



Important News Online Access & Changes to Your Bill

What's Changing?



Your Account Number



Your Bill Will Have a New Look



What's New?



Online Account with Usage Information



Choose Notification Preferences

My Account, My Way!

This November, we will be introducing an improved My Account web portal to help improve your experience with Liberty. This platform will provide online access to account information, usage info, and billing and payment options. Look inside for important information regarding the changes.

We are anticipating high call volumes the week of November 7 as we transition to this new system. We appreciate your patience in advance and will do our best to answer everyone's call in a timely manner. To help navigate the move to this new system, please use the information below or visit our website for a step-by-step guide, FAQs, and a video tutorial on how to navigate the new system. You can also email our customer care team through the Contact Us page on our website.

www.libertyenergyandwater.com





New and Improved My Account

We are always looking for ways to improve our service to customers, and we are excited to launch an improved My Account experience. Our new customer account web portal is quick and easy to use, and allows you the opportunity to view and compare your usage data, make payments, and set up notifications.

Here is some important information you need to know about the change:



New bill – When the change is complete, you'll receive a new, easy-to-read bill. It will feature a new usage chart that allows you to compare usage from month to month. **Please see the back page of this document for a bill sample.**



New Account Number – With this new system, your account number will also change. Your new account number will be printed in the upper left-hand corner of your new bill. You will need this number to register for My Account, after you have received your first new bill in November.



Online Billing History – Going forward, the new system will build your online billing history, and you will have access to bills beginning with your November 2022 bill. Billing history for prior to November 2022, will be available upon request.



Payment Delay – All payments (scheduled automatic payments, one-time payments, e-check, etc.) made between October 29 and November 7 may be delayed in showing up on your account. Your payment will not be marked as late due to this delay.

Additionally, third party payment centers such as Walmart will not be accepting payments from October 26 through November 7. We apologize for any inconvenience this may cause and appreciate your understanding.

Benefits of My Account

Usage Information – See your usage history, compare to previous months, and see seasonal effects on your usage.

Account Information – Check your balance, payments applied, and next payment due date.

Paperless Billing and AutoPay – Get rid of the clutter and sign up for Paperless Billing. If you want to make things even easier, set up Automatic Payments from your preferred account so you'll never miss a payment.

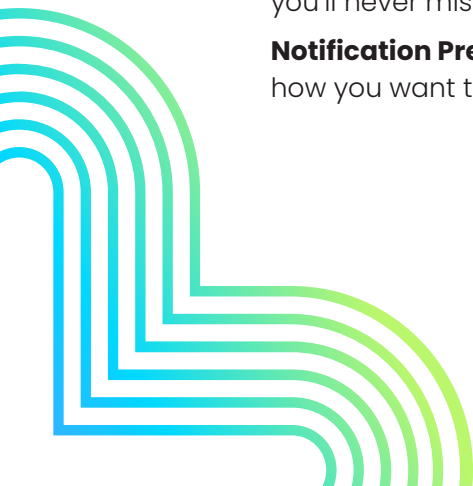
Notification Preference Center – Sign up for regular notifications from Liberty, and let us know how you want to receive them.

Please note that our phone numbers have not changed.

Customer Service and Emergencies:

1-877-426-6999 TDD: 711

Our new customer service hours, effective November 7, will be:
M – F, 8am – 4:30pm. Emergency calls are answered 24/7.



Have questions?



Q. Is my account number changing?

A. Yes. Your account number will change with the system change in November 2022. When you receive your new bill in November 2022, reference your new account number in the top left.

Q. What is happening to the existing MyWater portal?

A. The existing MyWater customer portal is being retired. All customers previously registered for MyWater and those enrolled in autopay or paperless billing will be automatically migrated to the new system. Watch for an email on or after November 7 with instructions on how to complete your new My Account set up.

Q. Am I able to make a payment with my old account number if I do not know what my new account number is?

A. Temporarily, yes. After our systems have switched over on November 7, we will manage payments across all accepted payment methods with either account number for a few months but do ask that you work to change your old account number to the new account number at your earliest convenience.

