



What Do Our Customers Say?

“ I need to have gas for cooking. Cooking food on an electric stove just isn't the same, and when you cook in the south, it has to cook right. ”

- Carole Ann, Gainesville GA

Carole Ann's favorite food to cook on her natural gas stove is FRIED CHICKEN.



Carole Ann moved into her home in Gainesville Georgia about 10 years ago. When looking for a new house, natural gas was one of the most important features on her checklist. She considers it a necessity, not a luxury. “I love natural gas. I have a natural gas stove, water heater, grill and two gas fireplaces” said Carole Ann. “I need to have gas for cooking. Cooking food on an electric stove just isn't the same, and when you cook in the south, it has to cook right.” She went on to say “I turn my fireplaces on every cold morning. I have also been known to run them with the air conditioning on just so I can have a fire with my gas fire logs, especially when I have a party.”

In the South, there can be extended power outages, and Carole Ann mentioned that whenever she is out of power, she likes the fact that all her natural gas appliances still work. Carole Ann recalled an instance a few years back where an ice storm caused a three day power outage. “It was quite an ordeal, but it's very typical for the south. Even with no power, I was still able to cook on my gas stove, turn on my gas fire logs, and even grill if I wanted to.”

Carole Ann also loves the services Liberty Utilities offers. “Working with Liberty Utilities is absolutely perfect. The fact that they offer automatic payment is very important. I travel a lot, and the convenience is a real plus for me. Every month my bills gets paid automatically, which gives me the freedom of not having to worry.”



Liberty Utilities

Georgia

A local approach to management allows Liberty Utilities to provide a superior customer experience to our 56,500 residential and business customers located in Georgia. We strive to provide high levels of performance in service reliability, an enjoyable customer experience, and an unwavering dedication to public and workplace safety.

Our company structure and the process we follow have been designed with customer service at the center. The Business and Community Development team consists of four Managers and one Coordinator. Each property owner is paired with one Manager and our Coordinator to ensure a personalized experience. From learning about the benefits of natural gas all the way through having your meter installed, our staff is here to help.

Meet a Member of the Team



Bruce Hancock

Business and Community Development Manager

Bruce Hancock is located in the Gainesville area. He has been with Liberty Utilities for two and a half years.

Prior to joining Liberty, Bruce was employed at Alabama Gas Corporation for 20 years. His vast knowledge of the industry has made him a valuable asset to the Business and Community Development team. When he is not at work, he tries to go to the beach as often as possible.

LOCAL



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