


Reading Your Water Bill

If your name appears on your household's water bill, you are responsible for payment. Please verify your billing name and address are correct and notify us of any changes.

Page 1 of
100003326277




Service Address:
JANE PUBLIC
1234 ANY RD
MERRICK, NY 00000-0000


THANK YOU FOR BEING OUR CUSTOMER


1 Important Account Messages

- A comparison between peak and non-peak water use is being included for your information. As of the current billing period, your peak average usage is 39.00 gallons per day. This compares to a non-peak average of 59.00 gallons per day. Peak usage is defined as usage billed in the months of June through September each year.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.libertyutilities.com

 **View your account information or pay your bill anytime at:** <https://libertyutilities.com>

3  **Pay by Phone*:** Pay anytime at 1-855-748-6066
*A convenience fee may apply

 **Customer Service:** 1-877-426-6999
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Statement


Account No. **0000-101010100000** **2**

Total Amount Due:	\$249.44
Payment Due By:	August 23, 2021

Billing Date: August 01, 2021
Service Period: Jun 30 to Jul 29 (30 Days)
Total Gallons: 1,196


Account Summary – See page 3 for Account Detail

Prior Billing:	\$231.24
Payments:	- \$0.00
Balance Forward:	= \$231.24
Service Related Charges:	+ \$18.20
Total Amount Due:	= \$249.44



Service to: 1234 ANY RD
MERRICK, NY 00000-0000

JANE PUBLIC
1234 ANY RD
MERRICK, NY 00000-0000



P.O. BOX 91623
RANTOUL, IL 61866-8623

Account No. **0000-101010100000**

Total Amount Due:	\$249.44
Payment Due By:	August 23, 2021

If paying after 8/23/21, pay this amount: \$253.18

Amount Enclosed \$

LIBERTY
PO BOX 371332
PITTSBURGH PA 15250-7332

0001038210028483417000000000024944017

Reading Your Water Bill *(continued)*

Messages from Liberty Utilities

- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at <https://libertyutilities.com/ccr/merrick.pdf>. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 877-426-6999.

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CUSTOMER SERVICE: 1-877-426-6999

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED: 711

(and then reference Customer Service number listed above)

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at www.libertyutilities.com. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. For a copy of the annual water quality report for your area, visit www.libertyutilities.com.

EXPLANATION OF OTHER TERMS

- 7** • **Payment by Check:** Paying by check authorizes Liberty Utilities to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you. **Returned Check Fee:** You will be charged a fee for any checks returned by the bank. The check will not be returned to you and will not be redeposited.
- **Overdue Bills/Late Fees:** Payment is due when you receive a bill. A 1.5 percent late fee will be charged on any past-due amounts 21 days after the bill date, which is then applied to the next bill.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

- **Access to the meter:** If you are home, please let the meter reader in to read your meter. Employees carry a photo I.D. card and usually are in a blue uniform. Look for the logo in I.D. cards, uniforms and vehicles. In doubt? Call Customer Service to verify. If your meter has not been read for six months, you are subject to a \$25 fee. To avoid this fee, call Customer Service with the reading, or make an appointment for a company reading.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-877-426-6999 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- **Rates:** Your rates and charges are approved by the New York State Public Service Commission. For a copy of the approved tariff for your area, visit www.libertyutilities.com.
- **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.
- **Moving?** Notify Customer Service before you move. If you do not contact us and the owner/tenant does not apply for service, you will be billed even though you have moved.
- **Seniors/Medical Conditions:** Special protections are available. Contact a Customer Service Associate for information.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

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Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill free anytime, anywhere. Registration is fast and easy. Visit <https://libertyutilities.com>.

