

Account Information

Customer Name: [REDACTED]
Service Address: [REDACTED]
Account Number: [REDACTED]



What do I owe?

\$ [REDACTED]

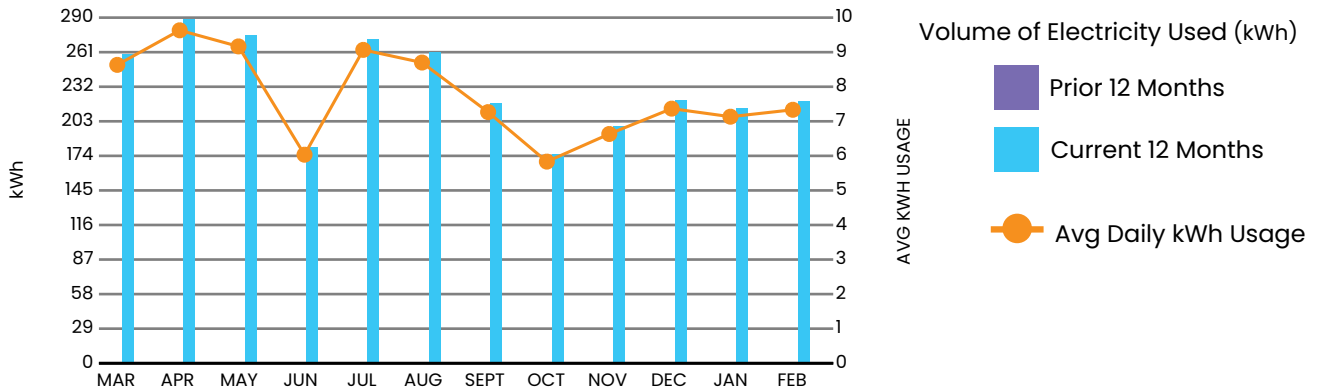
How much did I use?

[REDACTED]

When is it due?

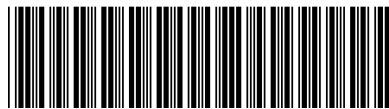
[REDACTED]

Your Monthly Electricity Use At a Glance



energy and water for life

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: [REDACTED]
Service Address: [REDACTED]
Bill Date: [REDACTED]
Due Date: [REDACTED]

\$ [REDACTED]
Amount Due

[REDACTED]
Amount Enclosed

REMIT TO:

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

[REDACTED]

[REDACTED]

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.



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 issued 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

Twitter: @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.

Account Activity for Your Electric Service from [REDACTED]
 Rate: [REDACTED]
 Next Scheduled Meter Read Date: [REDACTED]
 Point of Delivery ID: [REDACTED]



Meter Number	Type of Service	Read Type	Service Days	Billing Period	Current	Previous	KWH Used	Multiplier	Usage
HOST GEN	Delivered	Actual	31	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]

What am I paying for? **Additional messages**

Previous Balance as of 04/09/2024	\$ [REDACTED]
Payment(s) Received as of 04/10/2024	\$ 0.00
Balance Forward	\$ [REDACTED]
Net Usage	[REDACTED] kWh
Base Usage	[REDACTED] kWh

California is fighting climate change and so can you! In April, residential and small commercial customer bills will include a Climate Credit from a state program that aims to cut carbon pollution while also reducing your energy costs. Find out more at www.climatechange.ca.gov

Current Charges

ELECTRICITY CHARGES	
Customer Charge	\$ 13.40
Base Revenue Requirement Balancing Act	\$ 0.79
Carbon Pollution Permit Cost	\$ 1.07
Distribution Charge	\$ 25.44
Energy Cost Adjustment Clause	\$ 6.69
ECAC Amortization	\$ 1.84
Generation Charge	\$ 3.60
General Rate Case Memorandum Account	\$ 7.87
Public Purpose Programs	\$ 0.61
Solar Initiative Program	\$ 0.14
TOTAL ELECTRICITY CHARGES	\$ 61.45
OTHER CHARGES	
Surcharges- CEC	\$ 0.06
Surcharges - CPUC	\$ 0.19
TOTAL OTHER CHARGES	\$ 0.25
TOTAL CURRENT CHARGES	\$ 61.70

Total Amount Due **\$ [REDACTED]**

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