

# News for our Natural Gas Customers

September/October 2022

GA



## How to Reach Us

### Gas Leaks/Emergencies

1-855-216-6306

### Customer Service/Billing/Payments

1-855-216-6305 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### For Updates and Info

[www.twitter.com/LibertyUtil\\_GA](https://www.twitter.com/LibertyUtil_GA)

[www.facebook.com/LibertyUtilitiesGA/](https://www.facebook.com/LibertyUtilitiesGA/)

### Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

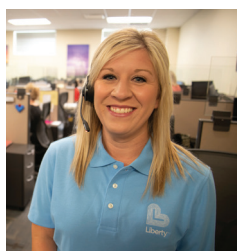
2300 Victory Dr  
Columbus, GA 31901

1766 Cleveland Hwy  
Gainesville, GA 30501

### Bill Payment Locations

Payments can be made using the drop boxes at our Columbus and Gainesville walk-in centers, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Here to Help



At Liberty, our top priority is you – our customers. We work daily to improve our service to you, in all facets of our operation. Over the last two years, the pandemic, inflation, natural disasters, and other events have led to economic uncertainty for many, and we want you to know that we are here to help.

There are many ways you can save energy (and money) by making small changes at your home or business. Visit [libertyenergyandwater.com](http://libertyenergyandwater.com) to explore no-cost ways to reduce your energy usage, learn about seasonal changes at home that can help save energy, and read about financial programs, like budget billing and community energy assistance programs.

## Senior Low Income Discount



Liberty offers a discount to senior citizens (customers 65 and older) who have household income below a certain level. In January, the income threshold was increased to \$27,180 (this figure is adjusted annually for inflation). Gas service must be in the name of the qualifying person and that person must live at the service address. If you think you are eligible for this discount, please call us at 1-855-216-6305.

## Inspiring Georgia's Youth

Over the summer, Liberty employees from various departments participated in the Goodwill Youth Tour. This annual event supports under-served and at-risk youth in the Columbus area. The participants visited the Liberty campus in Columbus to explore potential career paths for their futures.





## Fall Into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable when the cold weather comes.

### Door and Windows:

- Replace old weather stripping around doors and windows
- Caulk around gaps in windows and doors
- Install storm doors
- Consider replacing older windows with newer, more energy-efficient models

### Insulation and Air Sealing:

- Hire a contractor to ensure that your home is insulated according to recommended levels for your area

### Heating System:

- Hire a qualified professional to clean/inspect your furnace
- Clean vents and other heating system components
- Replace your furnace filter regularly
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule



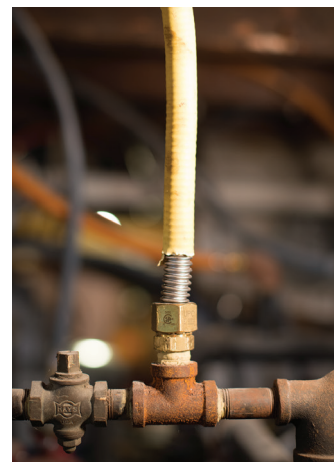
## Corrugated Stainless Steel Tubing (CSST)

CCST is a flexible, stainless steel pipe used to supply natural gas and propane in residential, commercial, and industrial structures. Coated with a yellow, or in some cases, a black exterior plastic coating, CSST is usually routed beneath, through, and alongside floor joists in your basement, inside interior wall cavities, and on top of ceiling joists in attic spaces.

While this type of pipe is safe, it is strongly recommended that you determine if the CSST system is properly bonded and grounded in order to prevent damage to the line.

If you are unsure as to whether your property has CSST or whether it has been properly bonded and grounded, contact a licensed electrician to arrange for a professional inspection.

Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for more information about CSST piping.



## Protect Your Family From Carbon Monoxide



Carbon monoxide (CO) is an odorless, colorless and toxic gas. CO is produced whenever any fuel is burned, including gas, oil, kerosene, wood, and charcoal. If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result.

### Reducing Your Risk

#### Install at least one CO detector in the sleeping areas of your home.

Purchase a model that has been tested and certified by Underwriter's Laboratories, Inc (UL). Check the unit periodically to ensure that it's functioning correctly.

Operate all fuel-burning equipment and appliances in accordance with the **manufacturer's instructions and safety recommendations.**

Have a qualified professional **check all fuel-burning appliances, furnaces, venting, and chimney systems** at least once a year.

### Take Action

If your CO alarm is activated or someone suddenly starts experiencing symptoms such as headaches, nausea, dizziness, coughing, ringing in the ears, spots before the eyes, or reddened skin color, **get to fresh air immediately and call 911 and Liberty at 1-855-216-6306.**

Visit our website for more important information on CO safety.

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)