



Payment Processing

Use the right method to ensure your bill is paid on time.

Below is a list of payment methods with a processing time of 1-2 days. Be sure to use a payment method that will get your bill paid before it is past due. Past due bills are subject to late payment fees and possible disconnection.

- **Liberty Utilities Walk-In Centers**

We accept credit and debit cards, checking account information, checks and money orders. Cash is not accepted for security reasons.

COLUMBUS

2300 Victory Dr

GAINESVILLE

1766 Cleveland Hwy

MANCHESTER

126 West Main St

- **Authorized Payment Agents**

There are many locations that are authorized to accept payments on our behalf. Visit our payment webpage to find a list of authorized retailers near you. Most agents will accept cash and credit cards.

- **Pay Over the Phone**

To pay your bill using our automated phone system, please call us at **855-216-6305** and select **option 2**. We accept all credit cards and checking account information.

- **Pay Online**

You can use your credit card or checking account to pay your bill online. Visit the payment page on our website at www.libertyutilities.com and select "Pay My Bill."

What if I've received a shut off notice?

Customer balances are due 20 days after the billing date. Late fees are assessed if not paid by the due date. Customers who have received a notice of pending service disconnection should make payment arrangements immediately to avoid loss of service. If the date on your notice is more than two business days out, you can still make a payment using one of the payment methods above to avoid service disruption. If your notice indicates a disconnection date in two business days or less, you should call or come by our offices to ensure your payment is processed prior to your service being turned off. Please note, in order to restore service terminated for non-payment, all outstanding balances will need to be paid as well as applicable deposits and reconnection fees paid.