



Liberty™

News for our Natural Gas Customers

Spring 2024

Spring Into Savings



Saving You Money

Take Control of Your Bills

We want to help you save. A few small steps could add up to big savings.



Weatherize your home

Sealing air leaks around windows, doors, and vents will help save energy and will make your home more comfortable.



Smart controllers

Smart thermostats, smart appliances, and smart irrigation controllers all use technology to help you save.



Look for EPA labels

When buying appliances, water heaters, electronics, light bulbs, shower heads, and more, look for ENERGY STAR® and WaterSense labels. Items with these labels are certified by the EPA to use less and can save you significant money on utility bills.

Saving You Headaches

Preventing Damage Before it Happens

Customer care, operations, finance - these commonly known departments can be found in many different organizations across many different industries. But did you know Liberty has an entire department dedicated to preventing damage to our natural gas distribution system? One of the ways we do this is through educating the public about safe digging practices.

Whether it's a mailbox post, a fence, or even shrubbery, digging without knowing if there are underground wires or pipes is never a good idea. Damaging underground utilities is not only dangerous, but it can cause interruption of services to you and your neighbors and be expensive to repair.

So how do property owners dig with confidence? By dialing 811.

811, or the national "Call Before You Dig" number, serves as a communication link between anyone who wants to dig and the utility companies that have buried lines. When you dial 811, you will be connected to a representative from your state's 811 center who will ask you about the location and details of your digging project.

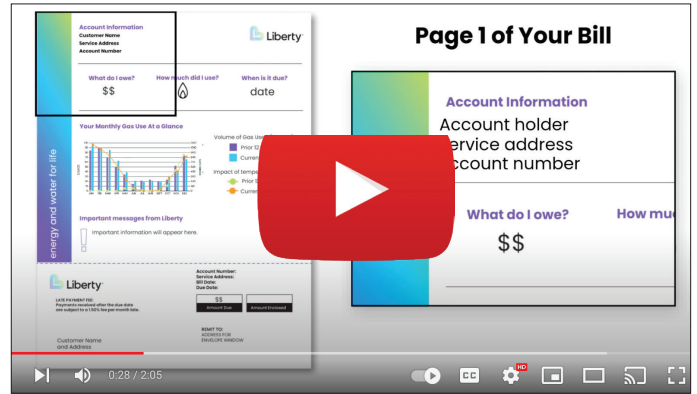
Between public education, frequent communication with excavators and the municipalities in which Liberty serves, and our highly trained personnel, Liberty is able to help protect our system from damage.





Saving You Time Your Bill Explained

Since rolling out our new bill design, some customers have had questions about where key information is located. To save you time and energy, we have created some tools to help you better understand your bill.



On our website, you can watch a short video walking you through the locations of your new account number, total amount due, usage chart, and more. There is also an infographic which breaks down your charges so you know what each is for, allowing you to better manage your usage.

To view these tools, go to www.libertyenergyandwater.com and select "Understanding My Bill" under the "Customer Service" drop-down menu.

Saving You Money Natural Gas Lighting Adds Value

Looking to add some extra charm to your home? Look no further than natural gas lighting! Additional benefits of natural gas lighting include:

- Insect repelling – natural gas lighting gives off an amber glow that isn't attractive to insects
- Security – gas lighting will continue to operate during a power outage, increasing the safety and security of the home
- Less maintenance – there are no lightbulbs to change and slide-out tempered glass is easy to clean



Special Offer

For a limited time, Liberty customers can get 20% off any order of \$200 or more placed directly through American Gas Lamp Works. Scan the QR code to learn more.



Saving You Injuries Watch Out For Equipment While Mowing

Eager to hand off the dreaded task of mowing your lawn? Well, before enlisting the help of Junior just yet, make sure to locate any above-ground mechanical equipment.

Air conditioning condensers, exhausts for heating equipment, electric and gas meters, and transformers can all be located in grassy areas that require mowing.

If you do need to mow around this type of equipment, we recommend taking extra caution by approaching equipment slowly to avoid a collision. Hand trimmers would be the best method to avoid this hazard.