Bill

For additional information please visit www.LibertyEnergyandWater.com.

Your Monthly Water Use At a Glance

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 15% of the current charge 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

CCF: Unit of water measurement called Centum Cubic Feet abbreviated as CCF. (1 CCF = 100 Cubic Feet = 748 Gallons)

CURRENT CHARGES: The amount due for the current month's usage

WATER SERVICE CHARGE: The Service charge is a readiness to serve charge. Determined by your meter size; also known as "Base Rate." Your meter is located on the front of the bill.

WATER USAGE CHARGE: The quantity charge is determined by the amount of your water usage.

Dispute Resolution

If you are not satisfied with Liberty'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 Brand (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, 3rd floor, San Francisco, CA 94102

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to VOice	English Spanish	1-800-735-2922 1-800-855-3000
Voice to TTY/VCO/HCO	English Spanish	1-800-735-2929 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



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
P.O. Box 7005
Apple Valley, CA 92307

Medical Condition

Special protections are available. Contact a Customer Service Associate for information at 800-727-5987.

Customer Rate Assistance Programs

Customer Assistance Program (CAP):
The CAP Program offers income-qualified customers a monthly rate discount on their water bill.

Military Relief Program:
Provides extended payment terms to those families experiencing reduced income due to a call to active duty military service.

State Mandated Water Use Restrictions

Visit our website at www.LibertyEnergyandWater.com for Local Drought Guidelines and State Mandated Water Use Restrictions.



Important Information

Customer Service: 800-727-5987 (M-F, 8 a.m.-5:00 p.m.)
Emergency: 800-727-5987 (available 24/7)
Website: www.LibertyEnergyandWater.com
Social Media: Facebook: @LibertyParkH2O
Twitter: @LibertyParkH2O
Phone Service for Hearing and Speech Impaired: 7-1-1
Call before you Dig, 8-1-1

Learn about payment and billing options here.

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

800-727-5987



Mail Payments

Liberty Utility CA
P.O. Box 60144
City of Industry, CA 91716-0144



In Person

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

Billing Programs



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 Water Service from 12/29/2022 - 01/26/2023
Rate: SCHEDULE NO. ME-1-R General Metered Service
Next Scheduled Meter Read Date: 02/28/2023
Point of Delivery ID: 0000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
MC12345678	Actual	29	12/29/22 - 1/26/23	725	699	26	26.00

Payments received and unpaid balances appear here.

What am I paying for?

Additional messages

Previous Balance	\$ 196.03
Payment(s) Received as of 04/10/2023	\$ 0.00
Balance Forward	\$ 196.03

Providing you with safe, reliable, and clean water is our number one priority. Visit libertyenergyandwater.com and click "Water Quality" under the Safety tab to review annual water quality reports and more.

1 Water Service Charge
 This is a fixed charge that supports the costs to operate and maintain the water system.

Current Charges

	QUANTITY USED	COST PER CCF	
1 WATER CHARGES			
Water Service Charge for Meter Size 1"			\$ 48.03
Tier 1 Water Usage Charge	26.00 CCF	\$ 5.58600	\$ 145.23
CA Public Utilities Commission Fee			\$ 1.65
TOTAL WATER CHARGES			\$ 194.91
TOTAL CURRENT CHARGES			\$ 194.91

2 Water Usage Charge
 This charge is for the water you used during the billing period. See website for info about usage tiers.

3 CA Public Utilities Commission Fee
 The CA Public Utilities Commission regulates investor-owned utilities like Liberty. This fee supports their operations.

Total Amount Due \$ 390.94

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