



## It starts with a shovel

Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.

Learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.



**Scan the code with your phone to learn more.**

## Advanced meters coming to your neighborhood

Beginning this month, we will be installing an automated meter reading system (AMR) throughout our service area. This new technology is highly accurate, more efficient, and more convenient for many of you. Devices will be installed on meters that transmit the monthly reading by radio signal to Liberty trucks as they pass by. This will eliminate the need for manual reads and access to meters inside of homes to gain a monthly read.

Information will be coming soon, like when to expect our crews in your neighborhood. Once available, it will be posted on our website.

## Financial Assistance

### Winter is here. See if you qualify for heating assistance.

Good news for customers – the cost of gas is currently much lower than it was last year. While this could mean a more affordable heating season, the cost of gas fluctuates throughout the year based on market conditions. This means customers may still face financial difficulty. If you are one of the many customers struggling to pay your bills, **financial assistance may be available to you, even if you did not qualify in the past.**

Fuel Assistance is a federally funded program for income-eligible households in need of assistance in paying energy bills. **It is not a loan, and you do not have to pay back any money granted.**

To qualify for a Fuel Assistance grant you must pay utility bills directly or have your heat included in your rent, and have household income that falls within the Fuel Assistance guidelines, which have recently changed. For more information, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and select “Financial Help” under the “Customer Service” drop-down menu or scan the QR code.



## Happy Holidays

From all of us at Liberty, we wish you a joyous holiday season and a happy New Year.