

**Subject line:** Liberty Utilities Announces Redesigned Bill

Good morning,

Liberty Utilities is pleased to announce a new and improved bill design that presents account information in a clear and easier-to-read format, and provides new resources to help customers manage their usage and bills.

The bill's new design is aligned with Liberty Utilities' goal of providing a superior customer experience, and was developed based on direct feedback from customers like you. Enhancements include:

- Comprehensive graphs for usage history
- Conversion of CCFs to gallons for easier understanding of consumption
- Detailed descriptions of rates by tier
- The re-structured back of the bill clearly shares:
  - Convenient payment options
  - Detailed descriptions of charges
  - Addition of surcharge start and end dates
  - Customer assistance programs
  - Current drought guidelines and water efficiency tips
  - Regulatory information

Customer are encouraged to visit [LibertyUtilities.com](http://LibertyUtilities.com) to learn more about the new bill design, including a key with descriptions that should help you navigate the new bill and better understand how to take advantage of its features.

Thank you for being a valued customer. If you have any questions about the new bill design, please visit [LibertyUtilities.com](http://LibertyUtilities.com) or call the customer service center at 760-247-6484.

Sincerely,  
Renee Vogel, Customer Care Manager