



How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the water and/or wastewater 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.

Please note: customers who only have wastewater service will not have this graph on their bills.

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

energy and water for life

Account Information

Customer Name: **ROBERT SMITH**
 Service Address: 123 Anystreet, ANYTOWN AZ US 85340
 Account Number: 000123456789

What do I owe?

\$87.95

How much did I use?

1,830

Gallons

When is it due?

May 1, 2023

Your Monthly Water Use At a Glance

Month	Prior 12 Months (1000 Gallons)	Current 12 Months (1000 Gallons)
MAR	2.0	2.0
APR	2.0	2.0
MAY	3.0	3.0
JUN	3.0	3.0
JUL	3.0	3.0
AUG	3.0	3.0
SEPT	3.0	3.0
OCT	3.0	3.0
NOV	4.0	3.0
DEC	2.0	2.0
JAN	2.0	2.0
FEB	2.0	2.0

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.

Account Number: 000123456789
Service Address: 123 Anystreet
Bill Date: 10-APR-2023
Due Date: 01-MAY-2023

\$87.95	\$87.95
Amount Due	Amount Enclosed

ROBERT SMITH
123 ANYSTREET
ANYTOWN AZ US 85340

REMIT TO:
LIBERTY UTILITIES AZ
PO BOX 80744
CITY OF INDUSTRY CA 91716-8417

31762000076879870123456789

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

There are several different ways you can reach us.

Here you will find information about some of our policies.

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.



Explanation of Regulations and Policies

For additional information please visit www.LibertyEnergyandWater.com.



Important Information

Customer Service
844-367-2030

Emergency
520-281-7000 (available 24/7)

Website
www.LibertyEnergyandWater.com

Social Media
Facebook: @LibertyUtilAZ
Twitter: @LibertyUtil_AZ

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

Call before you Dig:
8-1-1



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:
Liberty
14920 W Camelback Rd.
Litchfield Park, AZ 85340

Dispute Resolution

If you have called Liberty and are unable to resolve a dispute, you may call 844-367-2030 prior to 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!

Medical Emergency

Special protections are available. Contact a Customer Service Associate for information at 844-367-2030.

Return Check Policy

All returned checks are subject to a return check fee and tax. All past-due amounts and the amount of the check must be paid to avoid interruption of your service.

Payment Policy

All payments should be mailed in sufficient time to ensure receipt before the printed due date. Accounts which remain unpaid after the due date may be subject to a late charge.

Regulations and Rates

Water and Sewer rates are approved by the Arizona Corporation Commission:

Phoenix Office
1200 W Washington,
Phoenix, AZ 85007
602-542-4251

Tucson Office
400 W Congress,
Tucson, AZ 85701
800-222-7000

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

844-367-2030



Mail Payments

Liberty Utilities AZ
PO Box 80744
City of Industry, CA 91716-8417



In Person

Visit LibertyEnergyandWater.com for our office locations or authorized payment centers.

Billing Programs

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 01/07/2023 - 02/07/2023
 Rate: Water Service 3/4" Meter
 Next Scheduled Meter Read Date: 03/07/2023
 Point of Delivery ID: 0000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	Gallons Used	Multiplier	Usage
BWC123456789	Actual	32	1/7/23 - 2/7/23	604665	602835	1830	0.001	2

Payments received and unpaid balances appear here.

What am I paying for?

Additional messages

Previous Balance as of 04/10/2023	\$ 44.32
Payment(s) Received as of 04/10/2023	\$ 0.00
Balance Forward	\$ 44.32

Providing you with safe, reliable, and clean water is our number one priority. Visit libertyenergyandwater.com and click "Water Quality" under the Safety tab to review annual water quality reports and more.

1 Water Service Charge
 This is a fixed charge that supports the costs to operate and maintain the water system.

Current Charges

	QUANTITY USED	COST PER 1000 GALLONS	
1 WATER CHARGES			
Water Service Charge			\$ 34.35
Water Usage Charge	1.83 TGL	\$ 3.15000	\$ 5.76
ADEQ Charge	1.83 TGL	\$ 0.00650	\$ 0.01
TOTAL WATER CHARGES			\$ 40.12
3 OTHER CHARGES			
ACC Assessment Fee 40.11 * 0.2390%			\$ 0.10
TOTAL OTHER CHARGES			\$ 0.10
4 TAX CHARGES			
State of AZ Sales Tax \$40.11 @ 5.6%			\$ 2.25
County of Maricopa \$40.11 @ 0.7%			\$ 0.28
City of Surprise \$40.11 @ 2.2%			\$ 0.88
TOTAL TAX CHARGES			\$ 3.41
TOTAL CURRENT CHARGES			\$ 43.63

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

2 Water Usage Charge
 This charge is for the water you used during the billing period.

3 ADEQ Charge This charge recovers costs to implement unfunded federal, state and county environmental regulations.

4 ACC Assessment Fee This fee, paid by all regulated utilities, supports the Arizona Corporation Commission.

Total Amount Due \$ **87.95**