

Payment Options



Mail. Please mail your Liberty Utilities bill in time to reach us before the past-due-after date. To ensure proper credit, write your 17-character Liberty Utilities account number on your check or money order. *Please do not send cash.*



Auto Pay via e-Bill. You can authorize the automatic transfer of funds directly from a checking or savings account each month.



Telephone. Use the automated phone system or speak with friendly agents to pay by Visa®, MasterCard®, ATM debit or checking account.



Electronic Billing Plan. You can receive your monthly bill electronically as an e-mail. Sign up for our e-Bill Program online at www.libertyutilities.com.



Online. You can make a one-time payment by Visa® or MasterCard®, bank debit card or checking account on our website at www.libertyutilities.com.



Payment Center. You can pay your bill at many grocery stores, banks, convenience stores and other merchants that are authorized to accept Liberty Utilities payments. Please take your entire bill with you.



Electronic Banking. Most major banks offer an easy bill-paying feature on their websites that you can use to pay your Liberty Utilities bill.

For more information or to enroll in any of these payment options, please call us at 1-855-216-6305 or visit www.libertyutilities.com.



Liberty Utilities™

libertyutilities.com



Liberty Utilities™

WELCOME AND CUSTOMER INFORMATION



Para recibir esta información en español, por favor, llame a la línea gratuita de nuestro Centro de Atención al Cliente al 1-855-216-6305 o visite www.libertyutilities.com.

Welcome to Liberty Utilities. We deliver natural gas to many residential, commercial and industrial customers in Georgia.

Thank you for choosing natural gas for your space heating, water heating, cooking, clothes drying, outdoor living or other energy needs. We're committed to providing you with exceptional customer service. We appreciate the opportunity to serve you.

This booklet contains helpful information about our company and our service. Please keep it on hand to answer any questions about your natural gas utility service. We've included important contact, billing and safety information that you may need.

Customer Service and Emergency Service

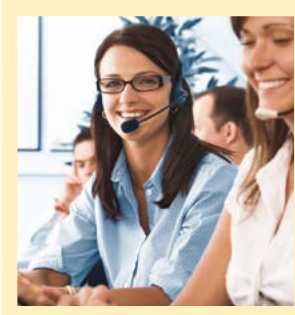
For customer service or emergency service, visit our website at www.libertyutilities.com or call the toll-free numbers listed below.

Customer Service: **1-855-216-6305**
Emergency Service: **1-855-216-6306**

Your Natural Gas Bill

Your monthly natural gas bill contains a wealth of information, which is explained in detail on the back of your bill. Your bill also shows the "past-due-after date." Your payment must be made and posted to your account by this date to avoid late charges, if applicable. Payments made after this date are past-due.

If you are unable to pay your gas bill before the past-due date, please call our Customer Care Center. We want to help you avoid a service disconnection. We may be able to refer you to an energy assistance agency, which provides funds for qualified consumers, or to set up an alternate payment plan.



Charges on Your Bill

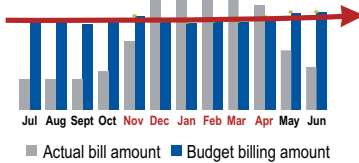
There are two major parts of your Liberty Utilities bill: (1) the fees approved by the regulatory agency for Liberty Utilities natural gas distribution services, and (2) the cost of the natural gas itself that Liberty Utilities buys on behalf of its customers. In winter months when more gas is consumed, the gas-cost portion can be as much as two-thirds of your bill.

Liberty Utilities does not profit on the cost of the natural gas itself. The cost of the natural gas we buy on your behalf is billed to you without any markup.

Budget Billing

Budget billing is a great way to even out the seasonal highs and lows of your gas bills. This can help you plan your budget by making your gas bills more predictable.

Lower your winter gas bills by signing up for budget billing.



Manage Your Account Online

The ultimate in convenience is managing your gas account online. Our account center allows you to receive your monthly bill by email and pay your bill electronically. You can even manage multiple gas accounts. Registering to become an e-bill customer is quick and easy, and all transactions are secure.

Learn How to Save Energy

Liberty Utilities has information to help you manage your energy use more efficiently. Visit www.libertyutilities.com.

Energy Assistance Contributions

You can make a voluntary contribution to the energy assistance program in your community by agreeing to add



an extra amount each month to your gas bill payment. All contributions go to local energy assistance agencies to help qualified individuals or families who need funds to pay their utility bills. You also will receive a donation statement for tax

purposes. Please see the back of your monthly bill or call our Customer Service number if you would like to contribute.

Changing, Moving or Ending Your Natural Gas Service

You can change your account status or service location on our website or by calling our Customer Service number. You will need your 17-digit account number for most transactions. Please request your service changes as far in advance as possible, but be sure to allow at least two working days before the change is to take effect.

You may be required to verify your identity by providing your Social Security number, date of birth or other secure information.

Your Safety Is Important to Us

We add a distinctive odor to natural gas to help you detect a leak. If you ever smell gas, get everyone out of the area and, from a safe distance, call our emergency service number or 911.

Before digging or excavating, always call 811 to have all buried utility lines marked.



**Know what's below.
Call before you dig.**