

Glossary of Terms

Account Number

This is your 16 digit account number.

Authorized Payment Center

Check our website for a list of authorized payment agencies, where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

Balance Deferred to Payment Arrangement

This is the original amount that has been put on a Special Payment Arrangement (SPA) plan.

Balance Forward

This amount is the difference between the Total Amount Due on your last statement and all the Payments Received and posted to the account prior to the current billing period.

Bill Date

This is the date when your statement was generated.

Budget Billing

Levelized Budget Billing allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Budget Installment

For customers enrolled in Levelized Budget Billing. This is your budget payment amount due. This amount may vary from month to month as it is calculated by taking an average of your last 13 statements.

Budget Settlement Amount

This is the cumulative running balance of your budget account, not including any other Special Payment Arrangements. This amount will be due if you chose to cancel the budget billing or if the account is closed.

Cancelled Budget

This is when a Budget Billing Program has been cancelled.

Cancelled Payment Arrangement

This is when a Special Payment Arrangement has been cancelled.

Current

Meter read recorded or estimated on reading date.

Current Charges

This amount is the total of charges you incurred and any appropriate taxes for the billing period.

Customer Service Phone Number

Call this number to talk to Customer Service Representatives, automated service by phone and if you have any concerns about your statement.

Deposit Interest

Interest applied to your account if we have a Security Deposit from you. This amount is calculated for the billing period and will be aggregated under Miscellaneous Charges/Credits.

Deposit Refund

If you have maintained regular and full payments towards your account for the prescribed period of time, the security deposit that was required from you would be refunded by applying it against current charges and will be aggregated under Miscellaneous Charges/Credits.

Due Date

This is the date by which we need to receive your payment. To avoid late payment charges, please ensure that you allow sufficient time for your payment to reach us especially if you are mailing your payment.

E-Bill

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at www.libertyutilities.com We also offer recurring monthly payments through Autopay.

Emergency Phone Number

If you suspect a gas leak, leave the premises and call this number immediately.

Enclosed Amount

Enter the amount of payment you are making.

Estimated Bill

If the word "Estimated" appears next to your latest meter reading (shown under usage information) your usage for this period was estimated based on your prior usage history. During the next billing cycle your meter will be read and, if necessary, a billing adjustment will be made to reflect actual usage.

Late Payment Fee

This charge is the penalty for making a late payment or not making a payment at all.

Liberty Utilities Address

Please use this address to send us written correspondence only.

Mailing Address

Each month, the bill is sent to this address, which may differ from the service address.

Meter Number

This is the meter(s) number at the service location where the usage is measured. You may have multiple meter numbers if your meter has been changed or if you have more than one meter installed.

Miscellaneous Charges/Credits

This amount is the total of all Miscellaneous Charges/Credits applied to your account and are unique for the billing period.

Missouri ISRS Charge

The infrastructure system replacement surcharge (ISRS) is a set, monthly charge that covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount.

Monthly Consumption Chart

This graph illustrates usage at the service address on a monthly basis.

Multiplier

The factor by which the difference between current and previous meter reads has to be multiplied to get to the billing units.

Next Meter Read

This is the approximate date when we would take the meter read at the service location for creating your next statement. For final bills this would be blank.

Number of Days

The number of days in the current billing period for which the usage is measured.

Payment Applied to Payment Arrangement

This amount will appear on your statement if you make an overpayment while your account is on a Special Payment Arrangement (SPA).

Payment Arrangement Installment

This is the amount that you are required to pay per the Special Payment Arrangement (SPA) agreement for your account (until the Payment Arrangement is paid in full) in addition to the current charges, taxes and miscellaneous charges/credits for the billing period.

Payment Coupon

Include this portion of your statement if you are mailing a payment or take it with you when you are making a payment at one of our authorized payment locations.

Payment Reversal

This amount represents a payment received and applied to your account and then reversed for any reasons.

Payments Received

This amount is the total of all payments received and posted to your account (regardless of the payment method). It takes 2 business days to post the payments to your account. If you have recently made a payment it may not have posted to your account at the time of billing.

Previous

Meter read recorded on the previous meter reading date.

Previous Balance

This is the Total Amount Due from your previous statement.

Purchased Gas Adjustment (PGA)

This measure reflects market increases and decreases in the price we pay for gas supplies without markup or other charges. It may vary monthly and is based on the amount of natural gas you use.

Rate Code

The rate code specifies the rate at which the service address is being billed per the local Public Utility Commission.

Read Type

The method by which the meter read was acquired for billing.

Reconnection Charge

This is the administration cost of reconnecting your service.

Refund Check Mailed Separately

After finalizing your account, if a credit remains, a check for the credit amount will be issued to you.

Remaining Payment Arrangement

This amount represents the difference between the Initial Special Payment Arrangement (SPA) and the installments that have been billed to your account.

Remittance Address

This is the address for mailing a payment. Ensure that this address is visible through the return envelope window.

Service Address

This address specifies where the service (gas/water/electricity) is being supplied and measured.

Service Dates

Start and end of the service period for which the current statement is provided.

Special Message

We will use this section to communicate regulatory and important messages to you.

Special Payment Arrangement

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Taxes

These are one or various taxes that you are billed for the billing period.

Total Amount Due / Amount Due

This amount is the cumulative charge including Balance Forward, Voided Charges/Credits, charges for the current billing period and Miscellaneous Charges/Credits.

Unpaid Deposit Reversal

The unpaid deposit amount credited to the account.

Update Phone/address

This box must be checked if you are informing us of a change of address and/or telephone number.

Usage

Commodity units recorded at the meter for the billing period.

Void & Misc Chg/Credits

This amount is the total of all Miscellaneous Charges/Credits and all Voided Charges/Credit that are applied to your account for the billing period.

Voided Budget Installment

This is the voided budget amount applied to your account if for any reason we had to cancel your budget statement.

Voided Charges/Credits

This is a charge or credit that was previously applied to the account that had to be cancelled for any reason.