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



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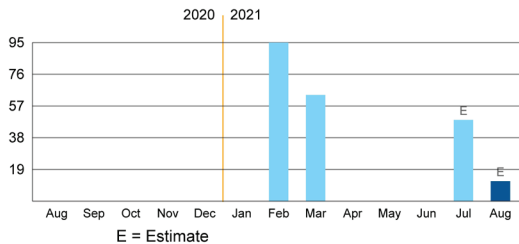
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
34420216	10 CF	5/8"	06/30/2021	07/29/2021	32,265 (E)	32,281 (E)	16	11.96	1,196

A = Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons Total Gallons: 1,196

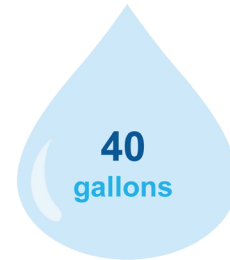
Billed Usage History (graph shown in 100 gallons)

- 1,196 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 30, 2021
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 21,915 gallons

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Account Detail

Account No. 0000-10101010000

Service To: 1234 ANY RD MERRICK, NY 00000-0000

Prior Billing 231.24

Payments 0.00

Balance Forward 231.24

Service Related Charges - 06/30/21 to 07/29/21

Water Service	15.86
Water Service Charge	12.60
Water Usage Charge (11.96 x \$0.2724)	3.26
Other Charges	2.34
System Improvement Surcharge (\$15.86 x 0.76%)	0.12
RAC/PTR Surcharge (\$15.86 x 8.21%)	1.30
Make Whole Base Rate Surcharge - Water (11.96 x \$0.0536)	0.64
Make Whole RAC/PTR/SIC Surcharge - Water (\$15.86 x 3.14%)	0.50
TCJA CREDIT (11.96 x -\$0.0185)	-0.22
Total Service Related Charges	18.20
Total Current Period Charges	18.20

Total Amount Due **\$249.44**

Understanding Your Bill

- Service Related Charges:** This section includes charges for services related to water, which includes fire protection. If applicable, credits and debits for correction to previously billed charges are itemized here. The **Water Service Charge** is a flat amount based on meter size. This basic charge is billed each month whether or not you use water and covers a portion of fixed costs which includes reading the meter, billing and postage. The **Water Usage Charge** is based on how much water you use. It is the purchased power, transmission, and distribution cost related to operating, maintaining, and supplying facilities as well as a capital cost related to upgrading the facilities.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert it to gallons to make it easier to understand.
- Other charges that may appear on your bill if applicable:**
 - System Improvement Charge:** Relates to the capital costs associated with improvements currently being made to the water system that are not included in base rates. **RAC/PTR Surcharge:** Charge that reconciles the difference between the actual metered revenue, production costs and property taxes versus what the company charged based on the rate order. **TCJA Credit:** This credit reflects the savings from the Federal Tax Cuts and Jobs Act and will appear on bills through 3/31/21. **Incremental Property Tax Surcharge:** Applies to North Shore (Sea Cliff) District customers for the property taxes in excess of the average property taxes of the Merrick District. **Certain Taxes:** Gross receipts, village and metropolitan transportation Taxes are fees the company collects for state and local governments.
 - Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
 - Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.

For more information about your charges and rates, please visit: www.libertyutilities.com

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Reading Your Water Bill

- 1 Account Messages:**
If it's related to this billing cycle, you'll find it here.
- 2 Account Number:**
Your account number appears on your bill and on the detachable payment portion so you can easily reference it if needed.
- 3 Simplified Front Page:**
Shows you the most crucial information.
- 4 Amount Due and Due Date:**
The first thing everyone looks for is as clear as can be.
- 5 Payment Stub:**
Easy to detach and mail in with payment.
- 6 Info and Education:**
Get useful tips on saving time, saving energy and staying safe throughout the seasons.
- 7 Integrated Material:**
Helps you stay informed while cutting down on paper clutter.
- 8 Other Ways to Pay:**
Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.
- 9 Meter Reading:**
Monitor your current and historic usage.
- 10 Water Usage Graph:**
How this month stacks up against your whole year.
- 11 Charge Breakdown:**
Every penny of your bill is accounted for here.