



What Do Our Customers Say?

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”

- Alex Vann, Store Owner/Operator
Chick-fil-A

Chick-fil-A is a fast food chain headquartered in Atlanta, GA that specializes in the creation of chicken sandwiches. Opened in 1946 by Truett Cathy, the company now operates more than 2,200 restaurants from coast to coast and opens a new store nearly every week.

Chick-fil-A celebrates Cow Appreciation Day in honor of their 4 spokescows



Franchise Owner/Operator Alex Vann has been with the company for 23 years and is responsible for overseeing operations of two Chick-fil-A locations in Columbus, GA. According to Vann, “We can’t operate without natural gas. We serve over 2,000 guests a day, so the fact that we have a gas line coming right to our business ensures that we have a constant supply of hot water. If we were to run out of hot water, the Health Department would come and shut us down. So from a food safety perspective, you could say that Liberty Utilities provides one of the most critical elements that any restaurant is ever going to deal with, and that is the ability to heat ample amounts of water to a temperature above 120 degrees.”

In addition to serving food, Chick-fil-A is focused on building and maintaining positive relationships with their customers, employees, and the communities that they are located in. When asked about his experience working with Liberty Utilities, Vann explained “we recognize that having strong relationships with our suppliers, vendors, and utilities is critical to us being able to run a successful restaurant. I consider the relationship we have with Liberty Utilities to be symbiotic. Both of our companies are loyal to each other, and when that happens everyone benefits. I am a highly satisfied Liberty Utilities natural gas customer.”



Liberty Utilities

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 4 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



Ralph King

Business and Community Development Manager

Ralph, a lifelong resident of Columbus, joined Liberty Utilities in July of 2017. Prior to that, he worked in the stone, sand, gravel, and concrete industry.

Ralph is based out of the Columbus office and helps home and business owners in surrounding communities bring natural gas to their properties. He is very active in his church and community and enjoys wing shooting as well as visiting gulf coast beaches with his family.

Georgia

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