



# Iowa Customer Handbook

Natural Gas



# Welcome to Liberty

At Liberty, our customers are at the heart of everything we do. Local teams deliver an exceptional customer experience while always prioritizing safety and reliability. Liberty delivers natural gas service through our network of underground pipelines, providing you an economical fuel choice for home, business, and industrial use. Liberty's commitment to our communities includes investments that help ensure safety and reliability for your home and business today and in the future.

For more information about Liberty, visit [www.libertyutilities.com](http://www.libertyutilities.com).

Copies of price schedules and general rules and regulations are available at [www.libertyutilities.com](http://www.libertyutilities.com).

## How to Reach Us

Our Contact Center is available for routine service requests and inquiries from 8 a.m. to 6 p.m., Monday through Friday, by calling:

**1-855-872-3242**

To report a gas leak or emergency 24/7:

**1-855-644-8134**

## Accessing Your Account Information Online

You may also access information about your account by visiting our website, [www.libertyutilities.com](http://www.libertyutilities.com), and signing on to **MyAccount**. **MyAccount** offers the easiest way to view your Liberty account from anywhere. Simply follow the easy tips to register. Instantly, you can begin accessing your Liberty account information.

This feature can be utilized in addition to your current paper billing statement.

# Bill Payment Options

## Pay By Mail

Return envelopes are included with your monthly bill. When paying by mail, allow at least 7-10 business days for delivery and posting.

## Autopay

When you choose Autopay through your paperless billing account, your payment is automatically deducted from your bank account. Your monthly bill will show the exact amount and date your bank account will be debited.

## Budget Billing (BB)

BB allows you to pay a more uniform amount each month throughout the year. You pay an average each month based on your annual gas usage. This allows you to maintain control over your budget and to avoid paying large winter gas bills.

## Paperless Billing

Paperless bills are a convenient, secure, and environmentally friendly way to view and pay your monthly bills. They contain the same information as your paper bills but are delivered to your email instead of your mailbox. And just like your paper bills, you control your payments – but with a click of a mouse.

## Pay By Phone/Pay Online

Phone in your payment by calling 1-855-872-3242 and following the prompts, or you can pay online at [www.libertyutilities.com](http://www.libertyutilities.com). This feature utilizes an independent service which allows you to pay using a credit or debit card or electronic check. No additional fees are assessed for this service.

## Pay In Person

You may pay in person at any of our local offices without incurring an additional fee. You may also pay at one of our independent, authorized payment centers. For a list of authorized payment centers, please visit our website. A fee may be charged by our independent providers.

# Starting and Transferring Service

You can start new service or transfer your current service to another location by calling our Contact Center at 1-855-872-3242 or by completing a request form available on our website, [www.libertyutilities.com](http://www.libertyutilities.com).

Please contact us at least two business days in advance to schedule the start of your service; this does not include weekends or holidays. Identification may be required.

A deposit may be required for customers who have unsatisfactory or insufficient credit, in cases where tampering or diversion has occurred, and when there is a history of delinquency. Deposits may be billed in installments in some cases. The deposit, plus interest, will be returned when:

- You establish a suitable credit history (residential only); or
- Your service is discontinued and the amount of your deposit is greater than the balance due to Liberty.

## Stopping Service

If you need to discontinue your service, please call our Contact Center at 1-855-872-3242 or complete a request form available on our website, [www.libertyutilities.com](http://www.libertyutilities.com). Arrangements must be made at least two days in advance, and you must provide an address to receive your final bill.

## Special Services

### Third-Party Notices

The company's program to support the elderly is designed to lift the burden of worry from customers age 60 and older and/or customers with disabilities. For those who qualify, deposits and late penalties may be waived, due dates can be adjusted, and third-party notification is available when accounts become delinquent.

### Community Energy Assistance Program (CEAP)

CEAP is an assistance program created to meet emergency energy-related expenses of the elderly, customers with disabilities, and low-income customers. CEAP is funded through voluntary donations and matched by the company. To donate, simply make a selection on the back of your payment coupon to add any amount to your monthly payment or visit our website for more information. All donations are tax deductible. CEAP is administered by third party community action agencies.

