



How to read your utility bill

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

We put **important messages** here. Please read these and share the info with family members.

If **paying by mail**, please detach and **return the bottom of the bill** with your payment and place in the provided payment envelope.

energy and water for life

Account Information

Customer Name: JANE DOE
Service Address: 123 MAIN ST, ANYTOWN NY US 00000-0000
Account Number: 000000000000

What do I owe?

\$54.15
Payment will be drafted on the due date

How much did I use?

5,386
Gallons

When is it due?

Aug 7, 2025

Your Monthly Water Use At a Glance

| Month | Prior 12 Months | Current 12 Months |
|-------|-----------------|-------------------|
| AUG | 72 | 56 |
| SEPT | 64 | 68 |
| OCT | 36 | 52 |
| NOV | 32 | 32 |
| DEC | 40 | 32 |
| JAN | 36 | 36 |
| FEB | 36 | 36 |
| MAR | 36 | 36 |
| APR | 32 | 32 |
| MAY | 40 | 36 |
| JUN | 52 | 32 |
| JUL | 72 | 56 |

| Month | Prior 12 Months | Current 12 Months |
|-------|-----------------|-------------------|
| AUG | 2.5 | 1.5 |
| SEPT | 2.0 | 2.0 |
| OCT | 1.5 | 1.5 |
| NOV | 1.0 | 1.0 |
| DEC | 1.0 | 1.0 |
| JAN | 1.0 | 1.0 |
| FEB | 1.0 | 1.0 |
| MAR | 1.0 | 1.0 |
| APR | 1.0 | 1.0 |
| MAY | 1.0 | 1.0 |
| JUN | 1.5 | 1.0 |
| JUL | 2.5 | 1.5 |

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.

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 STREET
Bill Date: 15-JUL-2025
Due Date: 07-AUG-2025

\$54.15*
Amount Due

Amount Enclosed

*Payment will be drafted on the due date

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

JANE DOE
123 MAIN STREET
ANYTOWN, NY 00000-0000

PAGE 1

This page also includes information such as **general correspondence address, medical emergency info, and contact information.**

Each bill contains a **glossary of terms** on page two. Visit this section if you need information about terminology used on the bill.

Learn about **payment and billing options** here.

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

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.

Make Whole Surcharge: New rates were approved in Case 23-W-0235 retroactive to April 1, 2024. The new rates were implemented September 1, 2024. This temporary surcharge charge is to recover revenues from the effective date of approved rates, April 1, 2024, through August 31, 2024.

Charges

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 3/31/24.

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.

Average Daily Use: The gallons (GGL) shown in the graph 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.

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.

Payment by Check: Paying by check authorizes Liberty to send the information from your check electronically to your bank for payment.

Returned Check Fee: You will be charged a fee for any checks returned by the bank. The check will be returned to you and will not be redeposited.

Customer Assistance Program (CAP)

The CAP Program offers income-qualified customers a monthly rate discount on their water bill.

Arrears Management Program (AMP)

The AMP Program offers income-qualified customers a one-time payment plan that includes arrears forgiveness.

For more details on these programs please visit our website.



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:
60 Brooklyn Avenue
Merrick, NY 11566

Access to 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.

Dispute Resolution

If you have called Liberty and are unable to resolve a dispute, you may call 877-426-6999. 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!

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.LibertyEnergyandWater.com.

Medical Emergency (Seniors, Medical Conditions)

Special protections are available. Contact Customer Service for information at 877-426-6999.



Important Information

Customer Service: 877-426-6999 (M-F, 8 a.m.-4:30 p.m.)

Emergency: 877-426-6999 (available 24/7)

Website: www.LibertyEnergyandWater.com

Social Media: @Liberty_NYWater

Phone Service for Hearing and Speech Impaired: 7-1-1

Dig Safe®: 8-1-1

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

877-426-6999



Mail Payments

Liberty
PO Box 75463
Chicago IL 60675-5463



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.

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 06/07/2025 - 07/08/2025
 Rate: SC1 - General Water Service
 Next Scheduled Meter Read Date: 08/12/2025
 Point of Delivery ID: 00000000000000000000



| Meter Number | Read Type | Service Days | Billing Period | Current | Previous | DCF Used | Multiplier | Usage |
|--------------|-----------|--------------|-----------------|---------|----------|----------|------------|-------|
| NY53491369 | Actual | 32 | 6/7/25 - 7/8/25 | 9177 | 9105 | 72 | 0.7481 | 54 |

Payments received and unpaid balances appear here.

What am I paying for?

Additional messages

| | | |
|--------------------------------------|----|--------|
| Previous Balance as of 06/13/2025 | \$ | 40.12 |
| Payment(s) Received as of 07/15/2025 | \$ | -40.12 |
| Balance Forward | \$ | 0.00 |

Smart Irrigation Month is a great time to help your irrigation system work smarter, rather than harder! And it will help you save \$! Get started at libertyenergyandwater.com.

Current Charges

| | QUANTITY USED | COST PER 100 GALLONS | |
|----------------------------------------|---------------|----------------------|----------|
| 1 WATER CHARGES | | | |
| Water Service Charge for Meter Size 1" | | \$ | 22.25 |
| Water Usage Charge | 30.00 CGL | \$ 0.2883 | \$ 8.65 |
| 2 Water Usage Charge | 23.86 CGL | \$ 0.6030 | \$ 14.39 |
| 3 TOTAL WATER CHARGES | | \$ | 45.29 |
| 4 OTHER CHARGES | | | |
| Make Whole Rate Surcharge | | \$ | 0.98 |
| RAC/PTR Surcharge 45.29 * 17.4000% | | \$ | 7.88 |
| 4 TOTAL OTHER CHARGES | | \$ | 8.86 |
| TOTAL CURRENT CHARGES | | \$ | 54.15 |

Total Amount Due \$ 54.15

1 Water Service Charge
 Fixed amount based on meter size. Charge includes reading the meter, billing and postage.

2 Water Usage Charge
 Covers 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.

3 Make Whole Rate Surcharge
 This temporary surcharge charge is to recover revenues from the effective date of approved rates, April 1, 2024, through August 31, 2024.

4 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.

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