



# 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 how temperature affects your 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.

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**Account Information**

Customer Name: **MARY Q. PUBLIC**  
 Service Address: 123 MAIN ST, ANYTOWN, NY US 10001-1000  
 Account Number: 123456789012

What do I owe?

**\$126.11**

How much did I use?

**84**  
Therms

When is it due?

**Jan 30, 2023**

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**Your Monthly Gas Use At a Glance**

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**Important messages from Liberty**

**! IF YOU SUSPECT A GAS LEAK:** LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 800-673-3301 or call 9-1-1.

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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.

MARY Q. PUBLIC  
 123 MAIN ST  
 ANYTOWN NY US 10001-1000

**Account Number:** 123456789012  
**Service Address:** 123 MAIN ST  
**Bill Date:** 05-JAN-2023  
**Due Date:** 30-JAN-2023

<b>\$126.11</b>	
Amount Due	Amount Enclosed

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

31652000020975700000126115

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

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](http://www.LibertyEnergyandWater.com).

#### Your Monthly Gas Use At a Glance

**Degree Day:** A measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the average temperature is 35°F, there would be 30 degree days experienced.

**Therm Factor:** The factor which converts your gas usage from CCF into therms, which is a measurement of the heating value of the gas used. The energy density of the gas is measured every day to arrive at the volume to energy factor.

**Therm:** A therm is a measurement of the amount of heat energy in natural gas, equal to 100,000 BTUs. A BTU, is the quantity of heat required to raise the temperature of one pound of water by one degree Fahrenheit. To calculate therms, multiply the CCF used by the Therm Factor.

#### Charges

**Contribution in Aid of Construction (CIAC):** A temporary per therm charge applied to all bills in Expansion Area used to recover a portion of the Plant Investment.

**Distribution Charge:** Local distribution company on-system costs from the city gate to the burner tip. Includes operating, maintenance, and administrative costs, as well as return on investment in capital assets used to distribute gas.

**Distribution Rate Adjustment (DRA):** To reflect costs the company incurs associated with the delivery of gas for transportation customers. Due Date/Late Charge: Please pay your bill by the due date to avoid a late charge.

**Gas Supply Charge:** Includes Interconnection Gas Adjustment Clause (GAC) - costs incurred to transport natural gas from the interconnection upstream pipelines to the St. Lawrence Gas distribution system and may include any combination of the following depending on your service type; Transportation GAC - costs incurred to transport natural gas from the well head to the interconnection with upstream pipelines; Supply GAC - the cost of natural gas commodity; and Load Balancing GAC - the cost of balancing the company's daily natural gas supply with the daily demand on the distribution systems.

**Merchant Function Charge (MFC):** To reflect the costs the company incurs associated with the procurement of gas supplies for sales customers.

**Minimum Charge:** This charge will be billed to you whether or not you use any gas and includes the distribution delivery of up to 4 therms.

**Rate:** This code represents the rate used to calculate your bill.

**Read Type (Actual):** If we are unable to read your meter we will estimate your consumption for the month.

**Revenue Decoupling Mechanism (RDM):** Reconciles actual Distribution Delivery revenues to allowed Distribution Delivery revenues for residential customers.

**Revenue Tax:** Taxes imposed on revenues pursuant to state, city, and village laws.

**Safety and Reliability Surcharge (SRS):** To recover costs the company incurs associated with the in-line inspection program.

**Tax Cuts and Jobs Act 2017 (TSS) Surcredit:** To refund the net benefits of the 2017 Tax Cuts and Jobs Act which reduced the federal income tax rates for New York Utility Companies.

**Usage:** The calculated difference between current and previous meter reads multiplied by the meter multiplier



### Other Information

#### General Correspondence

Please remember your 12-digit account number on any correspondence to us. Contact us if you have had a change in mailing address or name.

**Mail to:**  
Liberty, PO Box 270  
Massena, NY 13662

#### Dispute Resolution

If you believe your bill is wrong, please contact us at the number above. If you disagree with our explanation, you may ask the NYS Department of Public Service (DPS) to review your billing dispute by contacting them online at [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints) or by calling their toll free HELPLINE: 800-342-3377 8:30 a.m. to 4:00 p.m. on business days. You may also write to them at: Consumer Services Division, Department of Public Service, Three Empire State Plaza, Albany, NY 12223-1350.

#### Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 800-673-3301 for more information.



### Important Information

**Customer Service:** 800-454-2201  
**Emergency:** 800-673-3301 (available 24/7)  
**Website:** [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)  
**Social Media:** @LibertyUtil\_NY  
**Phone Service for Hearing and Speech Impaired:** 7-1-1  
**Dig Safe®:** 8-1-1

- **Aviso importante:** Faça favor de traduzir imediatamente.
- **Avis important:** Veuillez traduire immediatement.
- **Aviso importante:** Por favor tradúzcalo inmediatamente.

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.

### Payment Options



#### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



#### Online

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)



#### Phone

800-454-2201



#### Mail Payments

Liberty Utilities New York  
PO Box 75463  
Chicago IL 60675-5463



#### In Person

Visit [LibertyEnergyandWater.com](http://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 27 and as many as 33 days included.

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

Account Activity for Your Natural Gas Service from 12/03/2022 - 12/29/2022  
 Rate: SCL - Residential Service  
 Next Scheduled Meter Read Date: 02/03/2023  
 Point of Delivery ID: 0000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
SL12345	Actual	27	12/3/22 - 12/29/22	2626	2545	81	1.032	84

Payments received and unpaid balances appear here.

### What am I paying for?

### Additional messages

Previous Balance as of 12/07/2022	\$ 104.76
Payment(s) Received as of 01/05/2023	\$ -104.76
<b>Balance Forward</b>	<b>\$ 0.00</b>

**\*\*\*IMPORTANT SAFETY MESSAGE\*\*\***  
 Please keep your meter free of ice and snow. Use your hands or a soft brush - never a hard tool.  
**HEAP UPDATE:** Regular and Emergency Benefits are available, call your local Dept. of Social Services or visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) to apply.

### Current Charges

1 DELIVERY CHARGES		QUANTITY USED	COST PER THERM	
Minimum Charge				
2	Distribution Charge	36.000 Therms	\$ 0.57150	\$ 20.57
	Distribution Charge	43.592 Therms	\$ 0.25710	\$ 11.21
	Merchant Function Charge	83.592 Therms	\$ 0.00755	\$ 0.63
3	Revenue Decoupling	83.592 Therms	\$ 0.04231	\$ 3.54
	Tax Cuts and Jobs Act 2017	83.592 Therms	\$ -0.02475	\$ -2.07
4	<b>TOTAL DELIVERY CHARGES</b>			<b>\$ 48.88</b>
5 GAS CHARGES		QUANTITY USED	COST PER THERM	
	Gas Supply Charge	83.592 Therms	\$ 0.83943	\$ 70.17
5	<b>TOTAL GAS CHARGES</b>			<b>\$ 70.17</b>
6 TAX CHARGES				
	County of St. Lawrence   \$121.26 @ 4%		\$	4.85
	Municipal Utility Tax   \$120.05 @ 1.01010%		\$	1.21
	Gross Receipt Tax   \$48.88 @ 2.0408%		\$	1.00
7	<b>TOTAL TAX CHARGES</b>			<b>\$ 7.06</b>
<b>TOTAL CURRENT CHARGES</b>				<b>\$ 126.11</b>
<b>Total Amount Due</b>				<b>\$ 126.11</b>

**1 Minimum Charge** - Recovers the basic cost of providing service to each customer regardless of gas use, (i.e. meter reading, billing and account maintenance). Included in this charge is the customer's contribution to the Energy Audit Program.

**2 Distribution Charge** - The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

**3 Merchant Function Chg.** The cost incurred to purchase gas for sales customers.

**4 Revenue Decoupling** - Reconciles actual Distribution Delivery revenues to allowed Distribution Delivery revenues for residential customers.

**6 Gas Supply Charge** - The cost of purchased, storage and interstate transmission of gas. This cost is passed through to customers. Liberty does not profit from this charge.

**5 Tax Cuts and Jobs Act 2017** - To refund the net benefits of the 2017 Tax Cuts and Jobs Act which reduced the federal income tax rates for New York Utility Companies.

**7 Taxes** - Liberty pays taxes to the state and county. Taxes and fees are collected based on a percentage of your bill amount.



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