# Understanding Your Billing Charges

## Delivery Charge/Facility Charge/Customer Charge

A fixed monthly charge covers costs to meter and bill your account and provide customer service.

## Distribution Commodity/Monthly Rate

This portion is billed for the cubic feet of natural gas used.

## Purchased Gas Adjustment (PGA)

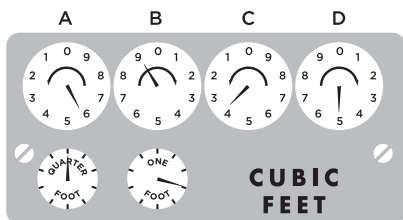
This is the cost the company pays to purchase natural gas on the open market, plus the transportation and storage services fees. It also reflects any under- or over-collection of actual costs in the previous period. Liberty does not earn a profit on the price of gas, only on its delivery. The PGA accounts for about two-thirds to three-fourths of a winter bill.

## Franchise Fee

This fee is a tax levied by local municipalities, which the company collects and passes on to those respective cities. Applicable state and local taxes are also charged.

# How To Read Your Meter

Some of the hands on the dial of your meter move in a clockwise fashion, while others move counterclockwise. All move from the lowest number to the highest. To read your meter, simply write down the number where the dial is pointing. When the hand is between numbers, use the smaller number.



This meter read: 5935

The company also utilizes digital meters. Their readout is much like a car odometer.

# Estimated Meter Reading

The company tries to read each customer's meter each month. However, sometimes it is not possible, and estimations must be made. Any variation between a customer's actual usage and the estimated usage will be corrected the next time the meter is read.

# Disconnection/ Reconnection of Service

Your bill is due upon receipt, and a delinquent date appears on your monthly statement.

To avoid service interruption, call immediately if you cannot pay your bill on time, if you receive a disconnection notice, or if there is any problem with your bill.

If you find you cannot pay your entire bill, please contact us for a mutually agreeable installment plan.

Although we do not routinely disconnect service without advance notice, there are times when we must for health, safety, emergency, or maintenance reasons, or when someone has tampered with our equipment.

We will turn your service back on after the cause for the disconnection has been corrected. Service will be restored the same day, if possible, but no later than the next working day if the issue was an outage or company error.

# Natural Gas Safety

Natural gas is odorless and colorless. As a safety precaution, a sulfur-like odor that smells like rotten eggs is added to help identify gas leaks.

If you suspect a gas leak, never use matches or candles to look for a leak, never turn on or off any electrical switch or appliance, do not use a telephone inside of the building, and get everyone out of the building. Use a phone away from the location and call 1-855-644-6134.

# Customer Responsibility

Although the company inspects a customer's exposed gas piping and connected gas equipment, it is the customer's responsibility to maintain their gas piping and connected equipment downstream from the gas meter.

## Procedure for Making Complaints

Any customer who is dissatisfied with their natural gas service or bill may personally contact Liberty's office; write to Liberty at 2751 N. High St., Jackson, MO 63755; or call 1-855-872-3242 to ask questions for clarification or to discuss any matter concerning their service or bill. If they are not satisfied with Liberty's explanation, they may write or call the Iowa Utilities Board or Office of Consumer Advocate.

### **Iowa Utilities Board**

1375 E. Court Avenue, Room 69 • Des Moines, IA 50319  
1-515-725-7321 • 1-877-565-4450

### **Office of Consumer Advocate**

1375 E. Court Avenue, Room 63 • Des Moines, IA 50319  
1-515-725-7200

## Energy Efficiency

We offer a variety of energy efficiency tips and rebates for both residential and commercial customers. Visit our website, [www.libertyutilities.com](http://www.libertyutilities.com) for program details and tips specific to your home.

## Call Before You Dig

Before you plant a tree or build a fence, make sure you know where your underground utilities are located. We encourage customers to dial 811, the nationwide one-call system, or Iowa One Call at 1-800-292-8989.

This is a free service provided by Liberty and other local utilities. This single call allows customers to avoid the possibility of a serious injury or the expense of repair costs for damaged utilities.



**Liberty**™

Telephone

1-855-872-3242

Emergency Telephone

1-855-644-8134

[LibertyUtilities.com](https://www.LibertyUtilities.com)

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