Q. Am I required to sign up for My Account to make one-time payments online?

A. No. One-time payments can be made directly through our website. Please note, there is a \$1.75 processing fee for one-time payments for residential customers using a credit or debit card. However, My Account customers can make one-time payments with no fee using their checking account.

Q. Will there continue to be fees for one-time payments?

A. Yes, for credit and debit card payments, the processing fee will continue. However, you will now see a reduced fee of \$1.75 per transaction. Liberty does not profit from this.

Q. Am I required to sign up for My Account to register for Paperless Billing?

A. Yes. You are required to sign up for My Account to receive Paperless Billing. If you were a previous Paperless Billing customer, a new My Account profile will be created on your behalf. You will receive an e-mail to complete the set-up process.

Q. Will my bill history be available in My Account?

A. The My Account system will build history going forward, and you will have access to bills online beginning with your November 2022 bill. If you require your bill history from before November 2022, it will be available upon request.

Q. Which web browsers are supported by My Account?

A. The supported web browsers include the latest Chrome, Firefox, Edge, Safari mobile, Chrome mobile.

Q. Are there any expected changes to the budget billing program?

A. Our budget billing program will run as it does today with a review at six months. The only change with our new system is that there will also be a review at nine months. Beginning November 7th, we will also be offering a leveled billing program that allows you to spread payments over the year, avoiding high and low fluctuations. Visit www.libertyenergyandwater.com for more information.

Q. If I am already enrolled in automatic payments, do I need to re-enroll?

A. No. Customers who were enrolled in automatic payment plans through MyWater will be automatically migrated to the new My Account. Please note, if your payment is scheduled to withdraw between October 29, 2022, and November 7, 2022, it may be delayed due to the transition. Your payment will not be marked as late if this occurs.


Here is a sample of what your new monthly bill will look like. There will be a definition of terms and other information on the back of the bill.

Here is where you'll find your new account number. Use this number when you phone, write, or email us with a question, or to make a payment.

Here is the address of your water service.

To avoid late charges, please pay your bill by the due date.

Account Information
Customer Name: JOHN DOE
Service Address: 123 MAIN ST, ANYTOWN, NY 00000
Account Number: 000000000000

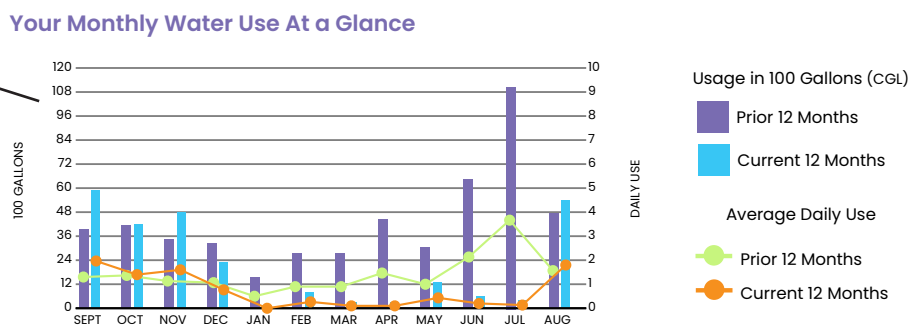


What do I owe? **\$86.12**

How much did I use? **5,400**
Gallons

When is it due? **Sep 7, 2022**

This chart shows your water usage for current and previous months.



energy and water for life

Important messages from Liberty

IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.libertyenergyandwater.com. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 877-426-6999.

On occasion, we will use this area to convey important messages to you.

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.



LATE PAYMENT FEE:
 Payments received after the due date are subject to a 1.50% fee per month late.

Account Number: 000000000000
Service Address: 123 MAIN ST
Bill Date: 15-AUG-2022
Due Date: 07-SEPT-2022

\$86.12	
Amount Due	Amount Enclosed

Total amount due reflects current charges, previous charges, and any additional taxes and fees.

JOHN DOE
 123 MAIN ST
 ANYTOWN NY US 00000

REMIT TO:
 LIBERTY UTILITIES NEW YORK
 PO BOX 75463
 CHICAGO IL 60675-5463

31652000025088400000086129

Your bill is mailed to this address each month. This may differ from the service address. Please indicate address changes on the reverse of this coupon.

Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.